

TERMS AND CONDITIONS

It is mutually agreed that this policy covers only electrically operated units inside the equipment and does not cover electrical or plumbing work beyond the units or work required due to the negligence or misuse of the equipment or because of fire, flood, acts of God, sabotage of gas or water supply or damage caused by freezing or circumstances beyond our control.

Chino Heating and Cooling reserves the right to reject any policy if an inspection by our service technician finds the equipment is in such condition that service will be unsatisfactorily to both parties. The equipment must be brought up to industry standards at the customers expense before acceptance of policy at the time of the first maintenance check.

Chino Heating and Cooling shall not be responsible for system design or performance in maintaining design conditions except through failure through equipment covered herein.

All service will be performed during the working hours Monday-Friday 8:00 AM - 5:00 PM, All maintenance checks will be scheduled during normal working hours, two scheduled inspection per year.

Emergency service available 7 days a week. Certain locations require additional trip charge.

It shall be the discretion of Chino Heating and Cooling to repair or replace defective material and parts. In the event any or all of the equipment is not, in our opinion, economically repairable, Chino Heating and Cooling will quote the replacement cost. Until replacement has taken place no further service will be performed.

Any changes, adjustments or repairs made by others, unless authorized or approved by Chino Heating and Cooling in writing, shall terminate obligation hereunder.

Chino Heating and Cooling will not be required to furnish, with out extra cost, any items of material, labor or equipment which are recommended or required by local code regulations, insurance companies, Government, State, Municipal or other authorities

Unnecessary nuisance calls beyond the scope of this contract will be charged and paid for by the purchaser at the prevailing service rates. Example: Fuses, Dirty Filters, Disconnects, Manual Reset Switches, etc.

Chino Heating and Cooling will endeavor to render prompt and efficient service hereunder, but it is expressly agreed that Chino Heating and Cooling shall in no event be liable for damage or loss caused by delay or any loss arising out of performance of this agreement.

All inspections vary depending on manufactured specifications.

Chino Heating & Cooling, Inc. Phone 928-636-2955
550 N. Hwy. 89 Fax 928-636-1857
Chino Valley, AZ 86323 Email service@chinoheating.com

A LITTLE Family History
(1980) Mike, Bob & Bonnie Little Established
Chino Heating & Cooling, Inc.



(2002) Mike & Denisa Little continue the second generation of the family business.



(2014) We welcomed Brady & Rachel Little to continue the third generation of the
LITTLE FAMILY BUSINESS



Chamber of Commerce Memberships
Chino Valley Chamber
Prescott Chamber
Prescott Valley Chamber

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Preventative Maintenance Program

**BROUGHT TO YOU EXCLUSIVELY BY
CHINO HEATING & COOLING, INC.**

**Your
Safety, Efficiency & Comfort Provider
Since 1980**

Residential Maintenance Program



**Since 1980
928.636.2955**

SILVER PLAN

Two Planned Maintenance Heating & Cooling

Our Inspections and Checks include the following:

| | | |
|------------------------|---------------------|------------------------|
| Proper voltage | Fan limit switch | Motors |
| Proper refrigerant | Condensate drain | Burners |
| Indoor coil | Contacts and relays | Electric strip heaters |
| Heat exchanger | Blower assembly | Vibration noise |
| Electrical connections | Visible leaks | Standard thermostat |
| Clean condenser | Filters | Condensate pump |
| Pulleys and belts | Safety of system | |

10% Off Diagnostic Call

10% Off Overtime Diagnostic Call

Receive \$25.00 credit each consecutive year on account up to \$250.00 toward the purchase of a new system (ask for details)

Priority Emergency Service

We service our policy customers FIRST!

CHC Labor Warranty for Sixty Days
to repair unit or replace parts

15% Discount on all parts-based on our current
Published price list.

GOLD PLAN

Two Planned Maintenance Heating & Cooling

Our Inspections and Checks include the following:

| | | |
|------------------------|---------------------|------------------------|
| Proper voltage | Fan limit switch | Motors |
| Proper refrigerant | Condensate drain | Burners |
| Indoor coil | Contacts and relays | Electric strip heaters |
| Heat exchanger | Blower assembly | Vibration noise |
| Electrical connections | Visible leaks | Standard thermostat |
| Clean condenser | Filters | Condensate pump |
| Pulleys and belts | Safety of system | |

25% Off Diagnostic Call

25% Off Overtime Diagnostic Call

Receive \$50.00 credit each consecutive year on account up to \$500.00 toward the purchase of a new system (ask for details)

CHC Labor Warranty for Six months
to repair unit or replace parts.

25% Discount on all parts based on our current
Published price list.

Preventative Maintenance Program

PLATINUM PLAN

Two Planned Maintenance

Heating & Cooling (Systems must qualify)

Our Inspections and Checks include the following:

| | | |
|------------------------|---------------------|------------------------|
| Proper voltage | Fan limit switch | Motors |
| Proper refrigerant | Condensate drain | Burners |
| Indoor coil | Contacts and relays | Electric strip heaters |
| Heat exchanger | Blower assembly | Vibration noise |
| Electrical connections | Visible leaks | Standard thermostat |
| Clean condenser | Filters | Condensate pump |
| Pulleys and belts | Safety of system | |

50% Off Diagnostic Call

50% Off Overtime Diagnostic Call

Receive \$75.00 credit each consecutive year on account up to \$750.00 toward the purchase of a new system (ask for details)

Priority Emergency Service

We service our policy customers FIRST!

CHC Labor Warranty for One Year
to repair unit or replace parts.

50% Discount on all parts-based on our current
Published price list.

Save 10% on our System Enhancements
See our System Enhancement Brochure

For All Plans:

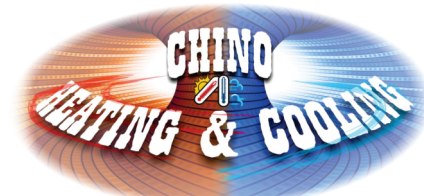
The compressor, heat exchanger, coils or electric heat elements will be replaced at no charge only when covered by manufacturer's labor warranty. If out of warranty there will be a charge. Humidifiers, electronic air cleaners, programmable thermostats, heat comfort controls, all types of dampers and other accessories are not included in the policy except when specifically stated.

ACCESSORY COVERAGE

The following accessories can be covered for an additional cost:

| | |
|-----------------------|-----------------|
| Humidifiers | Swamp Coolers |
| Electric Air Cleaners | ERV Other . . . |

Accessories add to contract, \$42 each



928.636.2955

PEACE OF MIND: Automatic, periodic inspection, lubricating, adjusting and cleaning of your heating and cooling system keeps it running at peak, trouble free efficiency. Potential problems are spotted before they can cause trouble.

TRAINED TECHNICIANS: Competent, trained, dependable staff of experts will perform service on your equipment when necessary. Our technicians are trained and certified by the leading manufacturers in our industry.

PLANNED BUDGET: Fixed cost allows budgeting in advance for maintenance service, labor and parts. One charge, NO hidden expenses.

LONGER PRODUCT LIFE: A known fact that regular maintenance and service on mechanical equipment prolongs its life, it also keeps the equipment at peak efficiency.

SAFETY: Periodic maintenance insures units to be operating safely.

CHOICE OF PROGRAM: You select the POLICY that best suits you and your equipment. Select from the three different PLANS listed.

SERVICE YOU CAN TRUST: Our highly trained staff of experts know their business. Feel at ease knowing that Chino Heating & Cooling has made major investments in training, tools, radios, trucks, and computers to assure our PREFERRED SERVICE POLICY customer's prompt and efficient service at a minimum cost.

SERVICE PLAN PRICES

www.chinoheating.com

| SILVER | GOLD | PLATINUM |
|-----------------------------|-----------------------------|-----------------------------|
| 1st System \$172 | 1st System \$273 | 1st System \$360 |
| 2nd System Additional \$150 | 2nd System Additional \$251 | 2nd System Additional \$326 |
| 3rd System Additional \$150 | 3rd System Additional \$251 | 3rd System Additional \$326 |