



## MECHANICAL SHIELD CUSTOMER SERVICES MEMBERSHIP

**1-YEAR PARTS AND LABOR WARRANTY**

**ON ALL REPAIRS**

**15% DISCOUNT**

**ON ALL REPAIRS**

**NO OVERTIME CHARGES.**

**SERVICE CALL WITHIN 24 HRS.**

**NO SERVICE CALL FEE**

**CANCEL ANYTIME.**

**\$35.00 MONTHLY PER SYSTEM**

**NO CONTRACT!**

### Why choose Performance Shield as HVAC Service agreement provider?

At **Performance Mechanical Texas LLC**, we understand that when it comes to selecting a service, you have plenty of options. However, we believe that our commitment to excellence, customer satisfaction, and innovation sets us apart from the rest. Here's why you should choose us:

**Unparalleled Quality:** We pride ourselves on delivering top-notch quality in every aspect of our service. From our products to our customer support, excellence is ingrained in everything we do.

**Customer-Centric Approach:** Our customers are at the heart of our business. We listen to your needs, understand your challenges, and tailor our solutions to meet your specific requirements. Your satisfaction is our priority.

**Innovative Solutions:** In a rapidly evolving world, innovation is key to staying ahead. We continuously strive to develop and implement cutting-edge solutions that drive efficiency, effectiveness, and value for our customers.

**Reliability and Trustworthiness:** You can count on us to deliver on our promises. Our track record of reliability and trustworthiness speaks for itself. When you choose us, you can rest assured that you're in good hands.

**Transparency and Integrity:** We believe in operating with the utmost transparency and integrity. Our business practices are ethical, honest, and transparent, ensuring that you have complete trust and confidence in us.

**Flexibility and Adaptability:** We understand that every customer is unique, and one-size-fits-all solutions don't always cut it. That's why we offer flexibility and adaptability in our services, allowing us to tailor our offerings to suit your individual needs.

**Competitive Pricing:** Quality doesn't have to come at a premium. We offer competitive pricing without compromising on quality, ensuring that you get the best value for your investment.

**Exceptional Support:** Our dedicated support team is here to assist you every step of the way. Whether you have questions, concerns, or need assistance, we're always just a call or click away.

Choosing **Performance Mechanical Texas LCC** means choosing excellence, innovation, reliability, and integrity. Join countless satisfied customers who have experienced the difference firsthand. Make the smart choice today and partner with us for all your HVAC needs.

## **SERVICES PROVIDED UNDER AGREEMENT**

- Air conditioner, furnace, and preventative maintenance service.

(Appointments every 4 months)

**Optimal Performance:** Regular maintenance is key to ensuring that your HVAC system operates at peak performance. Bi-annual inspections help identify and address potential issues before

they escalate, ensuring that your system continues to deliver efficient heating, ventilation, and air conditioning year-round.

**Extended Equipment Lifespan:** Just like any other machinery, HVAC systems require regular upkeep to prolong their lifespan. Bi-annual inspections help prevent wear and tear, ensuring that your equipment lasts longer and operates reliably for years to come.

**Energy Efficiency:** A well-maintained HVAC system operates more efficiently, consuming less energy and lowering utility bills. Bi-annual inspections include tasks such as cleaning coils, replacing filters, and optimizing settings, all of which contribute to improved energy efficiency and reduced operational costs.

**Prevention of Costly Repairs:** Minor issues left unattended can escalate into major problems over time, leading to costly repairs or even system failures. Bi-annual inspections allow HVAC professionals to detect and address potential issues early on, saving you money on repairs and preventing unexpected downtime.

**Peace of Mind:** Knowing that your HVAC system is being regularly inspected and maintained provides peace of mind. You can rest assured that your system is in good hands, and any potential issues are being proactively addressed, minimizing the likelihood of unexpected breakdowns or disruptions.

- Inspect all covered equipment and perform preventative maintenance services including, but not limited to:

- Check system refrigerant level and operating pressures.

- Clean primary and secondary condensate drain line.

- Add chlorine tablets to condensate drain line.

- Replace or clean air filter per manufacturer.

- Furnish all materials and labor required to perform maintenance service.
- Advise customer or his/her representative when equipment shut down is required for other than normal service.
- 15% discount on HVAC parts used by our HVAC Technicians within one year of the service to repair the system.

## SCHEDULING, AND APPOINTMENT DETAILS

- If customer has specific dates desired for service it is their responsibility to notify the company of this preference. We recommend scheduling at least four to six weeks in advance.
- All agreement members will receive priority service above those who do not have contract agreements.
- You can schedule service by call text or email.
- If you cannot make a previously scheduled appointment, 24-hour notice is appreciated. If we are not able to access your home for a scheduled appointment, a \$50 "No-Show" fee will be charged.
- During prolonged extreme weather conditions - heat and cold spells - maintenance checks may be rescheduled to accommodate customers without heat or air conditioning.

### Cancellation

- Customer can cancel at any time with a 30-day written notice.
- Coverage is billed in advance and remains active if payments are applied as scheduled. In the event of a missed payment, benefits stop and continue once payments are brought current. If no payments are made, coverage will stop 30 days after the last payment. This agreement is not valid on oil, hydronic or mini-split systems.
- Agreement must be active with no lapse of coverage to receive extended part and labor coverage.
- **Service Continuity:** Enforcing payment terms is essential for ensuring the continuity of services. Automatic cancellation after 7 days of non-payment helps us maintain operational efficiency and minimize disruptions to other clients who depend on our services.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**Agreement Details (This contract agreement will be printed and filled out in the store by the customer and HVAC service manager. If the contract is not filled out prior to work completion, then servicing will be billed as time and material only.)**

**Performance Mechanical Texas LLC** and \_\_\_\_\_,  
hereafter referred to as customer, hereby agree that **Performance Mechanical Texas LLC**  
will provide services as described below, located at:  
Address\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

In consideration of, Contract amount \$\_\_\_\_\_ on this date  
\_\_\_\_\_.

Phone \_\_\_\_\_ Email: \_\_\_\_\_

Total units covered \_\_\_\_\_

Under warranty\_\_\_\_\_

Closet\_\_\_\_\_ Attic \_\_\_\_\_ Hard access\_\_\_\_\_

Horizontal\_\_\_\_\_ Upflow \_\_\_\_\_

Gas\_\_\_\_\_ Electric \_\_\_\_\_ Heat pump\_\_\_\_\_

Filter size\_\_\_\_\_

Model#\_\_\_\_\_

Serial#\_\_\_\_\_

**Performance Mechanical Texas LLC. 24703 Pecan Dr New Caney Texas 77357.**

[Performancemechnicaltexas@gmail.com](mailto:Performancemechnicaltexas@gmail.com) [PerformanceMechanicaltexas.com](http://PerformanceMechanicaltexas.com)

**Call/Text 281-608-8288 TACLA115744E**

- **Dispute Resolution:** In the event of any disputes arising from the interpretation or performance of this contract, both parties agree to resolve them amicably

through mediation, arbitration, or other mutually agreed-upon means as outlined in the contract.

**Payment Obligation:** The Client agrees to pay the Service Provider the agreed-upon fees for the services rendered, in accordance with the payment terms outlined in the contract.

- **Responsibility for Payment:** As a valued client, it's important to understand your obligation to make timely payments for the services received from Performance Mechanical Texas LLC. Your prompt payment ensures that we can continue to meet your needs effectively and efficiently.
- **Avoiding Disruptions:** Failure to make timely payments may result in the suspension or cancellation of services, as outlined in the contract. This provision serves as a reminder to prioritize payment to avoid any interruptions in the services provided by Performance Mechanical Texas LLC.
- **Open Communication:** If you anticipate any difficulties in meeting payment deadlines, we encourage you to communicate with us proactively. We are committed to finding mutually agreeable solutions to address any challenges and ensure the continuation of our partnership.

By including this provision in the contract, we aim to establish a mutually beneficial relationship based on trust, accountability, and respect. Timely payment is essential for the continued provision of high-quality services, and we appreciate your cooperation in meeting your payment obligations.

- By signing below, both parties affirm their understanding of the terms and conditions of this contract and their willingness to abide by them. This contract serves as a formal agreement between Performance Mechanical Texas LLC and the Client, outlining their respective rights, obligations, and responsibilities in relation to the services to be provided.

Name \_\_\_\_\_ Date \_\_\_\_\_ Signature \_\_\_\_\_