

What Does the NorthStar Agreement Mean for You?

Peace of Mind: Periodic inspection of your system will ensure safe and reliable operation, help maintain the life of the system, and keep energy costs manageable.

Preferred Treatment: Planned maintenance agreement customers are our first priority for service, and always receive our best prices.

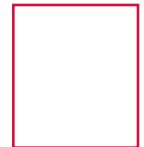
Service You Can Trust: Our highly trained and dependable staff performs all services promptly and professionally. NorthStar invests significant time and resources to ensure our North American Technician Excellence, Inc. (NATE) – certified technicians have the necessary training and tools to provide you with exceptional service.



Planned Maintenance Agreement



Heating & Air Conditioning, Inc.
7913-C Kincannon Place
P.O. Box 677
Newington, VA 22122-0677



Comfort-made Indoor Weather by NorthStar. Information Inside!

Planned Maintenance Agreement Type

	System	Five Star	Three Star
<input type="checkbox"/>	Main Heating & A/C System		
<input type="checkbox"/>	2nd Heating & A/C System		
<input type="checkbox"/>	Humidifier		
<input type="checkbox"/>	Electronic Air Cleaner		
<input type="checkbox"/>	UV Lamp		
<input type="checkbox"/>	Hot Water Heater		
<input type="checkbox"/>	Dynamic and Abatement Filters		
<input type="checkbox"/>	Other		

*Thank you
for choosing NorthStar!*

Payment

Total: _____
 Agreement Start Date: _____
 Agreement End Date: _____
Cash Check # _____
Visa MC Discover AmEx
 Card Number _____
 Expiration Date: _____ Auth. #: _____
 Customer Signature: _____
 NorthStar's Signature: _____

NorthStar Copy (tear here)

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Heating & Air Conditioning, Inc.
 7913-C Kincannon Place
 Newington, VA 22122-0677
 tel: 703.541.1006 fax: 703.541.1008

Planned Maintenance Agreement

Customer Information

Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____

Equipment Information

Model #	Serial #	Location

Heat Pump A/C Gas Furnace Hot Water Heater

Terms and Conditions

- NorthStar reserves the right to reject any agreement if an inspection by our service technician finds the equipment is in such condition that service will be unsatisfactory to one or both parties.
- NorthStar is not responsible for any pre-existing conditions due to system design or performance.
- All routine service and maintenance will be performed during the working hours of 7:30 a.m. - 4:30 p.m., Monday - Friday.
- It will be at NorthStar's discretion to repair or replace defective parts. If repair, due to the age and/or condition of the equipment, is not the best option, we will provide a quote for replacement.
- Any changes, adjustments or repairs made by others, unless authorized or approved by NorthStar in writing, will terminate NorthStar's obligation.
- NorthStar will not be required to furnish, without extra cost, any items or material, labor or equipment which are recommended or required by local code regulations, insurance companies, Government, State, Municipal or other authority.
- Service calls beyond the scope of this agreement (i.e., power outages, fuses, dirty filters, disconnects, manual reset switches) will be charged and paid for by the purchaser at the prevailing service rates.
- NorthStar is not liable for any default, delay in performance, or extraordinary damage caused by any contingency beyond our control, including war, government restrictions or restraints, lightning strikes, fires, floods, or short or reduced supply of any materials or furnished products.
- NorthStar's areas of expertise in Indoor Air Quality (IAQ) include temperature, humidity, dehumidification and initial filtration. If you have other IAQ conditions (i.e., contaminants, bacteria, mold, mold-like substances, mildew, asthma, chemical sensitivity, infection), we can refer you to an appropriate remediation expert.
- Unless indicated otherwise, this maintenance agreement will remain in effect for an initial term of one year. Renewal will be automatic unless terminated earlier with a 30-day written notice from either party. Failure to pay relieves NorthStar of any and all obligations under this agreement. Purchaser agrees that any account past due will be charged 1.5% interest per month on the unpaid balance (18.0% per annum). In the event this account is referred for collection, the purchaser will be responsible for all fees, including attorney fees, service charges and any collection agency commissions.

Agreement Comparison

Service	★★★★★ 5 Star	★★★ 3 Star
Two planned maintenance checks -- Heating (Fall) and Cooling (Spring)	★	★
Check thermostat	★	★
Check air filter	★	★
Check for proper voltage	★	★
Check electrical connections	★	★
Check heat exchanger/electric heat	★	★
Check burners	★	★
Check flue/flue pipe	★	★
Check ignition	★	★
Check supplemental heat	★	★
Check controls and interlocks	★	★
Check blower assembly	★	★
Check indoor coil	★	★
Check pulleys & belts	★	★
Check safety controls	★	★
Check contactors & relays	★	★
Check fan motor(s)	★	★
Check condenser coil	★	★
Check & lubricate motor(s)	★	★
Clean condenser coil	★	★
15 % off repairs	**	★
No overtime charges	★	★
Replace standard air filter	★	★
Clean drain pan & line	★	★
Clean indoor coil	★	★
Clean blower assembly	★	★
Clean burners and burner chamber	★	★

**Parts and Labor are included in the 5 Star Agreement

NorthStar will repair or replace the following parts with equal or better parts: time delays, check valves, fan controls, pressure controls, pulleys, fan motors, belts, gas valves, service valves, capacitors, fan relays, limit controls, fan blades, transformers, pilots, pilot safeties, defrost controls, metering devices, sequencers, thermocouples, refrigerant, crankcase heaters, control boards, and temperature sensors.

The following items are not included in the 5 Star Agreement, except where covered under manufacturer's warranty: compressors, heat exchangers, coils and/or electric heat elements.

NorthStar Copy (tear here)

Customer Information

Name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Home Phone: _____
 Daytime Phone: _____

Equipment Information

Model #	Serial #	Location

Heat Pump A/C Gas Furnace Hot Water Heater

Please detach bottom portion and return to:

NorthStar Heating & Air Conditioning, Inc.
 7913-C Kincannon Place
 Newington, VA 22122-0677