

Dean Air Conditioning & Heating Company Service Options

Options	Best	Better	Good
Service	Premium Service Contract⁴	Regular Service Contract⁵	Individual Special⁶
Savings	10% Savings on Parts & Labor	5% Savings The First Year 7% Savings Over 2 Years 8% Savings Over 3 Years	Normal Cost² \$150 / \$120
Payments	Easy Monthly Payments Charged to Your Credit Card..	After First service is Completed Cash, Check, or Credit Card	At Time of Service Cash, Check, or Credit Card
Expiration	All Contract benefits expire at the end of paid time period.	All Contract benefits expire at the end of paid time period.	No Long Term Commitment
Confidence	Best Possible Coverage with significant savings.	Peace of mind knowing Your Costs will not escalate	Same Great Service
Inflation	Your yearly investment will only change at renewal time.	Your yearly investment will only change at renewal time.	No Protection
Guarantees	100% Satisfaction Guarantee ³	100% Satisfaction Guarantee ³	100% Satisfaction Guarantee ³
Investment	1 Year Contract billed \$38 / \$18¹ per month	1 Year \$200 / \$100² 2 Years \$390 / \$195 3 Years \$580 / \$290	\$105 / \$55²

1. \$38 / \$18 = \$38 per month for the first unit & \$18 per month for each additional unit at the same location. (** Rooftop Units Extra **)

2. \$200 / \$100 = \$200 per year for the first unit & \$100 per year for each additional unit at the same location. (** Rooftop Units Extra **)

3. Lifetime warranty on defective Dean A/C labor, 1 year or manufacturers warranty, which ever is greater, on labor & parts. You do not pay until you are satisfied with the work performed. If you experience problems after you have paid within the first year of ownership for new equipment, 6 months for maintenance contract customers, or 2 months for demand service customers we will diagnose the problem free of charge. Dean A/C is a member of the Dallas Better Business Bureau and has committed to binding arbitration through the BBB. If you are not satisfied with the work performed you may, at not cost, request the Dallas Better Business Bureau arbitrate your dispute.

4. Premium Service Contract Includes:

- Spring Service, Summer Service, & Fall Service
- Priority Scheduling for Emergencies
- Emergency Contact Phone Number
- Extended Emergency Service Hours
- 10% Repair Discount
- No Diagnostic Charge for Service
- No Overtime Charges
- Free Replacement of Smoke Alarm Batteries
- Free Replacement of Thermostat Batteries
- Free Filters With E-Mail Reminders
- Condensate Drains Blown for free
- Free 5 Day Indoor Air Quality Test
- Written Report

5. Regular Service Contract Includes:

- Spring Service & Fall Service
- No Diagnostic Charge for Service
- Condensate Drains Blown for free
- Free 5 Day Indoor Air Quality Test
- Written Report
- E-Mail Reminders

6. Seasonal Specials Include:

- Spring Service
 - 38 Point Inspection Viewable @ www.dean-ac.com/Docs/SpringSpecial.pdf
 - Wash Condensing Coil
 - Lube Condensing Fan Motor
 - Tighten All Electrical Connections
 - Change Customer Supplied Filter
- Fall Service
 - 36 Point Inspection (Viewable @ www.dean-ac.com/Docs/FallSpecial.pdf)
 - Tape Air Leaks
 - Lube Furnace Blower Motor
 - Tighten All Electrical Connections
 - Change Customer Supplied Filter
- No Diagnostic Charge for Seasonal Service
- Condensate Drains Blown for free
- Written Report
- E-Mail Reminders

Regulated By
Texas Department of Licensing & Regulation
P.O. Box 12157, Austin Texas, 78711
(800) 803-9202 (512) 463-6599



MAINTENANCE CONTRACT ORDER FORM

Last Name: _____
 House Number: _____ Street Name: _____
 City: _____ Zip: _____ +4 _____
 Home Phone: _____

His First Name: _____
 His Work Phone: _____ Ext: _____
 His Cell Phone: _____

Her First Name: _____
 Her Work Phone: _____ Ext: _____
 Her Cell Phone: _____

EQUIPMENT LOCATION

T-Stat #1: Location _____
 T-Stat #2: Location _____
 T-Stat #3: Location _____
 T-Stat #4: Location _____
 T-Stat #5: Location _____
 T-Stat #6: Location _____
 T-Stat #7: Location _____

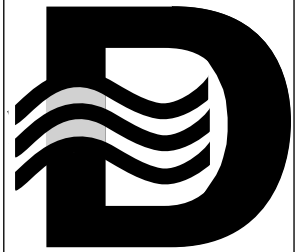
CONTRACT DURATION, TYPE, & PAYMENT FREQUENCY

- 1 Year 2 Years 3 Years
 Regular Service Premium Service
 Pay Monthly Pay Now

I authorize Dean Air Conditioning & Heating Company to charge my
 Credit Card _____ monthly payments of _____ to be made on the
 _____ day of every month.

Signature _____

Date _____ / _____ / _____



**DEAN
 AIR CONDITIONING
 & HEATING
 COMPANY**

TACL B019087C

P.O. BOX 850777
 RICHARDSON
 TEXAS 75085-0777

972-235-1487
 972-690-9390 FAX

EMAIL:
 dean_ac@swbell.net

HONEST & FAIR
 SERVICE
 SINCE 1971

REGULATED BY THE
 TEXAS BUREAU OF
 LICENSING
 &
 REGULATION
 P.O. BOX 12157
 AUSTIN, TEXAS 78711
 (800) 803-9202
 (512) 463-6599

Regular Maintenance Contract					Premium Maintenance Contract		
# of T-Stats	1 Year		2 Years	3 Years	# of T-Stats		
	Monthly	NOW	NOW	NOW		Monthly	Annualy
1 st T-Stat	\$18	\$200	\$390	\$580	1 st T-Stat	\$40	\$456
2 nd T-Stat	\$26	\$300	\$585	\$870	2 nd T-Stat	\$59	\$672
3 rd T-Stat	\$35	\$400	\$780	\$1,160	3 rd T-Stat	\$78	\$888
4 th T-Stat	\$44	\$500	\$975	\$1,450	4 th T-Stat	\$97	\$1,104
5 th T-Stat	\$53	\$600	\$1,170	\$1,740	5 th T-Stat	\$116	\$1,320
6 th T-Stat	\$61	\$700	\$1,365	\$2,030	6 th T-Stat	\$134	\$1,536
7 th T-Stat	\$70	\$800	\$1,560	\$2,320	7 th T-Stat	\$153	\$1,752