



Rocky Top Air Rewards Club

Phone: 865.474.1511 | 3821 W. Blount Ave | Knoxville, TN 37920 | www.RockyTopAir.com

Name/Address/City/State/Zip

Location of Equipment

Phone: Residence _____

Phone: _____

Phone: Business _____

Email: _____

Phone: Fax _____

Contact Name: _____

Method of Payment

Credit Card Type _____ Number _____ Exp _____

Check CVC _____

Cash Membership Dates _____ Thru _____

Customer Approval _____ Date _____

"By signing below, I am authorizing reoccurring payments processed on the 15th of every month. See below for cancellation policy.

	Cost Per	Platinum	Gold	Silver
		\$34	\$24	\$14
Priority Service (over non-members & lower level)	Priceless	✓	✓	✓
Discounted Dispatch Fee	\$50	✓	✓	✓
Service Repair Discounts (A/C & Heating)	\$100's	20%	15%	10%
Air Conditioning and Heating Maintenance		✓	✓	✓
Standard Filter Media Replaced		✓	✓	
Standard Free Filters For Life		✓	✓	
Up To \$2000 Max Credit On A New A/C & Heating System+	\$2000	✓		
Number Of Maintenance Visits	\$\$\$	3	3	2
Price For Each Additional System	\$\$\$	\$14	\$14	\$14
Guaranteed Same Day	\$\$\$	✓		
Guaranteed Service Within 24hrs	\$\$\$	✓	✓	
Guaranteed Priority Service	\$\$\$	✓	✓	✓

Equipment	Make	Model #	Serial #
1.1			
1.2			
1.3			
2.1			
2.2			
2.3			

Filters:
 Size _____ Qty _____ Size _____ Qty _____ Size _____ Qty _____
Thermostat type _____

Total # of systems	_____	\$ _____
Humidifier	add \$2.50 per month	\$ _____
Steam Humidifier	add \$4.00 per month	\$ _____
Electronic Air Cleaner	add \$4.00 per month	\$ _____
Space-guard or equivalent / filter	add \$4.00 per month	\$ _____
Condensate pump	add \$1.00 per month	\$ _____
Total Monthly Investment		\$ _____

Procedures Include:

- Inspect inside cooling coil (Clean at discounted service rate if necessary)
- Inspect primary and secondary drains
- Clean and test condensate drain
- Inspect blower components; clean and/or adjust as necessary
- Inspect condenser coil; clean as necessary
- Clean or replace standard 1" air filter(s)
- Inspect and tighten all loose electrical connections
- Apply protective coating to outside unit
- Inspect heat exchanger and burners; vacuum and/or adjust as necessary

- Monitor air conditioner operating pressures for proper refrigerant charge; add up to two pounds of R410A refrigerant each year (per system) if needed *** a surcharge will be added for R22 refrigerant
- Monitor voltage and amperage draw on all motors
- Adjust gas pressure as necessary
- Inspect pilot operation; adjust as necessary
- Inspect and test safety controls
- Adjust air flow for proper temperature rise
- Inspect thermostat operations
- Inspect for cracked heat exchanger

•Cancellation policy: upon cancellation a total of six (6) payments must have been collected for every maintenance performed. Any balance due must be paid in full in order to cancel. Cancellation must be in written form, either by mail or Email. Refunds will not be given on unused portions.
 •As long as you maintain a continuous Rocky Top Air Rewards Club you will never pay for the same repair twice.
 •Filters for life - Rocky Top will provide all necessary standard filters for your filtration system. Excludes special order sizes.

Compressor/coil replacement/repair is excluded as part of the Lifetime Repair Warranty. If Rocky Top Air comes to your location to perform a scheduled tune-up, (and no cancellation or rescheduling call has been received), customer will be charged a dispatch fee of \$50.00. It is then the responsibility of the customer to call for rescheduling. During your plan, Rocky Top Air makes the calls to schedule your tune-up (s), as a convenience. If Rocky Top Air attempts to contact customer three times to schedule tune up (s) and not able to reach customer or get a return call, then the tune up will be forfeited. It is ultimately the responsibility of the customer to keep us updated on any change so the tune up(s), remain on schedule. If Rocky Top Air is unable to perform your scheduled tune up (s) due to our cause or circumstances out of our control, such as weather or overload in service, we will fulfill our obligation of the total number of scheduled tune ups. If contract and dare passes, and upon renewal of your agreement, we will complete the number of calls during the specified dates

TERMS AND CONDITIONS

1. It is agreed that in the event that the Buyer prevents the Company from commencing performance of the work, or having commenced the work, the Buyer refuses to permit the Company to complete the same, then, and in such event, the Buyer shall be liable to the Company for the reasonable value of labor, material, restocking fees and overhead costs of 20%, but in no event below the Company's costs.
2. The Company shall not be liable for delays due to unforeseeable cause beyond the control of, and without the fault or negligence of the Company, including Acts of God or the public enemy, acts of the homeowner, fires, riots, civil disturbances, acts of terrorism, strikes, freight embargos, governmental processes, severe weather, floods, earthquakes, power surges, brown-outs, vermin or animal damage, tree damage, or permitting or the inability to obtain materials.
3. The Company does not assume any responsibility for violations of building, electric, plumbing, or other municipal or government codes, ordinances, or regulations which may presently exist on the premises of the Buyer. Correction of all such violations should they exist, are excluded from this Agreement and shall be the responsibility of the Buyer unless specifically provided herein.
4. The Company is not responsible for disturbances to site, soil, perimeter fencing, lawn, or yard. The Buyer is responsible for reconditioning any disturbed areas unless specifically provided herein.
5. The Company shall not be held liable for any conditions existing on the premises with respect to water damage, water problems, mold contamination and/or mold problems.
6. The Company assumes no liability for any damages caused by water or other substances due to overflow or obstruction of any drain or otherwise, including clogged condensation lines or condensation pump failures. The Buyer understands that if the Equipment requires the use of water re-circulated or otherwise, the water thus used either may be or may become contaminated or cause corrosion. As neither the extent nor nature of such contamination or corrosion can be predicted in advance, Company hereby assumes no liabilities for either the quality or condition of the once used water or for any damage that it may cause to the Equipment.
7. The Company shall not be liable for, nor have any obligation to provide, any warranty work with respect to the goods and services purchased by the Buyer until such time as the Buyer has paid the Company in full for the materials and services purchased pursuant to this Agreement.
8. Any changes, adjustments or repairs made by others to the Equipment, unless authorized or approved by the Company in writing shall at the option of the Company, terminate the Company's obligation hereunder.
9. In the event any provision or part of this Agreement is found to be invalid or unenforceable, only that particular provision or part so found, and not the entire Agreement, will be inoperative.
10. Warranties: The Company provides that the following LIMITED WARRANTIES on workmanship and materials furnished as specified in this Contract.
All labor workmanship is guaranteed for 1 year from the date of installation, except where specifically excluded. All material is covered by a manufacturer's warranty. Should a defect appear during the warranty period, the Company will make or cause to be made such repairs or replacement, at the company's sole option, to restore the affected parts to an acceptable level at no cost to the Buyer, for labor only. Should a material defect appear after the 1-year guaranty but within the manufacturer's warranty, the Company will make or cause to be made such repairs or replacement, at the Company's sole option, to restore the affected parts to an acceptable level at no cost to the Buyer for the materials only.
This warranty does not apply to any damage or loss resulting from water, lightning, fire, tornado, earthquake, windstorm, flood, explosion, misuse or abuse, failure of the Buyer to take immediate steps to protect the equipment from damage whenever conditions dictate, failure of structural walls or base materials not installed by the company over which furnished materials are installed, or any condition beyond the control of the Company. ALL WARRANTIES ARE PERSONAL TO THE BUY AND ARE NOT TRANSFERRABLE TO ANY SUBSEQUENT OWNER OF THE PROPERTY.
In order to obtain performance of any of the above warranty obligations, the Buyer must inform the Company in writing or by telephone at the address or telephone number listed on the reverse side of this page and advise the Company of the defect or problems at the earliest possible date and before the warranty period expires. No work will be performed under the terms of the warranties if the Buyer is delinquent in payment required by the Contract. The warranty contained in this Contract gives you specific legal rights, and you may also have other rights, which vary from State to State. The Company has copies of the manufacturer's warranties available for the Buyer to inspect prior to entering into this contract and the Company will provide warranties upon completion of the Contract.
This Agreement sets forth the entire transaction between the parties. Any and all prior agreements, warranties, oral discussions, or representations made by either party are superseded by this Agreement. Any changes made by the Buyer which necessitate additional materials or labor shall not be covered by or included in this contract but shall be provided only after execution of a written change order signed by both parties. Any dispute with respect to this Contract or the work performed thereunder shall be governed by the laws of the State of Tennessee. This Agreement shall be binding on the Buyers heirs, successors and assigns.
After the Buyer pays at least 25% down The Company will install said materials and/or improvements in accordance with this Contract. The Buyer authorizes the Company to periodically inspect the installation. The Buyer agrees to pay the Company the remaining balance upon completion unless other financing options are established and approved by the Company. Minor adjustments or service which may be required upon installation are covered by warranties and shall not be construed as failure to complete.