

# Customer Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Town & Zip code: \_\_\_\_\_

Home phone: \_\_\_\_\_ Work/Alt. phone: \_\_\_\_\_

I would like to enroll in the Energy Efficient & Comfortable Home Service Plan:  
(please select all that apply)

**Boiler or Furnace Service Plan @ \$195+tax** \_\_\_\_\_

**Hot Water Heater Service Plan @ \$145+tax** \_\_\_\_\_

**A/C Start-up & Inspection Plan @ \$155+tax** \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\* I have read this agreement as well as the terms and conditions for any Service items I have purchased

## Terms & Conditions

Annual tune-up will be performed once during the Service Agreement term, during regular working hours, as scheduled by our service department. Maximum labor hours allotted for initial tune up included in the service agreement is 2.5 hours; any additional hours required will be billed at service agreement rates.

The Company shall not be held responsible for any damage caused by or resulting from, inability to keep any equipment operating due to failure to obtain necessary service materials or any other conditions beyond its control. The company assumes no responsibility for heating failure or damage when building is unoccupied or when unable to gain access.

There shall be no liability for any reason on the part of *East Hartford Heating & Cooling LLC* for work done by anyone else, unless such person is authorized in writing by *East Hartford Heating & Cooling LLC* to perform such work or furnish parts.

We reserve the right to inspect and approve the equipment covered before accepting the Service Agreement. Initial repairs required to put the system in an acceptable condition are not covered.

Plans will not be automatically renewed from year to year. A renewal invoice will be sent out 30 days prior to the customers ending service agreement date. Should either party decide to end the service agreement contract, a 30 days written notice shall be summated before the contract is ended. Service under any plan will be suspended if customer's service charges or any balance for any other services provided by *East Hartford Heating & Cooling LLC* are past due.

The Company is not responsible for any delays in service or for the repairs or the replacement resulting from conditions beyond its control such as but not limited to: strikes, war, flood, hurricane, blizzard, ice storm, acts of nature, power failure, accidents, labor difficulties, acts of Government, tank leakage, customer carelessness or neglect, improper installation or modification of the heating appliance.

## Service Hours

Regular service hours are Monday through Friday, 8:00am to 4:30pm. After hours/emergency calls are in effect from 4:30pm until 8:00 am the following day and include weekends and holidays. Emergency service constitutes: NO HEAT, SERIOUS FUEL LEAKS OR DANGEROUS SITUATIONS. All other regular service will be performed during normal working hours, Monday through Friday, 8:00 am to 4:30 pm. **Please remember all service work will need to be paid in full at the time of service.**

**\*Please fill in customer info. Mail, along with payment for Service Plan(s) selected, to East Hartford Heating & Cooling, 366 Tolland Street, East Hartford, CT 06108. Upon payment we will mail you a copy of the signed contract you sent us along with an invoice showing you have paid for the selected services.**