

# Residential Maintenance Agreement (RMA)

A Program Designed to Reduce Your Utility and Repair Costs

## Benefits

**DISCOUNT:** The Company will provide a 15% discount on all repair parts. Emergency labor will be reduced by 15% below our prevailing flat rate.

**PREFERENCE SERVICE:** The Company will provide emergency service to you before non-agreement customers.

**HOURS OF SERVICE:** The services covered by this agreement will be scheduled during The Company's regular working hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays. After hours or weekend scheduling is available for an additional charge.

**PARTS:** The agreement does not include any parts or materials except maintenance materials (lubrication/cleaning supplies) necessary to perform the required maintenance.

**REPAIRS:** Any repairs required beyond those provided in this agreement will be brought to your attention and will be billed on a discounted flat rate basis. Payment is due 10 days after the receipt of repair invoice. The Company shall not be liable for any loss arising from delay, failure to discover a condition requiring repair or replacement, or as a consequence of any performance under this agreement.

**RECORDS:** The Company will maintain a complete record of all maintenance and repairs performed by us and will provide you with a written report upon completion of any work.

**TERM:** This agreement is for one year from the effective date. Unless we notify you in writing at least 30 days before the anniversary date of any changes, we will renew this agreement at the same price and terms.

## Did You Know?

- Some air conditioning and heating problems can DOUBLE operating costs without reducing comfort.
- Up to 80% of all air conditioning and heat pump compressor failures could be eliminated if the problems that lead to the failure were corrected in a timely manner.
- A "freon" (refrigerant) undercharge of only 10% can increase operating costs by almost 20%.
- "Freon" (refrigerant) should never need to be replaced. If it must be added every year, there is an expensive leak that should be repaired.

- A dirty evaporator, condenser and blower could increase air conditioning or heat pump electrical usage by 50% or more.
- Just a 100th of an inch of dirt or film on an evaporator coil can reduce it's efficiency 5%.
- Un-repaired small problems can lead to very expensive repairs.
- Depending on the current condition of your equipment this service may pay for itself several times over in energy savings alone.
- Annual safety checks can eliminate dangerous problems.

According to studies conducted by the Louisiana Cooperative Extension Service and Gulf States Utility Company, you can **SAVE up to \$30 a month on your utility bill** by making sure that your air conditioning system is cleaned and serviced regularly.

The study concluded that proper air conditioning maintenance can:

- INCREASE COMFORT
- LOWER OPERATING COSTS
- INCREASE SYSTEM CAPACITY
- INSURE LONGER EQUIPMENT LIFE

## ***Hightower Service, Inc.*** **Can Save You Money on Your Utility and Repair Bills**

Our professional service technicians understand your air conditioning and heating system and can eliminate money wasting problems.

We have developed a customized program that addresses the problems we see most often. The comprehensive maintenance agreement we offer is designed to:

- Reduce the possibility of an air conditioning or heating break down.
- Reduce your utility and repair costs.
- Provide preferential emergency service if the need ever arises.
- Provide a discount on parts.
- Maintain or enhance your current level of comfort.

We know that our satisfied customers have been and will continue to be the secret to our success. We also believe that our Residential Maintenance Agreement program is the best way for us to keep our customers satisfied.

## **Air Conditioning**

### **1. CONDENSER COIL will be rinsed out with water as required.**

VALUE TO YOU - Dirty condenser coils raise refrigerant pressure higher than needed, increasing your electrical bill.

**2. EVAPORATOR COIL will be inspected.**

VALUE TO YOU - Evaporator coils become dirty because air filters only collect a portion of dirt and can decrease efficiency and increase operating costs. This is also a major cause of compressor failure. Customer should replace properly sized filter on a schedule designed for the filter being used.

**3. BLOWER WHEELS will be inspected and cleaned as necessary.**

VALUE TO YOU - Dirty blower wheels reduce air flow, causing longer operating time and increased cost. This problem can lead to lost comfort, compressor failure, or damage to the blower motor.

**4. REFRIGERANT CHARGE will be checked.**

VALUE TO YOU - A low or high refrigerant charge can easily go unnoticed and increase operating costs. An improper charge can cause compressor shut down.

**5. AIR FILTER will be replaced at customer's option.**

VALUE TO YOU - A restricted air filter can cause your air conditioning unit to waste energy, cause the evaporator to freeze, and shorten the compressor's life.

**6. MOTORS will be cleaned and inspected.**

VALUE TO YOU – most motors have factory seal bearings and are self lubricating, if the oil seals break the motor will lose its lubrication

**7. THERMOSTAT will be checked.**

VALUE TO YOU - Improperly calibrated thermostats allow the unit to run longer than necessary. Every degree your air conditioning operates below 78 degrees can add 5 to 8% to the cost of cooling.

**8. CONTROLS & SAFETIES will be inspected and tested.**

VALUE TO YOU - Controls and safeties that do not function properly can increase operation cost and cause other components to fail.

**9. CAPACITORS will be tested.**

VALUE TO YOU – Weak capacitors can lead to compressor and motor failure.

**10. CONDENSATE DRAIN will be checked to assure it is open.**

VALUE TO YOU - Algae can plug a condensate drain which can cause expensive water damage.

**11. CRANKCASE HEATER will be operationally checked.**

VALUE TO YOU - Crankcase heaters that do not work can lead to compressor failure.

**12. RELAYS AND CONTACTORS will be inspected.**

VALUE TO YOU - Worn contacts and loose wire connections can lead to a motor or compressor failure.

**13. UNIT DISCONNECT will be inspected.**

VALUE TO YOU - A worn or over heated disconnect blows fuses and is dangerous.

**14. UNIT WIRING will be inspected and loose connections tightened.**

VALUE TO YOU - Loose connections can lead to a motor or compressor failure.

**15. TEMPERATURES AND PRESSURES will be taken and recorded.**

VALUE TO YOU - An accurate record of your equipment's vital data can indicate potential problems, which can be eliminated. A record will be kept with the unit which may reduce emergency service time.

**1.-15. HEAT PUMPS WILL RECEIVE ALL OF THE AIR CONDITIONING SERVICES PLUS:**

**16. DEFROST TIMER will be checked.**

VALUE TO YOU- A defrost timer that is not working properly can cause a loss of heat and can shorten the compressor's life.

**17. REVERSING VALVE will be operationally checked.**

VALUE TO YOU - A reversing valve that is not operating properly can waste energy and cause a loss of heat.

**18. AUXILIARY HEAT STRIPS will be checked.**

VALUE TO YOU - Heat strips that are not operating properly can cause a loss of heat or increase electric cost higher than necessary.

## **Heating Systems**

**1. HEAT EXCHANGER will be inspected for cracks and deterioration.**

VALUE TO YOU - Heat exchangers can develop cracks with age. If they exist, there is a risk of serious illness from the toxic fumes emitted.

**2. AIR FILTER will be replaced at customer's option.**

VALUE TO YOU - Dirty air filters can increase operating costs.

**3. BURNERS will be cleaned.**

VALUE TO YOU - Dirty burners can cause poor combustion. You pay for useful heat that "goes up the stack."

**4. FLAME SENSOR will be cleaned and tested**

VALUE TO YOU - A defective Flame Sensor will cause the furnace to intermittently shut down or not come at all.

**5. FAN SWITCH will be checked and adjusted as needed.**

VALUE TO YOU - A fan switch that is not properly adjusted can waste energy or cause nuisance fan cycling.

**6. HOT SURFACE IGNITOR will be inspected and tested.**

VALUE TO YOU – a cracked Ignitor can cause the furnace to operate.

**7. SAFETY CONTROLS will be operationally checked.**

VALUE TO YOU - Safety controls that do not operate can cause dangerous problems.

**8. GAS LINE will be leak checked from the furnace shut off valve to the burners.**

VALUE TO YOU - Undetected gas leaks are dangerous.

**9. COMBUSTION AIR openings will be checked.**

VALUE TO YOU - Blocked or restricted combustion air openings can be dangerous.

**10. FLUE PIPE will be inspected.**

VALUE TO YOU - Flue pipe corrosion or leaks are dangerous.

**11. SECURE ALL PANELS.**

VALUE TO YOU - Loose panels can increase operating costs and cause a dangerous condition.

**12. THERMOSTAT will be checked and calibrated as required.**

VALUE TO YOU - Defective or improperly calibrated thermostats affect comfort and operating cost.

**13. ELECTRIC HEAT STRIPS will be checked.**

VALUE TO YOU - Heat strips that are not operating properly can cause a loss of heat or increase electric cost higher than necessary.

**14. UNIT WIRING will be inspected and loose connections tightened.**

VALUE TO YOU - Loose connections can lead to a motor or compressor failure.

**15. TEMPERATURES and PERFORMANCE will be recorded.**

VALUE TO YOU - An accurate record of vital data can indicate potential problems, which can be eliminated.

## **DUCT SYSTEMS**

**16. DUCTS will be visually inspected for obvious air leaks.**

VALUE TO YOU – Leaky ducts could cause, dust, comfort, and energy loss issues.