

build your comfort plan

Yates Maintenance's customized maintenance plans help keep your system functioning properly and running efficiently, while focusing on energy savings and indoor air quality.

Save money by lowering utility bills and increasing the life of your system.

Breathe easier, have peace of mind with preventative maintenance, and even get exclusive savings with Elite packages!

HVAC Inspection Packages

- Maintenance Visits Per Year
- 21 Point Equipment Inspection
- Discount on Replacement Parts
- Diagnostic Fee Discount
- Priority Scheduling
- Easy Pay Monthly Installments with Auto Renewal
- Guaranteed Service within 24 Hours
- Filter Replacement Included
- Exclusive Member Only Coupons
- No After Hours Rate

	Economy	Superior	Elite
Bi-annual	✓	✓	✓
10% Discount	10%	15%	15%
Diagnostic Fee Discount		10%	10%
Priority Scheduling		✓	✓
Easy Pay Monthly Installments with Auto Renewal		✓	✓
Guaranteed Service within 24 Hours		✓	✓
Filter Replacement Included		✓	✓
Exclusive Member Only Coupons		✓	✓
No After Hours Rate		✓	✓

SYSTEMS	ECONOMY	SUPERIOR	ELITE
1 system	\$ 180	\$ 350	\$ 440
2 systems	\$ 260	\$ 430	\$ 530
3 systems	\$ 340	\$ 510	\$ 620
4 systems	\$ 420	\$ 590	\$ 710
5 systems	\$ 500	\$ 670	\$ 800



extend the life of your system

Our HVAC maintenance package options consist of thorough inspections to include:

- Inspection of coolant levels & pressure
- Check & adjust thermostat
- Inspection of wiring, contacts, capacitors & relays
- Inspection of evaporator coil
- Inspection & cleaning of condenser
- Inspection of condensate drain
- Inspection of outdoor disconnect
- Inspection of condenser fan motor & blades
- Inspection of compressor at startup
- Cleaning of blower
- Cleaning & adjusting of burners
- Inspection of heat exchanger or air handler
- Inspection of gas pressure & flame
- Inspection of electrical components
- Inspection of ignitor/pilot light
- Inspection of filter
- Inspection of airflow

When complete you will receive any recommendations for your system's optimal performance.

*Refrigerant and parts are not included in the service agreement price.

*Discount on parts only. Refrigerant excluded from discounts.

A signed and approved agreement begins the agreement plan. Fee is based on number of units and inspection quote. Additional fee will apply for split systems. Additional charges will apply if evaporator coil requires complete removal to clean. Prices above do not include taxes.

Yates Maintenance's full terms and conditions apply.

Terms and Conditions

The responsible paying party over the age of 18 must be present at the home for all visits from Yates Maintenance.

Scheduling a Service Call:

Service calls can be scheduled by calling our office at 501.960.8971.

You may also schedule a non-emergency service call on our website www.yatesmaintenance.com.

Service calls are scheduled on a first-come/first-serve basis. However, emergency breakdown calls take priority, especially in extreme temperatures (hot or cold). Because of this, sometimes we will have to move service calls around on the schedule. You will receive adequate notice if your service call time needs to be changed. Due to the nature of HVAC, we cannot always pin down an exact time to be at your home. All efforts are made to ensure the technician arrives as closely as possible to his scheduled time but be aware that there is a 3-hour arrival time window. You will receive notification via text message when the technician is en route to your location. If you cannot receive text messages, please be sure to ask for a phone call instead.

Estimates:

We give free estimates on new AC and Heating systems. We can try our best to match or beat a competitor's estimate, but we must see the estimate that they provided you. Otherwise, we will quote you our price and leave it up to you to make your decision. Estimates are good for 15 days.

Service Call Fees:

Service call fees are \$89 plus tax during regular business hours. For business or residential locations with multiple systems that need serviced, one service call fee will be charged per system. All pricing is calculated through an intricate process and determined using many factors of the cost of running a business. We do not give a breakdown of our pricing.

After Hours, Weekends & Holidays:

Our regular business hours are 8 a.m. to 5 p.m., Monday through Friday. We are available for emergency calls after hours, and on weekends and holidays. Overtime service call fees will be assessed.

No Call/No Show:

The responsible party must be present at time of the service call unless otherwise authorized by Yates Maintenance, LLC. We understand that sometimes things happen beyond our control and missing a scheduled appointment cannot be avoided. We make every effort to remind our customers of their appointments, so we ask if you will not be able to keep your appointment to please call at least an hour before your scheduled time. If the technician arrives and no one is there to meet him, he will wait 15 minutes. If no one shows up after that, he will leave and a \$89 service call fee will be assessed.

Payments:

All payments are due immediately upon completion of repairs at time of the service call unless otherwise authorized by Yates Maintenance, LLC. Any authorized billed payments are due 30-days after the service date. Units installed by Yates Maintenance are property of Yates Maintenance until completely installed and paid for in full. Payment is due in full immediately upon completion. We accept cash, check and all major credit cards. We can accept payments over the phone and online. You can also pay your bill directly through the email confirmation that you receive at the completion of the job.

Late Payments:

A 1.3% late fee will be applied to bills 30 days past due. An additional 1.3% late fee will be added to the bill for every 30 days after that until the bill is paid. Invoices that are not paid within 60 days will be sent to collections and legal action may be taken. The customer will be responsible for any costs incurred due to this process. Yates Maintenance, LLC will no longer service customers who have been delinquent on their account past 60 days.

Returned Checks:

A \$25 fee will be assessed for any returned checks. If a check is returned, the customer must pay the full amount of their bill plus \$25 by cash or credit card only, unless otherwise authorized by Yates Maintenance, LLC.

Damages and Repairs:

Our technicians are trained and certified. If damage is caused by our technician to your home, Yates Maintenance, LLC will hire someone of our choice to repair the damage.

Disclaimer for Cleaning Evaporator Coils:

Debris from cleaning an excessively dirty coil may cause the drain line to become clogged. If this occurs, we will clear the drain line. The service fee will be discounted to \$65.00 to return to clear the drain line a second time after the first evaporator coil cleaning. If the evaporator coil has to be pulled from the system, cleaned, and re-installed, there will be an extra labor charge above the normal cleaning rate.

Refrigerant Leak Policy:

There is no warranty on refrigerant leaks and leak repairs. If Yates Maintenance repairs a leak, there is no guarantee that is the only leak in the system, even if a leak search has been performed. Should the refrigerant leak out, there will be another charge to put more refrigerant into the HVAC system, and will only be added if the leak rate does not exceed the rate stated in the EPA's Section 608 of the Clean Air Act. Another leak could develop in a different location causing the loss of the refrigerant added. Refrigerant will only be added in accordance with the EPA's Section 608 of the Clean Air Act. The recommended solution for refrigerant leaks detected by Yates Maintenance is to replace the leaking equipment.

Technician Safety:

Our technicians will abide by OSHA regulations at all times in order to maintain their safety and that of the customers. If Yates Maintenance finds unsafe working conditions due to weather, infestation, debris, etc., we may pause work until conditions are safe.

Licensing, Bonding, & Insurance:

Yates Maintenance, LLC is a licensed, bonded and insured HVAC company. #0930320. All employees of Yates Maintenance, LLC are drug tested and have a complete background check.

Our Values:

Yates Maintenance has a vision of bringing world class HVAC customer service and integrity in our work to homeowners and facility managers across central Arkansas while seamlessly working together as a team. We express sincere motivation to go above and beyond to please our customers using our expertise and skill.