



ALTHOFF INDUSTRIES, INC.

Mechanical, Electrical, Plumbing and Building Automation

GOLD CLUB MEMBERSHIP

AFTER HOURS FEE SCHEDULE:

There will be a service fee charged to the customer for breakdown calls received between 6:00 PM and 7:00 AM on weekdays, all day Saturday, Sunday & Holidays. Our phone representative will explain these charges when your appointment is made. This fee does **not** apply to scheduled precision tune-up appointments.

GOLD CLUB MEMBERSHIP EXCLUDES THESE ITEMS:

EQUIPMENT IN EXCESS OF 15 YEARS

FURNACE HEAT EXCHANGERS (Part usually covered by manufacturer's extended warranty)

COMPRESSORS (Part usually covered by manufacturer's extended warranty)

BOILER SECTIONS (Part usually covered by manufacturer's extended warranty)

SET-BACK THERMOSTATS (We'll replace it with a **non**-setback as part of your membership)

REFRIGERANT LEAKS AND REPAIR OF SAME

EVAPORATOR COILS

FUSES, CIRCUIT BREAKERS OR DISCONNECTS

"CHEMICAL" COIL CLEANING

CABINETRY, DUCTWORK AND PIPING

REPAIRS REQUIRED BY FIRE, FLOODS, ACCIDENTS, ACTS OF NATURE (INCLUDING INSECTS) OR FREEZE-UPS OF ANY KIND

PROBLEMS RESULTING FROM ELECTRICAL BROWN-OUTS, BLACK-OUTS OR SURGES FROM ELECTRIC SUPPLY ENTITY

PROBLEMS RESULTING FROM INADEQUATE NATURAL GAS OR PROPANE SUPPLY OR PRESSURE

PROBLEMS RESULTING FROM BROKEN OR DETERIORATED WATER PIPING, DUCTWORK OR WIRING

1. Customer agrees to promptly notify us of any unusual operating conditions of the subject equipment. Customer further agrees to promptly notify us of any suspected malfunction or defect in the equipment and to report same to us at our office. Customer understands that we have a 24 hour, 7 day a week emergency service.
2. Any changes, relocation, modifications, adjustments or repairs made by others, unless authorized or approved by us in writing, shall terminate our obligation hereunder. We **will not reimburse** a customer for any repairs made by another company under any circumstances.
3. We shall not be liable for any loss, damage, consequential damages, negligence, breach of contract or any other damages of any nature based on express warranty, implied warranty or other legal theory due to the non-operation or malfunction of the equipment, including damage to property or personal injury caused by the equipment

GOLD CLUB MEMBERSHIP MAY BE TERMINATED BY EITHER PARTY UPON 30 DAYS WRITTEN NOTICE

In the event membership is terminated by Althoff Industries, Inc. or the customer, return of original payment shall be based on 90 percent of the unearned pro-rata payment, less any service calls that have been previously provided by us, at our normal rates.

SILVER CLUB MEMBERSHIP

INCLUDES ONE MAINTENANCE PER YEAR PER PIECE OF COVERED EQUIPMENT. INSPECTIONS MUST BE PERFORMED DURING THE SERVICE AGREEMENT PERIOD OR THEY WILL BE FORFEITED.

COVERS MAINTENANCE VISITS ONLY. REPAIRS PROVIDED @ 15% DISCOUNT FROM OUR NORMAL RATES.

DISCOUNTS DO NOT APPLY TO ADD-ON OR REPLACEMENT EQUIPMENT.

SILVER CLUB MEMBERSHIP IS NON-REFUNDABLE AFTER TWO WEEKS FROM THE SERVICE AGREEMENT START DATE.

8001 South Route 31 · Crystal Lake, Illinois 60014

815-455-7000 · www.althoffind.com