



JOIN **R CLUB**

CLUB BENEFITS:

- **PRIORITY** SCHEDULING
- **15% OFF** REGULAR MAINTENANCE
- **10% OFF** REPAIRS
- **10% OFF** FILTERS
- **5% OFF** INDOOR AIR QUALITY SYSTEM INSTALLATION
- **1 YEAR WARRANTY** ON PARTS AND LABOR
STANDARD WARRANTY IS 90 DAYS
- **FREE** STANDARD SIZE FILTERS DURING MAINTENANCES
- **FREE** THERMOSTAT FIRMWARE UPDATES AS NEEDED
- **MAINTENANCE REMINDERS**
- **REQUEST** YOUR FAVORITE TEAM MEMBER



**REPUTABLE
&
RELIABLE**

Service you can trust.

NATE



Read our reviews online!

Residential Only

PROPOSAL FOR:

Name: _____

Email: _____

Address: _____

City: _____ State: _____ Zip code: _____

Contact Number: _____ Cell Phone: _____

Preferred Notification Method: ☐ Text ☐ Email

EQUIPMENT LOCATION:

Address: _____

City: _____ State: _____ Zip code: _____

Site phone: _____ Authorized person: _____

EQUIPMENT COVERED:

Type: _____ Make: _____ Model#: _____ Serial#: _____

Type: _____ Make: _____ Model#: _____ Serial#: _____

Type: _____ Make: _____ Model#: _____ Serial#: _____

Type: _____ Make: _____ Model#: _____ Serial#: _____

Type: _____ Make: _____ Model#: _____ Serial#: _____

Type: _____ Make: _____ Model#: _____ Serial#: _____

Filter Sizes: _____ Humidifier Pads: _____

Membership fee **\$65.00** annually

Priority scheduling means that even in the busiest times, we reserve appointments specifically for our club members so that they can get sooner appointment availability. This is a one-year agreement. This one-year agreement will auto renew unless the agreement is cancelled by either party. Membership fees are non-refundable. Other discounts or offers may not be combined with the discounts and offers that are available through R club. In order to receive the R Club benefits, you must have your HVAC systems annually maintained by R&R. Membership fees subject to change; notification will be sent via your preferred method. Free standard size filters during annual maintenance includes sizes 20x20x1, 20x20x2, 20x25x1, 20x25x2, 16x20x1, 16x20x2, 16x25x1, and 16x25x2.

Phone Number: 509.484.1405

Support: ced@randrheating.com

Address:

5202 N Florida St, Spokane, WA 99217

Office Hours:

Monday-Friday: 8:00am – 5:00pm

Team Member: _____ Date: _____

Customer: _____ Date: _____



WE PROVIDE THE MAINTENANCE PLAN YOUR EQUIPMENT NEEDS

AC OR HEAT PUMP <ul style="list-style-type: none"> -Clean condenser -Check all wiring for loose connections. -Adjust furnace air flow for optimum cooling -Check for refrigerant leaks -Inspect pressure safety switch. -Check fan motor for wear and alignment -Check expansion valve & coil temperatures. -Check refrigerant charge. -Observe condensate drain for leaks. -Inspect defrost cycle and reversing valve on Heat Pump units only. 	ELECTRIC/GAS FURNACE <ul style="list-style-type: none"> -Check contact points -Inspect all wiring for loose connections -Check supply voltage -Observe amperage draw -Inspect blower for correct operation -Check the motor bearings for wear -Inspect for burnt connections -Check blower capacitor -Check lock out point for heat pump furnace communication of applicable -Run and inspect sequencers function -Calculate temperature differences 	HUMIDIFIER <p>BYPASS HUMIDIFIER (ADD ON ONLY)</p> <ul style="list-style-type: none"> -Replace media pad -Inspect/Clean water pan & float -Check solenoid, heater, and motor -Check water lines for build up -Verify operation -Check all wiring for loose connections <p>STEAM HUMIDIFIER (ADD ON ONLY)</p> <ul style="list-style-type: none"> -Inspect/Clean water pan & float -Check solenoid, heater, and motor -Check water canister for build up -Verify operation -Check all wiring for loose connections -Check supply lines -Replace canister
FIRE PLACE <p>(Gas only)</p> <ul style="list-style-type: none"> -Clean glass -Adjust log placement -Clean pilot and burner assemblies -Test fan operation -Check all gas connections -Inspect accessible vent system -Check wiring connections -Test remote function if applicable -Check igniter for safe operation -Check thermocouple/thermopile for wear and output 	WATER HEATER <p>(Tankless/Traditional)</p> <ul style="list-style-type: none"> -Flush system with cleaning solution -Drain system (If traditional) -Check on/off operation -Check all wiring for loose connections -Clean filter if applicable -Check gas connections for leaks -Check the draft -Check thermocouple for wear -Check menu values 	ENERGY RECOVERY VENTILATOR <ul style="list-style-type: none"> -Clean filters -Clean core -Check the voltage -Inspect the wiring -Check fan function and operations <p>WE CAN MAINTENANCE THE SYSTEMS LISTED AND WE CAN ALSO MAINTENANCE OTHER SYSTEMS, SUCH AS HRV'S, EAC'S, ETC. FOR ADDITIONAL INFORMATION CALL OUR OFFICE AT 509.484.1405.</p>

FREQUENTLY ASKED QUESTIONS

How often will I be charged?

You are charged at the date of signing this document, and automatically every 12 months following.

Will I automatically get my discount?

Yes! We will make sure you get your discount.

Can I have more than one home covered under this subscription?

This subscription is applicable to one home. You can however start a separate subscription for an additional home.

How do I cancel?

Call our Customer Experience Department at 509.484.1405 and they will be ready to help you.

Conditions:

We agree to:

1. Inspect the equipment on a scheduled basis, and at each inspection perform the applicable services including but not limited to the above check list.
2. Instruct you in the operation of the equipment.
3. Give our service contract holders preference over all other service activity normally undertaken by R&R.
4. Document all services.

You agree to:

1. Operate the equipment accordingly to instructions.
2. Promptly notify us of unusual operating conditions of the equipment
3. Permit the use of common building maintenance tools such as ladders, etc.
4. Permit only our service personnel and/or a service organization authorized by us to work on the equipment.

General:

During the term of the membership, we will take all precautions to avoid injury to persons, and damage to property while on the premise, but we shall not be liable for any special or consequential damage.

We shall not be liable for losses or defect arising out of vandalism, fire, flood, wind, war, riots, and acts of God. In such cases, the customer shall be charged for the parts and labor at the then current price for such repairs. No such parts or labor shall be furnished, however, without authorization from the customer.

All planned maintenance appointments must be completed in the year in which they are designed. All maintenance deposits and prepayments are nonrefundable.