



8314 Maple St. Omaha, NE 68134  
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 soshvac.com

**Peace of Mind (POM)**  
**Maintenance Agreement for Homeowners**

*Our company studies have shown that 80% of service calls are due to a lack of regular maintenance.  
 A CNN study showed that regular service can decrease your energy bills by up to 35%.*

According to the terms and conditions of this agreement, SOS Heating, Cooling and Electrical Company (hereafter referred to as the Company) agrees to perform one winter check on the heating unit and one summer check on the air conditioning unit at the home of:

Customer Information (hereafter referred to as the Customer):

Name: \_\_\_\_\_ Alternate Contact: \_\_\_\_\_ Phone1: \_\_\_\_\_ 2: \_\_\_\_\_

Address: \_\_\_\_\_ City/Zip: \_\_\_\_\_ Email: \_\_\_\_\_

Equipment Type	Make	Model	Serial	Installation Date
<b>Filters:</b>				
<b>Filters:</b>				

**Customize your contract** (restrictions/additions)


**WORK TO BE PERFORMED**

The Company agrees to perform a summer maintenance check on the air conditioning unit and a winter maintenance check on the heating equipment located at the Customer's residence.

**Subtotal** \_\_\_\_\_

**Tax** \_\_\_\_\_

**Total** \_\_\_\_\_

- As a POM customer your equipment will be serviced on a bi-annual basis.
- Each visit we will make sure your filter is changed. All controls are checked, cleaned, and lubricated as needed.
- You will receive a **10% discount on any additional parts** needed during each visit.
- You get **priority status on any service call** you may have between checks. This means you will be put before any non-contract holding customers.
- Additionally, you will receive a **labor discount of 18%**.
- You have a guaranteed 24 hour emergency service with us.
- You will receive a **5% discount on any future equipment purchases**.

Agreed to by:

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
SOS Representative

\_\_\_\_\_  
Date

**The Customer agrees:**

- a) The price of this agreement covers labor and travel charges only. Parts will be additional and subject to a 10% discount off the regular price.
- b) To pay the applicable charges for any service labor and parts not covered by this agreement upon presentation of the invoice. No service will be rendered if the account is past due.
- c) The company shall in no event be liable for damage or loss caused by major equipment failure on the units covered in the agreement.
- d) If repair on equipment is required at any time while this agreement is in effect, the standard discounted labor charges established by the Company will apply.

**The Company agrees:**

- a) To contact the Customer with the purpose of scheduling a qualified service technician to perform the maintenance checks during regular work hours.
- b) To perform the maintenance checks described on the back of this agreement.
- c) To provide a 10% discount on any parts needed during the maintenance checks.
- d) To provide discount of 18% on labor for service calls in between regular maintenance checks.
- e) To provide the Customer with Priority Status in scheduling emergency service calls.
- f) To provide 24 hour emergency service.
- g) To provide a standard 1” filter for each system.
- h) To provide a 5% discount on any new equipment purchase.

**OTHER**

- a) The price of the agreement is One Hundred Eighty Dollars (\$180), payable in full at the initiation of this agreement. An additional \$120 will be added for each additional system added to the agreement.
- b) This agreement covers all labor and travel charges associated with the performance of the work described herein.
- c) Work not covered by this agreement or any components needing repair or replacement will be brought to the Customer’s attention. No such work or repair or replacement of components will commence without the Customer’s approval.
- d) This agreement may be canceled by either party at any time by providing a written 30-day notice to that effect to the other party. The Company will refund the balance of any unused portion of this agreement. For the purpose of this clause, each maintenance check constitutes the use of one-half of the value of this agreement. No refund will be provided after expiration of this agreement.
- e) **CUSTOMER’S RIGHT TO CANCEL-** In the event that this transaction should be determined to be a “Home Solicitation Sale” under Nebraska Revised Statute 69-1601 et seq., you are hereby notified of the following: You may cancel this agreement by mailing a written notice to SOS Heating and Cooling at 8314 Maple St, Omaha, NE, 68134, before midnight of the third business day after you sign this Agreement. If you wish, you may use this page as notice by writing “I hereby cancel” and adding your name and address.

**WORK TO BE PERFORMED UNDER THIS AGREEMENT**

**HEATING**

- Thermostat Calibration-Adjust if necessary
- Blower Assembly- Adjust as needed
- Air Flow- Check for proper temperature rise
- Safety Controls- Adjust as needed
- Burner Operation- Adjust as needed
- Lubricate all moving parts
- Check Humidifier if applicable
- Heat Exchanger- Clean and check for possible damage
- Pilot Light Assembly- Clean and check for effectiveness
- Check and Replace Filter if necessary

**AIR CONDITIONING**

- Condenser Coil-Clean and Check
- Voltage and Amperage- Check Motors
- Blower Components- Check and Adjust as needed
- Condensate Drain- Clean if necessary
- Thermostat Calibration-Adjust if necessary
- Air Flow- Check for appropriateness
- Lubricate all moving parts
- Refrigerant- Check for proper charges
- Check and Replace Filter if necessary
- Air Temperature Drop- Check across coil
- Safety Controls- Check as necessary
- Driers and Strainers- Check for blockage