

Coolray & Mr. Plumber

Main: 1645 Williams Drive • Marietta, GA • 30066
 East: 1400 Northbrook Parkway • Suite 380 • Suwanee, GA • 30024
 South: 1595 Commercial Court • Jonesboro, GA • 30238
 HVAC License # CN209509 • Plumbing License # MPR107925
coolray.com • (770) 421-8400



CoolCare Heating and Cooling Maintenance Agreement

- ◆ **2-YEAR** Parts Warranty (minimum) on ALL Repairs
- ◆ 1-year labor (minimum) warranty on ALL repairs
- ◆ Two annual maintenance visits ◆ Emergency spot coolers available ◆ Trust certified technicians ◆ Priority service over non-plan customers ◆ Fast response & 24/7 day emergency service ◆ No overtime service charges ◆ Extended appointment times to fit your schedule ◆ Maintain & validate manufacturer warranties ◆ Reduce the risk of costly breakdowns ◆ Increase efficiency ◆ Reduce energy costs ◆ Maintain safe operation ◆ Improve comfort and reliability ◆ 15% Discount on heating & cooling repairs ◆ 5% Discount on heating & cooling equipment ◆ 10% Discount on HVAC accessories ◆ \$10 discount on service fees

We make maintenance easy—schedule online or by phone. We'll even call you to remind you and schedule your appointment.

PlumbingCare Maintenance Agreement

- ◆ **2-YEAR** Parts Warranty (minimum) on ALL Repairs
- ◆ 1-year labor (minimum) warranty on ALL repairs
- ◆ ONE annual whole-house plumbing evaluation
- ◆ Annual water heater flush ◆ Annual tankless flush (if selected) ◆ State licensed plumbers ◆ Priority service over non-plan customers ◆ Fast response & 24/7 emergency service ◆ No overtime service charges ◆ Extended appointment times to fit your schedule ◆ Validates manufacturer warranties ◆ Ensure safe plumbing system operation ◆ 15% Discount on plumbing repairs ◆ 5% Discount on replacement water heaters ◆ 5% Discount on sewer & water line replacements ◆ \$10 discount on service fees

CoolCare Agreement: New Renewal

PlumbingCare Agreement: New Renewal

Customer Name: _____ Email: _____

Address: _____ Home: () _____

City, State, Zip: _____ Cell: () _____ Work: () _____

Address of Work Performed: _____

Preferred Date: _____ Preferred Date: _____ Preferred Date: _____

System	Brand	Model Number	Serial Number	Age
1				
2				
3				
4				
5				
6				

Maintenance Agreement Options and Payment Selection

TYPE of Maintenance Agreement

Heating & Cooling (CCA) Plumbing (PCA)

LENGTH of CoolCare Maintenance Agreement

1 Year 2 Years 3 Years 4 Years 5 Years

LENGTH of PlumbingCare Maintenance Agreement

1 Year 2 Years 3 Years 4 Years 5 Years

Our Promise

We'll provide you with a complete precision tune-up and professional cleaning on your heating and cooling equipment and a complete plumbing inspection for the term of this agreement. You will receive all the benefits and discounts listed above based on the plan that you choose.

PAYMENT OPTIONS

CHECK AMEX DISC M/C VISA

Card #: XXXX-XXXX-XXXX-XXXX

Exp. Date: ____/____/____

Signature _____

Heating & Cooling (CCA): \$ _____

Plumbing (PCA): \$ _____

Plumbing (PCA) with Tankless Water Heater: \$ _____

Total Investment: \$ _____

Company Approval _____ Date: ____/____/____



MAINTENANCE CHECK LIST (COOLING, HEATING & PLUMBING)

Cooling Equipment Checklist: Coolray will inspect, calibrate (when applicable) and maintain the following: thermostat, 1" filter, temperature drop, condenser coil, air flow, electrical connections, amp and volt draw on motors, refrigerant charge, condensate drain, capacitors, refrigerant leaks, contactor, compressor, compressor terminals, disconnect power box, circuit breakers, evaporator coil (when accessible), cycle test for proper operation and wax air conditioner cabinet.

Heating Equipment Checklist: Coolray will inspect, calibrate (when applicable) and maintain the following: thermostat, 1" air filter, heat exchanger, temperature rise, fan control, furnace safety controls, gas line safety, gas valve operation, ignition system, all electrical connections, gas pressure, back up heat elements, sequencer operation, volt and amp draw on motors, circuit breakers, oil filter, reversing valve operation, defrost control, cycle test for proper operation and wax furnace cabinet.

Exclusions: Replacement of humidifier pads, media air filters and thermostat batteries.

Plumbing Checklist: Coolray/Mr. Plumber will evaluate and inspect all exposed (accessible) plumbing systems within the home. Including (but not limited to) bathroom and kitchen fixtures i.e.; toilets, sinks, faucets, tubs, showers, bar sinks, laundry sinks, garbage disposals, dishwasher connections, ice maker connections, supply lines, emergency shut off valves, washing machine connections, water filters, and all exposed piping. We will test all drains for proper flow, and cycle any sewer or sump pump(s) for proper operation. Water pressure will be tested and recorded. Water heater(s) will be inspected for safe and proper operation including the draining and flushing of any tank-type water heaters (limit two tank-type water heaters per household). If selected, tankless water heaters will be inspected for proper operation and flushed. (One per household.) Additional labor applies for multiple units. Thermal expansion tank(s) will be tested for correct air pressure. Emergency valve identification tags will be placed on the water main, water heater, and all bibb valves. On the exterior of the home, we will inspect for obvious leaks in the yard, irrigation connection, and at the County water meter box. We will also note the presence or absence of any emergency sewer line clean out access ports. All hose bibb faucets will be inspected for proper operation.

Exclusions: Backflow testing, irrigation, concealed plumbing, video inspection, water quality analysis, flushing of tankless water heaters (unless selected), backflow testing, irrigation systems, any unexposed plumbing and swimming pool equipment.

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, cooling and plumbing equipment selected 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 maintenance and inspections for the heating, cooling and plumbing 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 selected equipment: A) We will perform semi-annual maintenance and inspections on the air conditioning and heating equipment

listed on the front of this agreement for each 12 month period during the term. B) We will perform one annual whole house plumbing inspection if selected on the front of this agreement for each 12 month period during the term. C) Maintenance and inspections include services listed under maintenance checklist section. D) Listed equipment must be accessible. E) Maintenance and inspections will be scheduled and performed Monday through Saturday. F) For all other services needed, we will provide you with priority service in scheduling your appointment over non-agreement customers. Emergency service will be made available 24 hours a day, seven days a week at standard labor rates. G) Repairs to the listed heating, air conditioning and plumbing equipment during the term of this agreement will receive a 15% discount off our flat-rate pricing or 15% discount of our time and material rates whichever is applicable. H) Two (2) year parts and one (1) year labor warranty (minimum) on air conditioning, heating and plumbing repairs. (Excludes evaporator coil when not replaced with a matching outdoor or furnace unit.)

IV. This agreement will expire or be transferred as follows: A) This agreement will expire on the expiration date on the front of this form. B) If you sell your home you may transfer this agreement to the new homeowners. This agreement may be transferred by us at any time. C) Service will not be provided on any past-due account and this agreement can be canceled by us for fraud, material misrepresentation, your failure to make payments required under this agreement when due or your failure to make payments for any services or goods rendered or provided by us to you, whether in connection with this agreement or otherwise.

V. This agreement can be canceled as follows: A) Within the first three days following the effective date (see instructions below). B) Beyond the first three days, Coolray will refund the unused portion of the cost of membership within 21 business days. Refunds are calculated pro-rata based on the unused portion less any service discounts received during the term this agreement.

THREE DAY AGREEMENT CANCELLATION INSTRUCTIONS

YOU HAVE 3 DAYS FROM THE AGREEMENT EFFECTIVE DATE (ON THE FRONT) TO CANCEL THIS AGREEMENT. IF YOU CANCEL THIS AGREEMENT, YOU WILL BE REFUNDED WITHIN 21 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE, AND ANY SECURITY INTEREST ARISING OUT OF THIS TRANSACTION WILL BE CANCELLED.

IF YOU CANCEL THIS AGREEMENT, YOU ARE RESPONSIBLE TO PAY SELLER FOR ANY GOODS, SERVICES AND DISCOUNTS RECEIVED UNDER THIS AGREEMENT. IF YOU DO NOT PAY FOR THE GOODS, SERVICES AND DISCOUNTS RECEIVED UNDER THIS AGREEMENT WITHIN 10 BUSINESS DAYS OF THE DATE OF YOUR NOTICE OF CANCELLATION, THE AGREEMENT WILL REMAIN IN EFFECT AND YOU WILL REMAIN LIABLE FOR PERFORMANCE OF ALL OBLIGATIONS UNDER THIS AGREEMENT.

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: COOLRAY HEATING AND COOLING, INC. 1787 WILLIAMS DRIVE MARIETTA, GA 30066

I HEREBY CANCEL THIS TRANSACTION

Buyer's Signature _____

Date _____ / _____ / _____

HVAC License: CN209509, Plumbing License: MP210107

The ultimate test of a job well done, is whether you are comfortable referring our services to a friend, neighbor or relative. If we've done a great job, we'd really appreciate it if you'd refer our services. Share your experience with a friend or family member and help them save \$25 on service or \$150 on equipment from Coolray, Mr. Plumber or BriteBox. When someone you refer uses our services, we'll send you a cash reward. \$25 Cash Reward when a friend or family member takes advantage of any Coolray, Mr. Plumber or BriteBox maintenance or service. \$100 Cash Reward when a friend or family member spends \$1000 or more. \$250 Cash Reward when a second friend or family member spends \$1000. \$400 Cash Reward when a third friend or family member spends \$1000 or more. The more you share, the bigger the thank you!

