





Planned Maintenance Membership Enrollment Form



352-333-0460 www.crystalairwater.com

CUSTOMER INFORMATION		
First Name	M.	Last name
Street Address		
City	State	Zip
Day Phone	Email Address	
Evening Phone		
Mobile Phone	Best number to reach for scheduling? <input type="checkbox"/> Day <input type="checkbox"/> Evening <input type="checkbox"/> Mobile	

CUSTOMER LOCATION		
<input type="checkbox"/> Same info as customer's		
<input type="checkbox"/> First name	M.	Last name
Street Address		
City	State	Zip
Day Phone	Email Address	
Evening Phone		
Mobile Phone	Best number to reach for scheduling? <input type="checkbox"/> Day <input type="checkbox"/> Evening <input type="checkbox"/> Mobile	

MAINTENANCE PLAN				
Plan Type (see back for plan details)				
<input type="checkbox"/> 	<input type="checkbox"/> 	<input type="checkbox"/> 	<input type="checkbox"/> 	Effective Date _____/_____/_____
				Yearly Renewal <input type="checkbox"/> Yes <input type="checkbox"/> No

AGREEMENT TERMS									
<p>PAYMENT OPTIONS—The annual cost for your Planned Maintenance Membership (PMM) will be payable by automatic credit card withdrawal (Monthly Recurring Payment) or you may pay the full annual amount in advance (Total Annual Cost).</p> <p>AUTOMATIC RENEWAL—I understand that my monthly PMM shall be automatically renewed each year on the Automatic Renewal Date, using the Payment Method I've provided below and starting on the Effective Date listed above on this form.</p> <p>MONTHLY RECURRING PAYMENT—I understand that a Monthly Recurring Payment will be charged for the amount indicated to the right. I understand recurring payments will continue to be billed to my card monthly until either I cancel my PMM through Crystal Air & Water or arrange an alternative method of payment.</p> <p>CANCELLATION—Requests to cancel a PMM or to terminate authorization of monthly billing must be made in writing 30 days prior to termination. If billing is canceled before 6 payments are received, a \$50.00 cancellation charge will be required. Full terms and conditions on cancellation of PM Membership are continued on the back of this form.</p>	<table border="1"> <tr> <td>Total Annual Cost</td> <td></td> </tr> <tr> <td>Number of Systems</td> <td>1 2 3 4 5</td> </tr> <tr> <td>Monthly Recurring Payment</td> <td>\$</td> </tr> <tr> <td>Number of Systems</td> <td>1 2 3 4 5</td> </tr> </table>	Total Annual Cost		Number of Systems	1 2 3 4 5	Monthly Recurring Payment	\$	Number of Systems	1 2 3 4 5
Total Annual Cost									
Number of Systems	1 2 3 4 5								
Monthly Recurring Payment	\$								
Number of Systems	1 2 3 4 5								

ACCEPTANCE OF TERMS	
<p>By signing below, I accept the terms and conditions outlined on the front and back of this form. I am aware that the PMM monthly will renew automatically at the end of the agreement period, therefore automatic billing will continue past the 12-month period—unless canceled in writing by either party. I hereby authorize Crystal Air & Water to charge the indicated credit card for service provided. I understand that this may either be a one-time charge or a recurring monthly charge based upon the Desired Payment Plan <u>circled</u> above.</p>	
Customer Signature _____	Date _____
Crystal Air & Water Representative Signature _____	Date _____

PAYMENT METHOD		
IMPORTANT! Detach and destroy credit card information once the recurring account is established.		
<input type="checkbox"/> Cash \$ _____	<input type="checkbox"/> Card CC# _____	<input type="checkbox"/> American Express
<input type="checkbox"/> Check \$ _____		<input type="checkbox"/> Discover
<i>Make checks payable to: Crystal Air & Water</i>	Exp _____ Security Code _____ Zip _____	<input type="checkbox"/> MasterCard
		<input type="checkbox"/> Visa

MAINTENANCE PLAN OPTIONS

 Silver	 Gold	 Platinum	 Diamond
<ul style="list-style-type: none"> • 1-Year Repair Warranty • 24-Hour Response Time • 2 Visits Per Year • 25-Point HVAC Operating & Safety Inspection Checklist • Membership rates on specific services • Members-only specials offered on website 	<ul style="list-style-type: none"> • 1-Year Repair Warranty • Waived Overtime Rates • 24-Hour Response Time • 2 Visits Per Year • Preseason Scheduling • \$50 Loyalty Rewards • Reduced Diagnostic Rate • 30-Point HVAC Operating & Safety Inspection Checklist • Membership rates on specific services • Members-only specials offered on website 	<ul style="list-style-type: none"> • 2-Year Repair Warranty • Waived Overtime Rates • Same-Day Response Time • 2 Visits Per Year • Preseason Scheduling • \$75 Loyalty Rewards • Reduced Diagnostic Rate • 45-Point HVAC Operating & Safety Inspection Checklist • Bio-Clean Treatments • Membership rates on specific services • Members-only specials offered on website 	<ul style="list-style-type: none"> • 3-Year Repair Warranty • Waived Overtime Rates • Same-Day Response Time • 2 Visits Per Year • Preseason Scheduling • \$100 Loyalty Rewards • Waived Diagnostic Rate • ACCA National Standards Tasks include the following as needed: <ul style="list-style-type: none"> • Blower Wheel Cleaning • Burner Cleaning • Chemical Coil Cleaning • Condensate Treatments • Bio-Clean Treatments • Waived rates on specific services • Members-only specials offered on website

AGREEMENT CONDITIONS

Crystal Air & Water agrees to:

- Inspect the equipment on a scheduled basis as shown, and during each inspection perform the applicable services per above checklist.
- Instruct you in the operation of the equipment.
- Give our service contract holders preference over all other service activity normally undertaken by us.
- Keep you informed of available enhancements throughout the life of your system.

You agree to:

- Operate the equipment according to our instructions.
- Promptly notify us of any unusual operating conditions of the equipment.
- Permit our personnel the use of your common building maintenance tools, such as ladders, etc.
- Permit only our service personnel and/or a service organization authorized by us to work on the equipment.

INJURY & LOSS

- During the term of the agreement, we will take all reasonable precautions to avoid injury to persons and damage to property while on the premises, but we shall not be liable for any special or consequential damages.
- We shall not be liable for losses or defects arising out of vandalism, war, riots, fire, flood, wind, lightning, or other acts of God. In such cases, the customer shall be charged for the parts and labor involved at the then-current price for such repairs. No such parts or labor shall be furnished, however, without authorization from the customer.

DEFECTIVE PARTS

- Repair and/or replacement parts necessary to correct defects will be the responsibility of the purchaser and will be an additional charge, which will be due and payable at the time of service.

CANCELLATION

- In the event of cancellation of PMM before 6 payments, all services/benefits rendered under agreement during this period will be billed in full at current billing rates, less payments received. Refunds are available upon cancellation after review of services and benefits received.

PMM TRANSFER

- Agreement and benefits are transferable to your new residence with 30-day written notice. New residence must be in Crystal Air & Water service area.

AGREEMENT CHANGES

- Should agreement pricing change, notification of price increases will be sent by mail 45 days in advance of anniversary date for clients participating in the monthly program.
- Request for modification of PMM contract could require fees and PMM waiting period.

CREDITS & CHARGES

- Any credits issued will not be refunded to your credit card, but instead deducted from your next bill.
- If you have any problems or questions regarding your PMM, please contact Crystal Air & Water for assistance.
- You agree that you will not dispute any valid charges unless your efforts to rectify the situation directly with Crystal Air & Water have failed.
- Account contact information must be kept up to date by customer in order for the PMM not to be suspended. A suspended PMM can result in customer forfeiting any refund.

LOYALTY REWARDS

- Loyalty Rewards can be used toward the purchase of major jobs on HVAC installs on new equipment and HVAC equipment change-outs.
- Loyalty Rewards cannot be used toward the purchase of maintenance, accessories, ductwork, or service repairs.
- Loyalty Rewards cannot be redeemed for cash value.
- Customer must remain on PMM continuously without lapse to retain Loyalty Rewards.
- Lapse in payment will result in loss of Loyalty Rewards.

CRYSTAL AIR & WATER WARRANTY

- Does not cover losses or defects arising out of vandalism, war, riots, fire, flood, wind, lightning, or other acts of God.
- Does not cover refrigerant leaks, compressors, water heaters, coils, heat exchangers, reversing valves, or special order OEM parts.
- Plan must be up to date and active to maintain Lifetime Warranty.
- Lapse in payment will result in loss of warranty.

SAME-DAY SERVICE

- Must be called in by 2:00 p.m.
- Must be a service call, not a scheduled Maintenance Visit.