



Seaside Gas Service, Inc

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Information about our

Annual Maintenance Agreement

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Heating - Cooling - Hot water -Generators - IAQ ■ Installation - Maintenance - Service

Agreement: One year, renewed annually - please *read details below thoroughly*.

We will send you a detailed breakdown of cost based on your specific equipment - see the second page below.

NOTE: You can elect not to cover all equipment; service/maintenance and parts would be at our regular rates..

- \$250.00 for first system + ● \$150.00+ for each additional piece of equipment.

Includes one free annual maintenance checkup for each system you have purchased an agreement for.

Full details of this agreement - please read thoroughly:

➤ Agreements are available for: All gas central heating equipment, all gas hot water heaters, all central or mini-split air conditioning systems. Humidifiers attached to central equipment.

- Both traditional and high efficiency gas heating equipment / central systems.
- Gas hot water heaters: traditional and high efficiency.
- Air conditioning: central and/or ductless mini-split units. Homes with heat pumps only /no gas heat are priced for 2 visits a year.
- Humidifier units, attached to a central HVAC system under agreement, are covered at no additional cost.
- Stand-alone dehumidifiers that we have installed are covered, with purchase of agreement, for no additional cost.
- Tank water heaters are included, with purchase of agreement, at no additional cost.

➤ This agreement includes a free annual maintenance check-up of each system you purchase an agreement for; AC in the spring, heat in the fall; parts discounted. Bag deep cleanings of mini-split units are not included as part of regular maintenance; billed at the discounted agreement rate.

- First-time Maintenance Agreement sign-ups require an inspection of the equipment.

Equipment must be in good working condition and meet state and local code requirements.

- Per property address / per system; additional pieces of equipment, and/or separate properties, require individual agreements.
- Residential systems up to 250,000 BTUs and serving no more than two dwellings.

➤ For all other service and maintenance:

- All other service/maintenance to be billed at the discounted rate (parts & labor), for equipment under agreement.
- This Agreement discount does not apply to new equipment installations/replacements; and repair/installation/ replacement of: gas piping; water piping; duct work; radiant heat; baseboard registers and piping; any plumbing; or repairs caused by third-party damage.
- Future new HVAC equipment installed by a company other than Seaside Gas will not be covered under agreement.
- This agreement does not apply to generators. *We do annually maintain, and service the generators that we install.*
- This agreement does not apply to gas fireplaces, or white goods such as stoves, dryers – which we do not service.
- We will always provide our customers with responsible, reliable service, except in circumstances beyond our control.
- If you are not satisfied with this agreement during the first 30 days of coverage, Seaside will refund you the cost, minus the regular costs of service/maintenance calls. After 30 days, this agreement is non-refundable. Agreement is non-transferrable.
- Seaside Gas is not responsible for any direct, consequential, or incidental damages resulting from equipment failure.
- We reserve the right to refuse service/parts on a system that we have determined to be in need of replacement.

- Payment of agreement invoice constitutes acceptance of this agreement.

- An after-hours emergency would be no heat in the winter months, or a badly leaking boiler or hot water heater.

Non-emergency issues will be scheduled during normal business hours.

- Regular service/maint. (not plumbing) rates. -15% discount labor and parts for any equipment on agreement:

Weekdays*: \$150 first :30; \$50 per each. additional :15 increment = first hr \$250, additional hours \$200.

^ *And agreement-always base rate (-15%):

Nights/weekends/holidays for non-agreement customers first :30 \$250 = first hour \$350



Best practices for your new equipment:

Modern systems are designed very efficiently. The best way to heat / cool your home is to set a comfortable temperature, and leave it - "Set it and forget it." It's more energy efficient, and will work better overall, as *maintaining* temperature is far easier, and more energy efficient, than re-heating a cold house or re-cooling a hot house.

And we recommend "auto" fan setting if you have that option on your thermostat.

All mechanical systems require maintenance, and it is a good idea to have a trained set of eyes on your equipment annually. We will be in touch to remind you to schedule your annual services – and if we neglect to do that, please get in touch to remind us.



- Central AC systems and mini-split systems require indoor and outdoor unit cleaning, with a cleaning solution made for that purpose – which we will do as needed during our maintenance visits.
- Central ducted heat (furnace) and AC systems require annual filter changes.
Mini-split systems require annual filter cleaning.
- The condensation removal pumps on your HVAC equipment require flushing / cleaning.

- On-demand water heaters require annual flushing.
- Boilers (forced hot water heating systems) require cleaning / flushing. As do on-demand water heaters.
And boilers and some water heaters also have corrosion anodes, which require periodic replacement.

- Generators require annual maintenance; and battery replacement every 5-6 years.
Note: Generators are not included as part of our annual maintenance agreement.

We recommend mesh covers for outdoor AC units (because heavier solid covers seem to make the units too inviting for mice). They can be found online: Just search Amazon site for "AC mesh cover" - and check the sizing / make sure not to order one that's too small.

Thank you again for choosing Seaside Gas,

-Kevin Saunders



➤ **Always Call National Grid gas utility company if you think you smell natural gas 800-548-8000**

Your equipment	Do not have
<p><u>Gas heating systems:</u> <i>Check here if propane:</i> <input type="checkbox"/></p> <ul style="list-style-type: none">• <input type="checkbox"/> Gas boilers - forced hot water heating systems #_____• <input type="checkbox"/> Gas furnaces - forced hot air heating systems #_____	<input type="checkbox"/>
<p><u>Gas water heaters:</u> <i>Check here if propane:</i> <input type="checkbox"/></p> <ul style="list-style-type: none">• <input type="checkbox"/> On-demand tankless water heaters #_____• <input type="checkbox"/> Indirect tank* water heaters #_____• <input type="checkbox"/> Standard tank* water heaters #_____ <i>check here if power-vented:</i> <input type="checkbox"/>• <input type="checkbox"/> Electric tank* water heaters #_____	<input type="checkbox"/>
<p><u>Air conditioning - central, mini-split/heat pumps, hydro:</u></p> <ul style="list-style-type: none">• <input type="checkbox"/> Outdoor units #_____• <input type="checkbox"/> Indoor ducted units (coils, air handlers, hydro) #_____• <input type="checkbox"/> Indoor ductless units (mini split heads) #_____ <p style="text-align: center;">CHECK HERE if your only heat source is heat pump system(s): <input type="checkbox"/></p>	<input type="checkbox"/>
<ul style="list-style-type: none">• <input type="checkbox"/> Misc additional equipment:• _____• _____• _____• _____• _____	<input type="checkbox"/>

Send this page back to us and we will send agreement pricing specific to your home's equipment.