

# **DEASE PLUMBING**



Residential/  
Commercial/  
Multi-Family  
Service Contract

*The Difficult We Do Immediately . . .  
The Impossible Takes Just A Little Longer.*

**Tel: 336-788-5312**

## I. Description of Services to be performed:

- A. Inspection of Plumbing system. (This inspection does not count against your one (1) hour of service)
  - 1. List all fixtures and locations for future service.
  - 2. Water Heater Flush. (Removes sediment/calcium)
  - 3. Electric Water Heater. (Check elements and Thermostat)
  - 4. Check water pressure.
  - 5. Water Closet inspection. (Fill valve/flap/bolts)
  - 6. Check all faucets/tub/shower for leaks and or defects.
  - 7. Inspect water filtration system.
  - 8. Whirlpool inspection and flush.
  - 9. Sewer ejector pump inspection.
  - 10. Inspect water system for leaks. (Inside and Out)
  - 11. Inspect plumbing drainage/vent system.
  - 12. Inspect and flush garbage disposal.
- B. This Service Agreement is good for one (1) hour of service per year plus materials. During the course of the year, labor time will be counted in 30 minute increments. Time will be counted from the time a service technician shows up to your home to the time the technician leaves your home. This means if a technician is at your home for 1 to 30 minutes, your account will reflect a 30 minute call. If a technician is at your home for 31 to 60 minutes, your account will reflect a 60 minute call.
- C. Labor rates and charges. With the terms of this agreement, any additional work requested beyond the above descriptions will be charged at a fee of \$89.00 per hour (or \$44.50 per 30 minutes) plus materials. This reduced labor rate applies to Service Contract Members Only.

## II. Terms and Conditions:

- A. Above services will be performed for 1 year from date of contract.
- B. Materials and fixture prices will be quoted to customer before installation.
- C. If a scheduled appointment cannot be met by the customer, a cancellation call must be received by Dease Plumbing no less than 4 hours prior to appointment. Failure to contact Dease Plumbing will result in a \$75.00 trip charge. Charges will be paid within 14 business days or customer will forfeit one of the two service calls.
- D. If a scheduled appointment cannot be made by Dease Plumbing due to our negligence, we will provide an additional service call up to 1 hour.
- E. Materials/Fixtures not supplied by Dease Plumbing WILL NOT be warranted by Dease Plumbing.
- F. Dease Plumbing agrees to furnish the above services on the fixtures in accordance with the provisions and conditions for a period of one year or one (1) hour of labor, which ever comes first.

## III. General Provisions

Customer agrees to:

Operate and clean the subject equipment/fixtures per our instructions.

Notify Dease Plumbing of any unusual operating conditions of the subject equipment/fixtures.

Permit only Dease Plumbing personnel to work on the subject equipment. Any alterations, adjustments and/or repairs made by others, unless authorized by us, shall be a breach of the obligation hereunder.

#### IV. Exclusions

It is agreed that the following items are not a part of this agreement and that Dease Plumbing shall not be liable for maintenance or repair thereof.

1. All additions or alterations to the design of plumbing system.
2. Repairs to equipment damaged by exposure to freezing weather.
3. Wells and damages caused to the system by bad weather.
4. Work made necessary to the enforcement of government codes, building codes and union regulations not in effect on the effective date of this agreement.
5. Damages caused by vandalism, acts of God, improper operation of the equipment by other than Dease Plumbing personnel.
6. Moving or relocating equipment.
7. Water supplies and drain beyond subject equipment.
8. Incidental or consequential damages resulting from occurrences beyond our control.
9. Cost of fixtures/material.
10. Drain cleaning/stoppages.

#### Conditions:

1. This agreement for Dease Plumbing residential/multi-family commercial service contract shall be automatically renewed on the expiration date until notice of termination is given. The agreement may be terminated by either party on an anniversary of the effective date by either party giving not less than thirty (30) days written notice of its intention to terminate. Unless such written notice is given, the customer agrees to be liable for all premiums and expenses to be incurred.
2. In the event that the property is sold, this agreement is automatically transferred to the new owner. Customer agrees to notify Dease Plumbing of said transfer within thirty (30) days.
3. This agreement shall include service calls made during regular working hours (between 8:00 am and 4:00 pm Monday thru Friday).  
Emergency service will be available after regular hours and weekends at \$140.00 an hour. Holidays at a cost of \$280.00 an hour.
4. When equipment becomes obsolete beyond repair, replacement of such equipment shall be made at the customer's expense and, if not replaced, Dease Plumbing shall no longer be required to service the subject equipment under this agreement.
5. Dease Plumbing shall not be liable for personal injuries or damages to property except those directly due to negligent acts or omissions of our employees.
6. Dease Plumbing shall not be held liable for any losses or damage due to delay in furnishing labor or materials caused by reason of strikes or labor troubles affecting our employees or the employees of our suppliers, delays in transportation, unusual delay in procuring supplies or for any other cause that is beyond our control.
7. We shall not be responsible for system design or its performance in maintaining design conditions.
8. It is understood that this proposal sets forth our entire agreement.
9. This proposal will become a contract solely between Dease Plumbing if accepted by you and signed by our authorized representative. Any rights that you have will be only against Dease Plumbing. It is specifically understood that the party executing this agreement has the authority to do so. Any representation to the contrary must be made to Dease Plumbing, Inc. in writing prior to execution. There are no other parties to this agreement.
10. If the equipment is found in a deteriorated state of repair at the first inspection, Dease Plumbing has the option of repairing the equipment at the owner's expense or canceling the agreement and refunding the customer's payment.

**Dease Plumbing Service Agreement**

**This Agreement Issued To:**

\_\_\_\_\_ Customer

\_\_\_\_\_ Address

\_\_\_\_\_ Phone

**Authorized Representative:**

\_\_\_\_\_  One Year Residential/Commercial \$179.00

Method of Payment

Check

Cash

This Agreement expires: \_\_\_\_\_

Customer Copy



**Dease Plumbing Service Agreement**

**This Agreement Issued To:**

\_\_\_\_\_ Customer

\_\_\_\_\_ Address

\_\_\_\_\_ Phone

**Authorized Representative:**

\_\_\_\_\_  One Year Residential/Commercial \$179.00

Method of Payment

Check

Cash

This Agreement expires: \_\_\_\_\_

Notes: \_\_\_\_\_

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\_\_\_\_\_

Office Copy

## *A Little About Us*

Thank you in advance for considering Dease Plumbing for your plumbing needs. We are confident that you will be very satisfied with the services that we offer.

A little information about us — we have been in the triad area for 35 years, working in new residential, commercial, and service. We warranty labor and materials for a period of one year after the home or building is occupied, and a 24-hour emergency pager service, weekdays after 5:00 P.M. and on weekends.

As your needs change, we will be happy to help you evaluate those needs and offer you the services that will help achieve your new goals. Again, thank you for considering Dease Plumbing.

*Andy Dease*



## **DEASE PLUMBING**

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