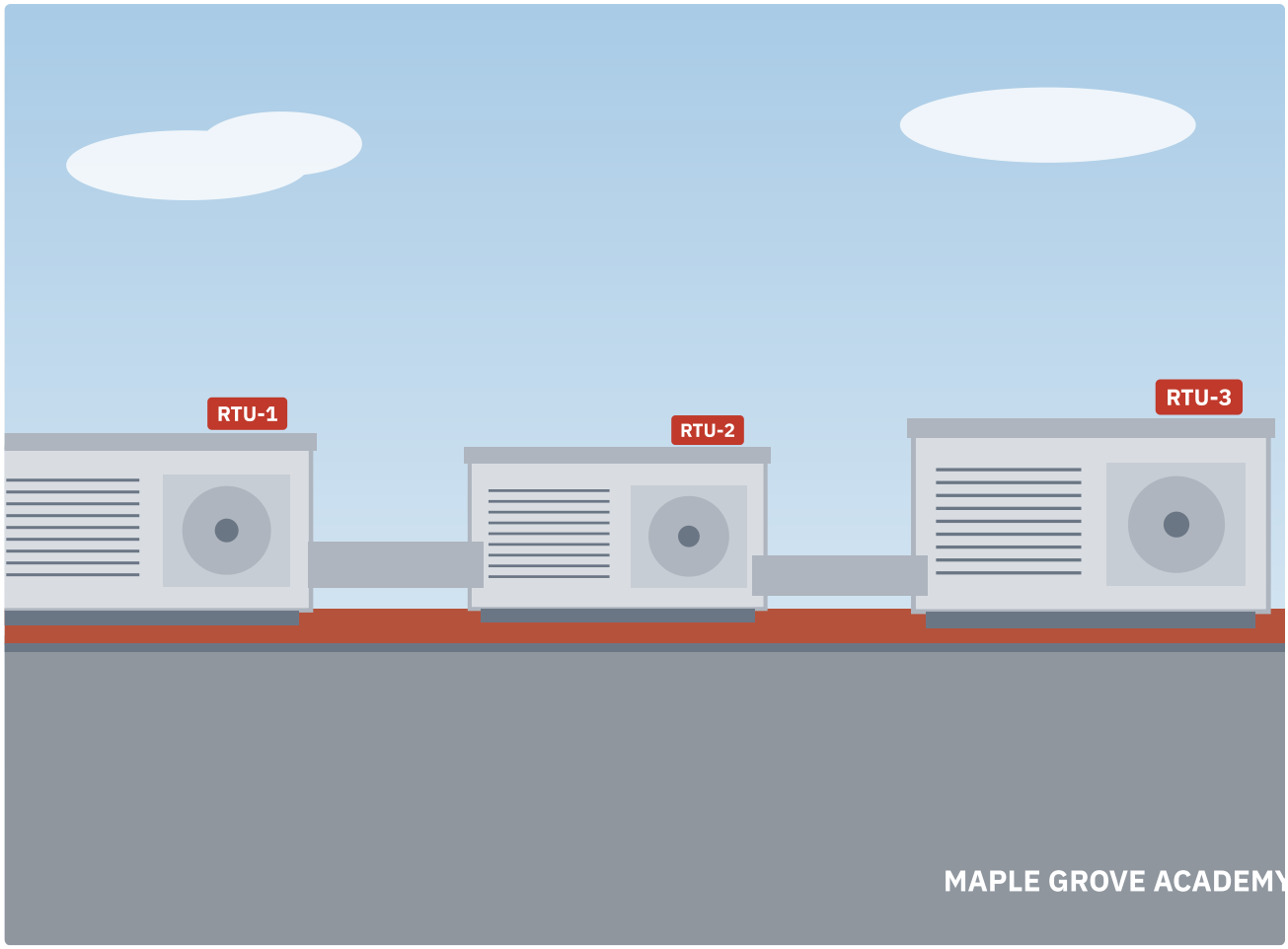



# HVAC maintenance agreement

Preventive maintenance and priority service for Maple Grove Academy's 12 heating, cooling and ventilation units.

**SERVICE AGREEMENT #** NCS-SA-26-0091
**DATE** Nov 20, 2026
**EFFECTIVE DATE** Jan 1, 2027

**PROVIDER**
**Northstar Comfort Systems**
Craig Mendez
+1 614 555 0147
service@northstar-comfort.example
**Ohio HVAC license:** HV.000091

**CLIENT**
**Maple Grove Academy**
Teresa Holt
+1 614 555 0186
tholt@maplegroveacademy.example
**Tax status:** Exempt, certificate on file

# Key terms

A summary for convenience. The numbered terms and the schedules govern.

| EFFECTIVE DATE | CONTRACT VALUE | PAYMENTS |
|---|---|---|
| **Jan 1, 2027** | **$10,500.00** | **4 × $2,625** |
| 12 months, renews yearly | Year 1, no sales tax | Quarterly, net 30 |

| EQUIPMENT | VISITS | RESPONSE |
|---|---|---|
| **12 units** | **4 a year** | **4 hours** |
| Listed in Schedule A | One per season | For a no-heat or no-cool call |

# Why a maintenance agreement

What it changes for a school, based on our records for similar buildings.

**4 h**

### Guaranteed response

Members go to the front of the line in a heat wave or a cold snap; others wait for the next opening.

**15%**

### Off every part

Plus member labor rates, on any repair the visits find.

**0**

### Missed filter changes

Filters are changed on schedule, which keeps air quality and energy use where they should be.



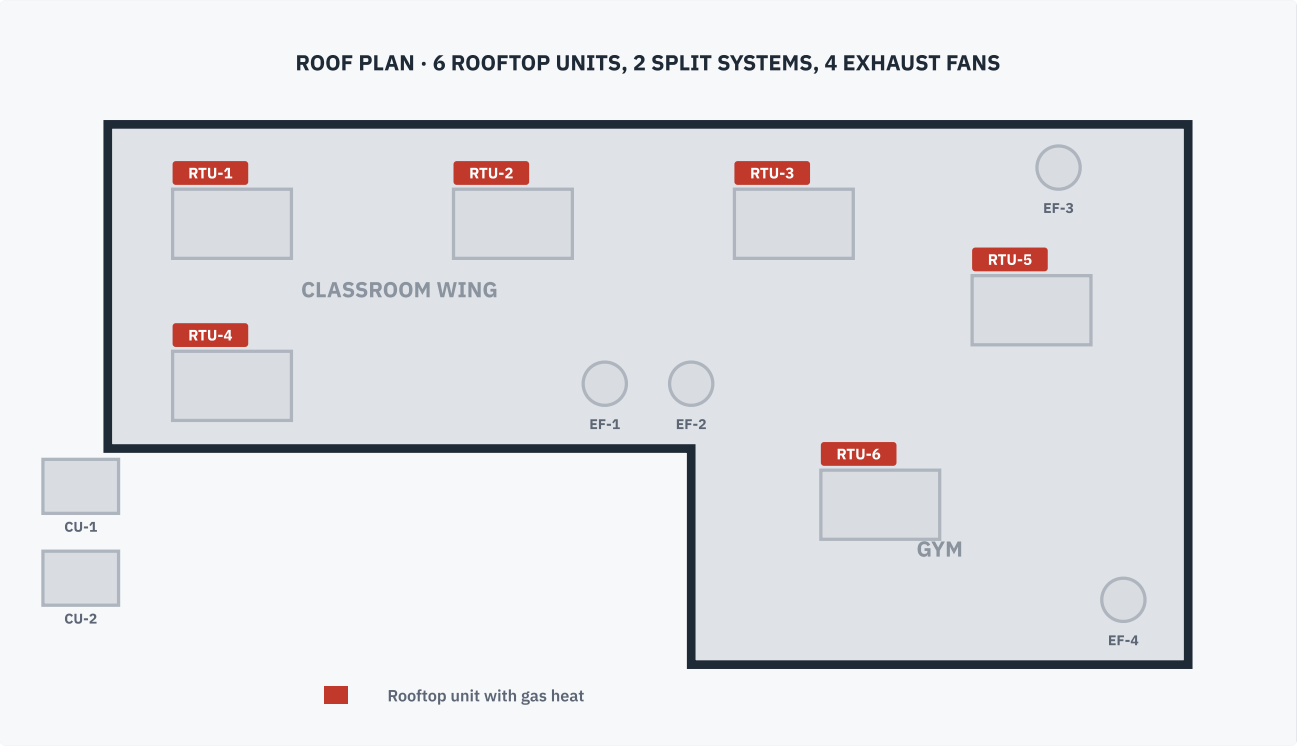
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# Schedule A: Covered equipment

Every unit was surveyed on November 12, 2026. Tags match the labels we fixed to each unit and the roof plan below.

| TAG | TYPE | SIZE | SERVES | INSTALLED |
|---|---|---|---|---|
| RTU-1 | Rooftop unit, gas heat | 10 ton | Classrooms 101–106 | 2014 |
| RTU-2 | Rooftop unit, gas heat | 10 ton | Classrooms 107–112 | 2014 |
| RTU-3 | Rooftop unit, gas heat | 7.5 ton | Library and offices | 2016 |
| RTU-4 | Rooftop unit, gas heat | 7.5 ton | Art and music rooms | 2016 |
| RTU-5 | Rooftop unit, gas heat | 15 ton | Gym | 2019 |
| RTU-6 | Rooftop unit, gas heat | 6 ton | Cafeteria | 2019 |
| CU-1 | Split system, heat pump | 3 ton | Server room | 2021 |
| CU-2 | Split system, heat pump | 2 ton | Nurse's office | 2021 |
| EF-1–4 | Exhaust fans | — | Restrooms and kitchen | 2014–19 |

# Where the equipment is




RTU-1 and RTU-2 are the oldest and serve the most classrooms; the visits pay them extra attention.



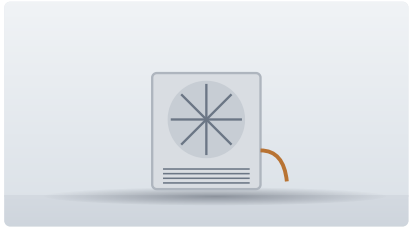
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# The equipment we maintain




### 6 rooftop units

Heating, cooling and fresh air for the classrooms, gym and cafeteria.



### 2 split systems

Year-round cooling for the server room and the nurse's office.



### 4 exhaust fans

Restrooms and the kitchen.

# What each visit includes

**EVERY VISIT**

- ☐ Change filters and check airflow
- ☐ Check belts, bearings and motors
- ☐ Clear condensate drains and pans
- ☐ Test safeties and thermostats

**COOLING SEASON, MAY**

- ☐ Clean condenser coils
- ☐ Check refrigerant charge and pressures

**HEATING SEASON, NOVEMBER**

- ☐ Inspect heat exchangers for cracks
- ☐ Test burners, ignition and flue
- ☐ Measure carbon monoxide at each unit

**AFTER EVERY VISIT**

- ☐ Written report with photos
- ☐ Repairs quoted before any work

# Who comes to your school

### EPA 608 certified

Every technician who handles refrigerant

### NATE-certified leads

On every maintenance visit

### Background-checked

Cleared for work in schools

### $2M insured

School named as additional insured

### Ohio licensed

HVAC license HV.000091

### Same technician

Who knows your units



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# Schedule B: Visit calendar

Visits are made on teacher work days or after school, so classrooms are never without heat or cooling during lessons.

| VISIT | MONTH | FOCUS | HOURS ON SITE |
|---|---|---|---|
| 1 | February | Mid-winter heating check | 6 |
| 2 | May | Cooling start-up and coil cleaning | 10 |
| 3 | August | Before pupils return | 6 |
| 4 | November | Heating start-up and CO testing | 8 |

# Year 1 at a glance

From the effective date to renewal.

JAN 1
### Start
Priority line active.

FEB
### Visit 1
Heating check.

MAY
### Visit 2
Cooling start-up.

AUG
### Visit 3
Ready for pupils.

NOV
### Visit 4
Heating start-up and renewal review.

## Response times

| PRIORITY | EXAMPLE | ON SITE WITHIN |
|---|---|---|
| 1, urgent | No heat in winter, no cooling in the server room | 4 hours, 24/7 |
| 2, high | One classroom too hot or cold | Next business day |
| 3, routine | Noise, small leak, thermostat question | 3 business days |



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# Fees

Year 1 of the agreement. No sales tax is charged: Maple Grove Academy's exemption certificate is on file.

| # | ITEM | QTY | PRICE | DISC. | TAX | TOTAL |
|---|---|---|---|---|---|---|
| | **Preventive maintenance** | | | | | |
| 1 | **Quarterly maintenance visit, 6 rooftop units**<br>Code: PM-RTU<br> | 4 visits | $1,140.00 | – | 0% | $4,560.00 |
| 2 | **Quarterly maintenance, 2 split systems**<br>Code: PM-SPL | 8 services | $145.00 | – | 0% | $1,160.00 |
| 3 | **Annual service, 4 exhaust fans**<br>Code: PM-EXF | 4 fans | $65.00 | – | 0% | $260.00 |
| 4 | **MERV 13 filters, supplied and changed quarterly**<br>Code: PM-FLT<br>Per set: 36 filters | 4 sets | $380.00 | – | 0% | $1,520.00 |
| 5 | **Condenser coil cleaning, spring**<br>Code: PM-COIL | 6 units | $210.00 | – | 0% | $1,260.00 |
| 6 | **Building automation check: schedules and setpoints**<br>Code: PM-BAS | 4 visits | $150.00 | – | 0% | $600.00 |
| | | | Subtotal: Preventive maintenance | | | **$9,360.00** |
| | **Priority service** | | | | | |
| 7 | **Priority membership: 24/7 line, 4-hour response, member rates**<br>Code: PR-MEM<br>• Diagnosis included on priority calls<br>• 15% off parts<br>• Member labor rate $118/hour | 12 months | $95.00 | – | 0% | $1,140.00 |
| | | | Subtotal: Priority service | | | **$1,140.00** |

| | |
|---|---|
| Subtotal | $10,500.00 |
| Sales tax (exempt customer) | $0.00 |
| **Year 1 contract value** | **$10,500.00** |



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# Quarterly payments

Invoiced on the first day of each quarter, due within 30 days.

| 25% OF TOTAL | 25% OF TOTAL | 25% OF TOTAL | 25% OF TOTAL |
|---|---|---|---|
| **$2,625.00** | **$2,625.00** | **$2,625.00** | **$2,625.00** |
| **Quarter 1** | **Quarter 2** | **Quarter 3** | **Quarter 4** |
| January | April | July | October |

**Year 1 contract value** **$10,500.00**

# Schedule C: Member rates

Rates for work outside the scheduled visits, fixed for the term.

| ITEM | MEMBER | STANDARD |
|---|---|---|
| Labor, weekdays 7 am to 5 pm, per hour | $118 | $139 |
| Labor, evenings, weekends and holidays, per hour | $177 | $208 |
| Diagnosis on a priority call | Included | $149 |
| Parts | List less 15% | List |
| Refrigerant R-410A, per pound | $62 | $74 |

# Plan levels

This agreement is the Priority plan. The others are shown for comparison, per year.

BASIC

## Maintenance only

**$9,360**

per year

The four visits, no priority service.

- Quarterly visits and filters
- Standard rates for repairs
- Next opening for calls

THIS AGREEMENT

## Priority

**$10,500.00**

per year

Visits plus 24/7 priority service.

- 4-hour response, 24/7
- 15% off parts
- Member labor rates

FULL COVERAGE

## Parts and labor

**$16,900**

per year

Repairs included, except compressors.

- Everything in Priority
- Repair parts and labor included
- Compressors at member rates



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# Terms of service

**1. Services**

1.1 The Provider maintains the equipment listed in Schedule A, on the visit calendar in Schedule B, following the visit checklist on page 4. Each visit ends with a written report to the Client's facilities contact.

**2. Term and renewal**

2.1 This agreement runs for 12 months from the effective date and renews for further 12-month terms unless either party gives 60 days' written notice before the end of a term. Renewal prices change by no more than 4%.

**3. Access**

3.1 The Client gives the Provider safe access to the roof and mechanical rooms during school hours or at agreed times, and an escort where its safeguarding policy requires one. Visits are not made while pupils are on the roof level.

**4. Priority service**

4.1 The Provider answers calls 24 hours a day, every day, and arrives within the response times on page 5. Labor for repairs is charged at the member rates in Schedule C; diagnosis on a priority call is included.

**5. Parts and refrigerant**

5.1 Filters, belts and coil cleaner listed in the checklist are included. Other parts are quoted before installation and charged at list price less 15%. Refrigerant is charged per pound at the rate in Schedule C, and recovered refrigerant is recycled as federal rules require.

**6. Fees and payment**

6.1 The Client pays the contract value in four equal quarterly installments, invoiced at the start of each quarter and due within 30 days. Repairs are invoiced on completion.

**7. Exclusions**

7.1 The agreement does not cover ductwork, controls outside the units, damage from power surges, roof leaks unrelated to the Provider's work, or equipment replacement. A replacement is quoted separately when a unit cannot be repaired economically.

**8. Warranty**

8.1 Repairs are warranted for 90 days for labor and as the manufacturer warrants for parts. Maintenance does not extend the manufacturer's equipment warranty.

**9. Insurance**

9.1 The Provider carries general liability insurance of $2 million, workers' compensation and auto insurance, and names the Client as additional insured.

**10. Liability**

10.1 Neither party is liable for indirect loss. The Provider's total liability in a contract year is limited to the fees paid in that year, except for personal injury or property damage caused by its negligence.

**11. Termination**

11.1 Either party may end this agreement with 30 days' written notice if the other breaches it and does not cure the breach within 15 days of notice. Fees for visits already made remain payable.

**12. Governing law**

12.1 This agreement is governed by the laws of the State of Ohio.

# Signatures

Signed by authorized representatives of both parties. The agreement starts on the effective date.

MAPLE GROVE ACADEMY

_____

SIGNATURE

Maple Grove Academy

Name: _____

Date: ____ / ____ / _____

NORTHSTAR COMFORT SYSTEMS

_____

SIGNATURE

Northstar Comfort Systems

Name: _____

Date: ____ / ____ / _____



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