



BIG WAVE HVAC

ELITE HEATING & COOLING

YEARLY MAINTENANCE CONTRACT

HEATING

INCLUDES (IF APPLICABLE) :

- CHECK VENT PIPE
- SEAL COMBUSTION TUBE & 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

AIR CONDITIONING

INCLUDES (IF APPLICABLE) :

- INSPECT RELAYS & CONTACTORS
- INSPECT & LUBRICATE ALL MOVING PARTS
- SAFETY CHECK ALL OPERATING CONTROLS
- VERIFY REFRIGERANT CHARGE (UP TO 1 LB INCLUDED, R410-A SYSTEMS ONLY)
- INSPECT CONDENSATE PAN & DRAIN
- CLEAN OR REPLACE AIR FILTER (EXCLUDING PLEATED, MEDIA & ELECTRONIC)
- CLEAN INDOOR & OUTDOOR COILS
- VERIFY AMPERAGE & ELECTRICAL CONNECTIONS

SYSTEM	COST
GAS FURNACE	\$175
AIR CONDITIONING	\$175
COMPLETE HVAC SYSTEM	\$250
ADDITIONAL HVAC SYSTEM	\$150
SYSTEM ACCESSORIES	\$75

TERMS & 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 from (1) year commencing from the 1st of the month to 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. Big Wave Designs will call to schedule Spring and Fall 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. Suppliers 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 customers responsibility.
11. If, when due to age, condition or obsolescence, it is no longer practical to continue serving 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 the 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 but is 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.

CONTRACT SPECIFICATIONS

- Tune-up includes: 1 cleaning per heating or cooling system, per contract term.
- 25% discount on HVAC parts* (excluding refrigerant)
- Normal business hours: Monday–Friday 8am – 4pm
- Emergency service hours: Monday–Friday 4 – 10pm, Saturday – Sunday & Holidays 8am – 10pm
- Emergency service rate \$142.50 per hour (with this contract)
- *Ductless/mini split systems are considered heat pumps and include 1 indoor head.

CUSTOMER NAME: _____ CONTRACT TOTAL PRICE: _____

CUSTOMER ADDRESS: _____

CUSTOMER SIGNATURE: _____ DATE: _____

302-500-3334

BIGWAVEHVAC@GMAIL.COM

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