



P.O. BOX 2624
Hot Springs, AR 71914
www.gtsheatandair.com

Phone (501) 760-3032
H.S.V. (501) 922-1178
Fax (501) 623-1808

ANNUAL PREVENTION PLUS MAINTENANCE PROGRAM

Heating and cooling systems have a way of breaking down when the weather is at its worst – on the coldest night of a frigid winter, or during a sizzling summer heat wave. Times when your comfort system must work the hardest, and when you need it most. A Planned Prevention Plus Maintenance Agreement helps avoid breakdowns – protects and prolongs the life of your equipment.

Pre-Season Check-ups

With a Prevention Plus Maintenance Agreement, Your comfort system is inspected and serviced prior to the peak heating/cooling seasons. As a result, your system provides many additional years of reliable service.

No Surprises

At the onset of your service agreement, all fees are fixed. Inflation has no bearing once your agreement has been signed and your program has begun.

Energy Savings

With regularly scheduled maintenance your unit is certain to operate more efficiently and with much less power consumption.

Service Agreements are Generally Transferable

Should you wish to sell your home arrangements, may be made to transfer the Prevention Plus Maintenance Agreement to the new owners, making your home more marketable.

Prompt Service

Breakdowns become a remote possibility, but should you ever need you get it **FAST**. Customer's holding service agreements receive priority over those who do not.

Prolong Equipment Life

A Planned Maintenance Program operates under the theory that an ounce of prevention "is worth a pound of cure". It is systematic maintenance that corrects minor problems before they can grow into costly repairs. Your Prevention Plus Maintenance Agreement is tailored exactly to YOUR heating/cooling equipment.

ANNUAL PREVENTION PLUS PROGRAM RATES - For participating program customers

Number of Systems	Annual Cost	FOR NON- PREVENTION PLUS PROGRAM CUSTOMERS. \$79.95 for 1 system and \$69.95 for each additional system after the first. (Excludes all program benefits)
1	\$139.95 per year	
2	\$251.84 per year	
3	\$377.76 per year	
4	\$503.68 per year	
<i>All prices include sales tax.</i>		<i>Does not include filters.</i>

*Filters may be purchased by the case at a discounted price from GTS, Inc.

Fill out and submit form below to start or renew your "PREVENTION PLUS MAINTENANCE PROGRAM" enrollment today.

Payment arrangements must be made prior to maintenance being performed.

____ New Enrollment ____ Renewal _____ Number of Units. Annual Cost: \$ _____

Name: _____ Address: _____ City/State/Zip: _____ Phone number: _____

Sign: _____ Date: _____

Cash ____ Check ____ MasterCard ____ Visa ____ Other ____ Credit Card Account No. _____ Exp. Date: _____

Please Mail To:

GTS, Inc. P.O. Box 2624, Hot Springs, AR. 71914



HEATING - COOLING
GEOTHERMAL SYSTEMS

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Prevention Plus Maintenance Agreement

Our Pact:

We agree to provide you with a complete and Professional Tune-up and Safety inspection, thorough semi-annual cleaning as outlined below for your air conditioning and heating equipment during the term indicated.

Pricing Terms:

GTS, Inc. shall schedule _____ pre-season preventive maintenance calls per year. These calls shall be performed during normal working hours (8:00am – 5:00pm) Mondays-Fridays, holidays excluded. (Upon request, weekend preventive maintenance can be arranged at an extra cost). Emergency (unplanned) service is available 24 hours per day, seven days per week, including weekends and holidays at our Preferred Customer rates.

Spring _____ Fall _____

Benefits Provided to our Customers:

- * Preferred Customer Service
- * 20 Point Tune-up/Inspection
- * 10% discount on any parts needed during pre-season calls and/or unplanned maintenance calls.
- * 10% labor discount on additional labor required during pre-season calls and/or unplanned maintenance calls.
- * Filter maintenance included during pre-season tune up/inspection calls. **(Does not include filters)**
- * Complete record of maintenance history maintained by GTS, Inc.
- * Serviceman familiarity with heating and cooling systems reduces downtime and time to repair failures
- * No Overtime Charges to Preferred Customer Service Agreement Customers
- * Peace of Mind

Professional Tune-Up Includes:

- * Calibrate operating pressures
- * Monitor starting capabilities
- * Apply electrical protective spray
- * Test all safety controls
- * Clean and calibrate blower components
- * Tighten and adjust electrical connections
- * Measure and test volts and amps on all motors
- * Lubricate all moving parts
- * Inspect evaporator coil if accessible
- * Install algae pack
- * Clean condenser coil as necessary.
- * Clean primary and emergency drains
- * Test temperature difference
- * Check for proper airflow
- * Inspect thermostat operations
- * Check/Inspect burner assembly
- * Replace or clean filters (owner provided)
- * Inspect ductwork
- * Check heat exchanger for cracks
- * Check carbon monoxide levels
- * If refrigerant is needed the first pound will be **FREE** and each additional pound will be at the normal rate.

MAINTENANCE AGREEMENT

We agree to:

1. Inspect the equipment under contract, and during each pre-season call, perform normal cleaning of all accessible components, perform lubrication as required, and review our work with you upon completion. **(Parts not included).**
2. Furnish either additional parts and labor as necessary (upon your approval) when a failure or faulty component is discovered which may affect the safe, efficient, and reliable operation of the system.
3. Instruct you in efficient operation of your system as you request.
4. Warrant all new parts and associated labor to replace for a period of thirty (30) days following their installation.
5. Provide service to you using our own trained and uniformed service personnel (no sub-contract labor allowed).
6. Perform all work as efficiently, thoroughly, and promptly as possible.

You agree to:

1. Operate the system in a normal manner, consistent with normal applications.
2. Notify us of any unusual operation conditions of the equipment.
3. Permit only our service personnel and/or a service organization authorized by us to work on the equipment (except in rare emergency cases where we have timing conflicts).

Exclusions:

1. Cabinets and ductwork.
2. Water supplies and plumbing drains beyond the equipment.
3. Electrical supply service and circuit breakers prior to the equipment.
4. Moving or relocation of the equipment.
5. Any damage to freezing.
6. Work made necessary by government codes, building, or union regulations.
7. Devices and controls and equipment not specifically itemized on the front of this contract.

General:

During the term of this agreement, we will take all reasonable precautions to avoid injury to persons and damage to property while on premises. We shall not be liable for any special or consequential damages.

We shall repair or replace equipment (with your authorization), which malfunctions due to normal wear, fire, flood, vandalism, wind, etc. at our normal rates less your contract customer discounts.

All parts and labor beyond the normal pre-season maintenance shall only be performed upon your specific authorization.

All work shall be accomplished using our specialized tools and supplies in a manner, which meets industrial approved methods and workmanship.

We cannot assume responsibility for equipment, which is installed improperly or contrary to code and manufacturers specifications.

It is our policy to provide the most reliable, efficient, and competent service available to our customers. Thank you for your trust and confidence in our organization and personnel.

Equipment failure anytime prior to or following scheduled pre-season maintenance is considered a service call and will be billed as a service call.

Signed _____ Date _____