



DialOneHour® 2 Call Heating and Cooling Maintenance Agreement

- ✓ Priority customer status ✓ 24-hour/7 day emergency service ✓ NO overtime rates
- ✓ 15% Discount on heating and cooling repairs ✓ \$15 Discount on diagnostic fees ✓ 5% Discount on new comfort systems
- ✓ 10% Discount on HVAC Accessories ✓ 15% Discount on Benjamin Franklin plumbing repairs ✓ 15% Discount on electrical repairs from Dial One Mister Sparky Electric
- ✓ Reduce utility bills by up to 25% ✓ Reduce the risk of costly breakdowns ✓ Improve comfort, reliability and safety
- ✓ Extend equipment life ✓ Validates manufacturers warranties ✓ Inflation protection ✓ 2 Year warranty for all parts and labor on repairs
- ✓ Trust certified technicians ✓ Licensed, bonded and insured ✓ Up to 2 lbs. of refrigerant each year at no charge with your cooling inspection (\$134 Value) ✓ 100% MONEY BACK GUARANTEE!

Call 1 (800) DIAL-111 (1-800- 342-5111) for Indianapolis, Anderson, Muncie, Columbus, Bloomington and Greencastle service areas. Visit our website: www.dialone.com

DialOneHour® Comprehensive Customer Information:

Customer Number: _____

Customer Name: _____ Email Address: _____

Address: _____ City, State Zip: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Address of Work Performed: _____

Maintenance Dates and Equipment Specifications:

Next Annual Renewal Date: _____

Preferred Heating Inspection Month:

Sept • Nov • Dec • Jan • Feb • Mar

Number of Heating Inspections Due: _____

Preferred Cooling Inspection Month:

April • May • Jul • Aug

Number of Cooling Inspections Due: _____

Note: Postcards are sent as reminders. Please call to schedule your inspection(s). All Inspections are to be scheduled within the dates of your selected coverage.

Type of Equipment	Brand	Model Number	Serial Number	Age

DialOneHour® Comprehensive Agreement & Investments (Annual Packages - Option A)

1 Year Protection Plan \$84⁰⁰ Per Tune-Up Investment: \$168	2 Year Protection Plan \$79⁰⁰ Per Tune-Up Investment: \$316	3 Year Protection Plan \$74⁰⁰ Per Tune-Up Investment: \$444	4 Year Protection Plan \$68⁰⁰ Per Tune-Up Investment: \$552	5 Year Protection Plan \$64⁰⁰ Per Tune-Up Investment: \$640
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Initial System Investment: \$ _____ Additional Systems*: \$ _____ Total Investment: \$ _____

*Multiple systems in same home discount 20% Off single system price. Humidifier service, pads, media or filter replacements and electronic air filter cleaning are not included. Each year of coverage includes one Heating Inspection and one Cooling Inspection.

Cooling Equipment-----

- Check thermostat
- Check or replace 1 inch filter
- Check for temperature drop
- Clean condenser coil
- Check and adjust air flow
- Check electrical connections
- Check amp and volt draw on motors

Heating Equipment-----

- Check refrigerant charge
- Lubricate moving parts
- Check condensate drain
- Check all capacitors
- Look for refrigerant leaks
- Check contactor
- Meg check compressor
- Check compressor terminals
- Check disconnect power box
- Check power breaker

Inspect evaporator coil when accessible

- Test cycle for proper operation
- Wax air conditioner cabinet
- Check thermostat
- Inspect and clean heat exchanger
- Check temperature rise
- Check fan control

Check furnace safety controls

- Check for gas leaks
- Check gas valve operation
- Check ignition system
- Check electrical connections
- Check gas pressure
- Wax furnace cabinet
- Lubricate all moving parts
- Clean or replace 1 inch air filter
- Check back up heat elements

Check sequencer operation

- Check volt and amp draw on motors
- Check breaker and SSU
- Check oil filter
- Check reversing valve operation
- Check defrost control
- Check oil nozzle
- Test cycle for proper operation

TERMS OF AGREEMENT

OPTION A: Invest in an Annual Package and Save! 1 Yr 2 Yr 3 Yr 4 Yr 5 Yr Investment \$ _____

OPTION B: Monthly Investment of \$14.00 for a single system home on Automatic Credit Card Debit.* I do understand that the monthly fee will continue until a written notice of termination is received at the corporate office. (Allow up to 2 weeks for the termination processing.)

*There is a minimum one year commitment. Additional home systems will increase charge per month.

Method of Payment: (Please complete and sign) Visa Mastercard Discover AMEX Check # _____

Account # _____ Card Exp. Date: Mo. _____ Yr. _____ VIN# _____

Customer Approval: _____ Date: _____ Company Approval: _____

Notice: You may cancel this transaction, without any penalty or obligation, within 3 business days from the above date. See reverse side for instructions.



For every friend, neighbor, or relative you refer to us, we will send you the following thank you Gifts: Up To \$150 for Comfort System Referrals (\$100-1st Referral, \$125-2nd Referral & \$150-3rd or More) Up to \$50 for Service Referrals (\$25-1st Referral, \$35-2nd Referral & \$50-3rd or More)

AGREEMENT CANCELLATION INSTRUCTIONS

IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 21 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELLED.

IF YOU CANCELLED, YOU MUST MAKE AVAILABLE TO THE SELLER AT YOUR RESIDENCE, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE, OR YOU MAY IF YOU WISH, COMPLY WITH THE INSTRUCTIONS OF THE SELLER REGARDING THE RETURN SHIPMENT OF THE GOODS AT THE SELLER'S EXPENSE AND RISK.

IF YOU DO NOT MAKE THE GOODS AVAILABLE TO THE SELLER AND THE SELLER DOES NOT PICK THEM UP WITHIN 20 DAYS OF THE DATE OF YOUR NOTICE OF CANCELLATION, YOU MAY RETAIN OR DISPOSE OF THE GOODS WITHOUT ANY FURTHER OBLIGATION. IF YOU FAIL TO MAKE THE GOODS AVAILABLE TO THE SELLER, OR IF YOU AGREE TO RETURN THE GOODS TO THE SELLER AND FAIL TO DO SO, THEN YOU REMAIN LIABLE FOR PERFORMANCE OF ALL OBLIGATIONS UNDER THE CONTRACT.

TO CANCEL THIS TRANSACTION, DELIVER A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE (OR OTHER WRITTEN NOTICE), OR MAIL (POSTMARKED WITHIN 72 HOURS), TO:

DIAL ONE HOUR CORPORATE HEADQUARTERS • 1551 S. FRANKLIN RD. • INDIANAPOLIS, IN 46239

I HEREBY CANCEL THIS TRANSACTION Buyer's Signature _____ Date ____/____/____

ADDITIONAL TERMS AND CONDITIONS

This Agreement is a maintenance agreement, not an insurance policy, extended warranty or service contract. This Agreement is between the Seller and the Purchaser and provides for certain inspections and maintenance services for your heating and/or cooling equipment listed on the front page of this Agreement as indicated herein.

I. This Agreement starts at 12:01 a.m. local time on the effective date identified on the front of this agreement and extends for the one, two, three, four or five year period following the effective date as indicated on the front of this Agreement.

II. This Agreement provides for specified inspections and maintenance only for the heating and/or cooling equipment listed on the front of this Agreement.

III. We will provide the following benefits to you during the term of this Agreement with respect to the listed equipment:

A. We will perform semi-annual performance inspections on your listed equipment each 12-month period during the term of this Agreement. Performance inspections will include (to the extent applicable and to the extent of the components of your listed equipment are accessible) those services indicated on the front of this Agreement.

B. You may contact us to schedule your performance inspections. Performance inspections will be scheduled to be completed during the term of this Agreement during normal business hours.

C. For other service, we will use reasonable efforts to provide you with priority service through preferential treatment in the scheduling of your call. You may contact us for emergency service 24 hours a day, seven days a week. Emergencies are situations that create substantial risk or injury to persons or substantial property damage.

D. For any repairs we perform on the listed equipment during the term of this Agreement, we will provide you with our flat pricing applicable to such repairs, when available.

E. We will provide you with fifteen percent (15%) discount off our usual and customary rates and will not charge you overtime towards repairs/ work you have us perform on the listed equipment during the term of this Agreement.

F. Repairs performed by us on the listed equipment during the term of this Agreement will be covered by our warranty on the repair services we provide. Should any such repair performed by us on the listed equipment, during the term of this Agreement, fail within 12 months of the date of the repair due to our workmanship or parts provided, we will perform the repair again (including parts) at no cost to you. Should any such repair performed by us on the listed equipment during the term of this Agreement fail from the 12th month through the 24th month of the date of the repair due to parts provided by us, we will extend the parts warranty for 24 months from the date of the original service.

IV. This Agreement will expire and may be transferred or cancelled as follows:

A. This Agreement will expire upon the expiration date set forth on the front of this Agreement. This Agreement will expire prior to the expiration date set forth on the front of this Agreement at such time as you or any permitted transferee no longer owns the listed equipment.

B. This Agreement may be transferred by you only to the person to whom you sell your residence during the term of this Agreement. This Agreement may be transferred by us at any time.

C. No service will be required to be rendered by us under this Agreement if you have a past-due account and this Agreement can be cancelled by us for fraud, material misrepresentation, your failure to make any payment required under this Agreement when due or your failure to pay for any services or goods rendered or provided by us to you, whether in connection with this Agreement or otherwise.

D. In addition to any right you may have under the law or elsewhere in this Agreement, you may cancel this Agreement within the first three days following the effective date of this Agreement. If no services have been performed under this Agreement or if required by law, you will receive a full refund.

V. This Agreement does not cover and we will not be responsible for:

A. Any breakdown or failure of the listed equipment or any failure to detect any defect in or malfunction of the listed equipment.

B. Any parts or labor for any required repair, except that if you have us provide the required repairs on the listed equipment during the term of this Agreement, the repairs will be provided in accordance with the provisions in Section III. D, III E. and III. F of this Agreement.

C. Any consequential, secondary or incidental damages or any bodily injury or property damage, regardless of cause.