



PLUMBING, HEATING & AIR

“Dirt & Neglect are the top causes of heating and cooling system inefficiency and failure. To ensure energy efficient system operation, it is important to perform routine maintenance. Proper maintenance by a qualified technician is one of the most important steps you can take to prevent future problems”.

(www.energystar.gov)

Key Benefits of Regular

Maintenance Includes:

- Prolonged equipment efficiency
- Promotes healthy and clean air
- Supports lower utility costs
- Guards against unexpected failures
- Prolongs equipment life

100% SATISFACTION

GUARANTEED

- Your technician will be professional, uniformed and qualified to work on your equipment.
- We will take extra ordinary care in your home.
- We will provide you with a written quote for repairs before we start any work.
- Our technicians will follow a stringent quality assurance task list to ensure a complete and thorough service each and every time

Northern Plains Heating & Air is focused on providing the highest level of service with a focus on earning referrals from our satisfied clients.

Maintaining your mechanical equipment is as important and changing the oil in your car. When neglected it could cause costly repairs or replacement.

All of our technicians are tested and certified through North American Technician Excellence (NATE). Our maintenance plans follow Energy Star Recommendations along with National Standards for residential maintenance. Northern Plains has a Drug Free Safety Program.



We look forward to serving you!

Serving Bismarck and Western
North Dakota
Since 1996
(701) 222-2155
2510 Vermont Ave
Bismarck, ND 58504

www.northern-plains.com

adam@northernplains.net

Customer Name:

Customer Address:

Phone:

Selected Package:

Additional Comments:

Signature:

Date:

*All prices subject to change. All equipment outside of traditional equipment will need to be quoted separately.

Mileage charge 10 miles outside of Bismarck

Program Benefits	Silver	Gold	Platinum BEST VALUE <i>Includes GEO</i>
Investment Per System Per Year* *Investment is for traditional 80/90% furnace, 1 AC, 1 filter, and 1 thermostat	PER VISIT \$150 YEAR TOTAL \$150	PER VISIT \$200 YEAR TOTAL \$400	PER VISIT \$250 YEAR TOTAL \$500
Number of visits per year Spring and/or Fall	1	2	2
Reminder Service/Automatic Scheduling	√	√	√
No overtime for afterhours service *Up to 2 hours per call	—	—	√
Furnace Filter Change 1 time per visit 1 Filter only	√ <i>1" only</i>	√	√
Discount off of repairs above & beyond maintenance program (All Year)	—	5%	10%
Annual Report of system health & Suggested upgrades	—	√	√
Cleaning of outdoor coil on Air Conditioner *Coil cleaner & fin repair if applicable *Once per year in Spring	—	√	√
Priority Status for service related calls *Same day if call is received by 12 PM **All NO HEAT calls are priority in winter months	First come First serve	24 Hours	Same Day <i>*If same day is not honored, 1st hour FREE</i>
Replacement equipment or upgrade discount	—	3%	5%
Humidifier filter replacement & Service *Does not include steam humidifier canister (add \$75 for canister)	—	√	√
Additional System at same location Add per unit i.e. Furnace, Air Exchanger, AC, IAQ devices	\$75	\$75	\$75

SERVICE WILL BE BILLED PER VISIT. NO PAYMENT REQUIRED UNTIL SERVICE IS PERFORMED AND BILLED