



BIG WAVE DESIGNS

ELITE HEATING & COOLING

PO BOX #1647 BETHANY BEACH, DE 19930

302-500-3334

YEARLY MAINTENANCE CONTRACT

HEATING

INCLUDES (if applicable):

- * CHECK VENT PIPE
- * SEAL COMBUSTION TUBE AND CLEAN DOORS
- * SAFETY CHECK ALL OPERATING CONTROLS
- * INSPECT & LUBRICATE ALL MOVING PARTS
- * CLEAN OR REPLACE AIR FILTER (EXCLUDING PLEATED, MEDIA & ELECTRONIC)
- * CLEAN & INSPECT BURNER
- * INSPECT INDUCER MOTOR
- * INSPECT COMBUSTION
- * INSPECT WIRING
- * CLEAN & INSPECT IGNITION SYSTEM
- * INSPECT HEAT EXCHANGER
- * CHECK DELTA T*
- * CHECK THERMOSTAT OPERATION

SYSTEM	TUNE-UP	PAYMENT PLAN MONTHLY
GAS FURNACE	\$135.00	\$15

AIR CONDITIONING

INCLUDES (if applicable):

- * INSPECT RELAYS & CONTACTORS
- * INSPECT & LUBRICATE ALL MOVING PARTS
- * SAFETY CHECK ALL OPERATING CONTROLS
- * CLEAN INDOOR & OUTDOOR COILS
- * INSPECT CONDENSATE PAN & DRAIN
- * VERIFY AMPERAGE & ELECTRICAL CONNECTIONS
- * VERIFY REFRIGERANT CHARGE (UP TO 1 LB INCLUDED, *410-A SYSTEMS ONLY)
- * CLEAN OR REPLACE AIR FILTER (EXCLUDING PLEATED, MEDIA & ELECTRONIC)

SYSTEM	TUNE-UP	PAYMENT PLAN MONTHLY
AIR CONDITIONING	\$185.00	\$20

COMBINED HEATING & AIR CONDITIONING SYSTEM

INCLUDES HEATING & AIR CONDITIONING TUNE-UPS (MUST USE SAME DUCTWORK)

SYSTEM	TUNE-UP	PAYMENT PLAN MONTHLY
GAS FURNACE & A/C	\$255.00	\$30
GAS FURNACE & HP	\$295.00	\$35

HEAT PUMP SYSTEM

INCLUDES HEATING & AIR CONDITIONING TUNE-UPS

SYSTEM	TUNE-UP	PAYMENT PLAN MONTHLY
HEAT PUMP	\$225.00	\$25
*ADDITIONAL HEADS	+\$35/HEAD	+\$5/HEAD
GEOHERMAL/WATER	\$275.00	\$32

*PAYMENT PLAN IS BASED ON 10 MONTHS-- JAN-OCT.
 TUNE-UP INCLUDES: 1 CLEANING PER HEATING OR COOLING SYSTEM, PER CONTRACT TERM
 15% DISCOUNT ON HVAC PARTS*(EXCLUDING REFRIGERANT)
 10% DISCOUNT FOR PROPERTIES WITH MULTIPLE HVAC SYSTEMS
 NORMAL BUSINESS HOURS: MONDAY - FRIDAY 8 am - 4 pm
 NORMAL SERVICE RATE: \$135.00 1 tech/\$205.00 2 techs, PER HOUR
 EMERGENCY SERVICE HOURS: MONDAY - FRIDAY 4 - 10 pm, SATURDAY - SUNDAY & HOLIDAYS 8 am - 10 pm
 EMERGENCY SERVICE RATE: \$250.00 PER HOUR
 *DUCTLESS/MINI SPLIT SYSTEMS ARE CONSIDERED HEAT PUMPS AND INCLUDES 1 INDOOR HEAD.

TERMS and CONDITIONS

By selecting services included in Big Wave Designs Yearly Maintenance Contract, the homeowner (customer) agrees to the following terms and conditions:

1. All Contracts are subject to Big Wave Designs inspection and approval of the customer's heating and/or air conditioning equipment as suitable for inclusion under this Contract.
2. The effective period of this Contract shall be for one (1) year commencing from the 1st of the month of the date of subscription (must be paid in full).
3. This Contract will automatically renew yearly at the current rate. You must call the office to cancel.
4. Customer must call to schedule their Tune-up(s).
5. This Contract covers (1) heating and/or air conditioning system, if there are multiple systems at the property, the customer must specify what system is being covered at the beginning of the effective period.
6. This Contract covers only the repair and replacement of parts which result from the normal operation of the heating/air conditioning equipment during the effective period of the contract. Any person, other than a Big Wave Designs employee, rendering repairs or adjustments to the equipment, during the effective period, will void this Contract.
7. This Contract does not cover water leaks, condensate clogs, water damage or damage caused by condensate leaks or excessive dampness at the customer's property.
8. Big Wave Designs shall not be liable for failure or delay to provide the service called for under this Contract if such failure or delay results from:
 - a. Strike or other labor disturbances including war
 - b. Fire, flood, lightening and all other acts of God
 - c. Frozen pipes
 - d. Frozen oil lines and/or contaminated oil tanks
 - e. Supplier's delay or inability to supply parts
 - f. Government laws or regulations
 - g. Failure of or complications caused by customer's supply of electricity, water or fuel
 - h. Improperly set thermostat
 - i. Finding manual switches in the "Off" position
 - j. Inability to gain access
 - k. Vandalism, abuse or tampering of equipment
 - l. Obsolete parts
9. Big Wave Designs shall also not be liable under this Contract for the customer's failure to use ordinary care in the operation of the heating/air conditioning equipment, including but not limited to failure to keep water in boiler or oil in tank, failure to turn on main switch, blown fuses or circuit breakers or any other cause unrelated to normal operation of the equipment or which may affect Big Wave Designs ability to fulfill its obligations under the terms of this Contract.
10. This Contract does not provide any coverage for storage tanks. Fuel flow problems directly related to outside storage of fuels are not covered under this Contract. Big Wave Designs is not responsible to inspect, paint or maintain storage tanks. Big Wave Designs is not responsible for tank leakage, alterations to tank made by another party and/or clean-up or remediation caused by storage tank leaking. This is the customer's responsibility.
11. If, when due to age, condition or obsolescence, it is no longer practical to continue servicing the customer's equipment, Big Wave Designs reserves the right to rescind this Contract, or modernize said equipment, with customer's approval and at the customer's expense, which will continue this Contract.
12. Big Wave Designs liability under this Contract is limited to the services specified. Big Wave Designs shall not be liable for any consequential damages in any way arising out of performance or non-performance under this Contract. This Contract does not guarantee your equipment will fail.
13. *Parts, equipment and/or labor not included under this Contract will be charged to the customer at prevailing rates. Including but not limited to humidifiers, flue devices, electronic air cleaners, heat distributing units, boiler & jacket on hot water units or heat exchanger & jacket on warm air units, combustion chamber and chimney, water heater tank, domestic hot water coil and tempering valves, water maker, heat transfer coil, zone valves, ductwork, plumbing, fuel lines, oil tanks, heat exchangers, flow control valve or motorized zone dampers, condenser, condenser coil, compressor, evaporator coil, condensate pump/line, primary and/or emergency drain pan(s), accumulator and/or filter drier replacement. Customer's refusal of needed repairs will void this Contract.
14. This Contract is non-refundable and non-transferable.
15. Big Wave Designs may decline service if conditions present a risk of harm to our technicians.
16. Big Wave Designs reserves the right to terminate this Contract should the customer fail to provide a safe and reasonably clean area in which to work
17. Any customer with Tune-up Only coverage shall be charged service call costs at prevailing rate for labor and materials.