



## AMES HEATING & COOLING, INC.

1503 FLORIDA PH. 515-292-3322  
AMES, IA 50014

### **“WE ARE NOT COMFORTABLE UNTIL YOU ARE”**

We would like to take a minute out of your busy day and thank you for using Ames Heating & Cooling for your heating and cooling needs. Customer like yourself are why Ames Heating & Cooling has been servicing the Ames and surrounding areas for over 50 years and are the number one Lennox Dealer in your area.

Now I would like to explain some of our service: Full metal fabricating including copper stock, installations, service department, Planned Service agreements and free price quotes on replacement of outdated heating and cooling equipment.

The one service I would like to explain in more detail is Planned Service. Your furnace and air conditioner are motorized equipment. Just like your car, these need to be serviced annually to insure they are functioning properly & efficiently. Planned Service is a spring service for the AC and a fall service for the furnace. We are sending you this information with the explanations for your viewing. As a P.S. customer the benefits you receive are 2 prepaid service tune-ups, a one-year warranty on all replaced parts, a set discount rate on emergency services and preferred customer discount price.

If you have any questions, please feel free to contact us at our shop Monday through Friday from 8:00 – 4:30 and we will be glad to answer any more questions you may have. Thank you again and have a Great day.

**Remember: “The Bitterness of poor quality lingers long after the sweetness of a low price is forgotten.”**

Sincerely,

A handwritten signature in black ink that reads 'Lee Cowden'.

**LEE COWDEN**  
**Service Manager**  
**Ames Heating & Cooling, Inc.**

## **Planned service Explanation**

### **Spring Air Conditioner Check**

Install gauges and check operating pressures. Examine temperature rise across evaporator coil, inspect for adequate refrigerant charge and possible leaks. Lubricate all moving parts. Replace or clean filters. Inspect compressor contractor and tighten all wiring connections. Clean and adjust thermostat, check blower, wash condensing coil and examine condensate drain.

### **Fall Gas Furnace Check**

Clean and adjust thermostat, all safety controls, fan control, burners and pilot assembly. Adjust burner efficiency, check for gas leaks in the furnace, and lubricate moving parts. Replace or clean filters, check blower and inspect vent pipe and draft diverter. Visually inspect heat exchanger for cracks. Clean and service humidifiers. Run CO check.

### **Fireplaces and Heat Recovery Ventilators**

Will be billed separately. Not included in price of agreement.

### **Geothermal Check: Spring for Cooling & Fall for Heating**

Clean and Adjust blower and thermostat. Examine temperature rise across coil. Inspect for possible leaks. Replace or clean filters. Inspect compressor, contractor & tighten all wiring connections. Check loop field water pressure & temperature adjust if needed. Examine condensate drain.

### **Emergency After Hours Service**

Planned Service customers will be charged standard daytime rates for after hour's calls.

### **Scheduling**

The time of the Planned Service call will be determined by Ames Heating and Cooling in cooperation with customer convenience. Calls are grouped by area to minimize travel cost. Spring service cannot be done until temperatures are above 60 degrees.

### **Fees**

**All Payments must be sent to Ames Heating with the signed contract, before 1<sup>st</sup> service will be scheduled. Contract is not valid till payment is made in full.**

# Ames Heating & Cooling Planned Service Agreements

Each furnace is one appliance; each air conditioner is one appliance;

Anyone with an address outside of Story or Boone County add \$20.00 to total contract.

Each location will receive 1 seasonal service for each AC unit and one seasonal service for each furnace.

1-6 appliances	\$65.00 per appliance (tax included)
7-12 appliances	\$55.00 per appliance (tax included)
13-50 appliances	\$50.00 per appliance (tax included)
51 + appliances	\$45.00 per appliance (tax included)

Additional cost for Fireplaces and Heat Recovery Ventilators  
Each GEO Thermal unit is \$130.00 per year (tax included)

**All full payments for contract must be received by Ames heating with the signed contract prior to 1<sup>st</sup> service being scheduled! All prior invoices must be paid before service can be scheduled.**

\_\_\_\_\_  
**Customer Signature                      Date                      Phone #                      alt. Phone #**

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**Billing Address                      City                      State                      Zip                      Email Address**

List addresses of locations to be serviced and the # of ac's and furnaces at each on the lines below.

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