

WELCOME TO THE GOLDEN AWARD SERVICE PROGRAM
CONTRACTORS SERVICE GUIDE

Thanks for checking out the service contractors portion
of our web site.

Read the following pages of our contractor service guide and learn how we can help your business grow, especially during the slow periods in the HVAC industry. They will explain how we work as a Home Warranty company and will hopefully answer most of your questions.

IF YOU HAVE ANY QUESTIONS OR A COMMENT THAT WILL HELP US BOTH, GIVE ME A CALL. ASK FOR "BUCK"; I'LL BE HAPPY TO CHAT WITH YOU.

IF YOU WOULD LIKE TO SIGN ON AND WORK WITH US, PROVIDE THE INFO REQUESTED IN THE GUIDE OR GIVE US A CALL. THANKS IN ADVANCE.



OPEN PAGE FOR CONTRACTORS

GOLDEN AWARD SERVICE PROGRAM CONTRACTORS SERVICE GUIDE

MR. CONTRACTOR,

G.A.S.P. PROVIDES A **RENEWABLE** ONE (1) YEAR SERVICE PROGRAM (S) FOR HOME SELLERS AND BUYERS, THE SAME PROGRAMS ARE ALSO PROVIDED TO OUR REGULAR CUSTOMERS AND EXISTING HOME OWNERS . PLEASE TAKE THE TIME TO CHECK OUT EACH PROGRAM AS THEY OFFER A VARIETY OF COVERAGES, EXCLUSIONS, CONDITIONS AND TERMS. YOUR GOOD SERVICE TO OUR PROGRAM HOLDERS MAKES US BOTH LOOK GOOD AND MAKES FOR A HAPPY CUSTOMER, WHO WILL RENEW YEAR AFTER YEAR. UNLIKE OTHER SERVICE PROVIDERS WE EXPECT OUR PROGRAM HOLDERS TO RENEW WITH US, SO PLEASE DO YOUR BEST ON EACH SERVICE CALL.

HERE'S HOW OUR SERVICE PROGRAM WORKS:

1. THE PROGRAM HOLDER CONTACTS US FIRST FOR ANY SERVICE THEY NEED.
2. WE DISCUSS THE CLAIM WITH OUR CUSTOMER AND COLLECT THE INFORMATION YOU WILL NEED TO HANDLE THE CALL.
3. WE THEN DISPATCH THE CALL BY PHONE, E-MAIL OR FAX.
4. GIVE THEM A CALL ASAP AND TELL THEM WHAT'S UP. !!, YOU KNOW, GIVE THEM A DATE, TIME, AM OR PM, APPROX: ARRIVAL TIME. IF YOU CAN'T MAKE IT, DUE TO DELAYS, ETC., GIVE THEM ANOTHER CALL.
5. GO DO THE CALL AS WE AGREED AND TRY TO MAKE US ALL LOOK GOOD. COLLECT THE SERVICE FEE.
6. SEND US AN INVOICE AS WE ARE THE ONE WHO PAYS.
7. REMEMBER, IF WE DON'T SAY IT'S OK, WE DON'T PAY.
8. IT'S NOT HARD AND IT'S BUSINESS YOU WOULD NEVER GET, SO LET'S PLAY FAIR WITH EACH OTHER.
9. WE WANT EVERY CUSTOMER TO RENEW WITH US SO THEY WILL HAVE GOOD COVERAGE FOR EVER, SO TRY YOUR BEST TO DO GOOD JOB, OK.
10. IF THE CUSTOMER CONTACTS YOU DIRECTLY, PLEASE TELL THEM THEY MUST CALL US FIRST, DON'T TRY TO HANDLE IT YOUR SELF.

AUTHORIZATION,
SERVICE
AND DISPATCH:
1-800-GOT-G.A.S.P.

PHONE: 623-322-7458

FAX: 623-322-7438

OUR DON'T TELL POLICY !!!!!!!!!
SOME TIME IN 2001 THE FEDS

SAID WE NEED TO PROTECT THE
CONSUMERS, SO DON'T SELL OR
SHARE OUR CONSUMER INFO WITH
ANYONE. OK?. THANKS.

HOW WE DO THE SERVICE CALL

COVERAGES

WE COVER ONLY ITEMS THAT **FAIL DUE TO NORMAL WEAR AND TEAR.** AS A RULE OF THUMB, ANY ITEM THAT DOES NOT EFFECT THE OPERATION IS NOT COVERED ON ANY APPLIANCE. WE DO NOT COVER PRE-EXISTING CONDITIONS ON ANYTHING. ALWAYS TELL US THE NAME PLATE AMPS AND THE ACTUAL AMPS TODAY ON EACH MOTOR ON EVERY CALL, WE NEED GOOD INFORMATION TO BE FAIR ON ALL CLAIMS. ALWAYS TRY TO USE THE SAME TYPE AND QUALITY AS THE EXISTING PART OR ALTHOUGH A SERVICEABLE PART IS OK. IF YOU RUN INTO A NON-COVERED REPAIR, WE MAY PROVIDE THAT SERVICE AT OUR CURRENT RATES, OUR DISPATCH CENTER WILL TELL YOU IF WE WILL AND WHAT TO CHARGE FOR THE JOB. SO YOU NEED TO CALL US.

FOR SERVICE

WE WILL CONTACT YOU BY PHONE, FAX, OR E-MAIL WHEN WE HAVE A SERVICE CALL IN YOUR AREA. YOU WILL BE PROVIDED WITH A CONTROL NUMBER FOR THE CALL. ALWAYS USE THIS NUMBER WHEN CONTACTING US ABOUT THE CALL. WHEN YOU CONTACT OUR CUSTOMER PLEASE TELL THEM YOU ARE REPRESENTING US.

SERVICE FEE

WHEN YOU ARRIVE AT THEIR FRONT DOOR, PLEASE ASK THE PROGRAM HOLDER FOR THE CHECK TO COVER THE SERVICE FEE. THE CHECK SHOULD BE MADE OUT TO G.A.S.P. AND MAILED TO: G.A.S.P. P.O. BOX 2426, PEORIA, AZ., 85380-2426. IF THERE IS A PROBLEM COLLECTING THE SERVICE FEE CALL US FROM THE JOB IF POSSIBLE AT 1-800-GOT G.A.S.P. **IN OTHER WORDS NO SERVICE FEE CHECK, NO SERVICE. INFORM THE PROGRAM HOLDER THAT IF A CALL BACK IS REQUIRED A SECOND SERVICE FEE MUST BE CHARGED.**

APPOINTMENTS

TRY TO BE ON TIME. DRESS AND MANNERS ARE ALWAYS IMPORTANT. TELL THE PROGRAM HOLDER WHO YOU ARE AND DON'T MAKE PROMISES THAT INVOLVE US. DON'T TALK ABOUT MONEY, WE'LL DO THAT! IF YOU CAN'T FINISH THE JOB ON THE FIRST TRIP, KEEP THEM AND US INFORMED. PLEASE DON'T TRY TO FIND ADDITIONAL WORK ON OUR CALLS. IF A PART LOOKS BAD, BUT IT'S STILL WORKING, IT'S NOT COVERED. **IF YOU BREAK SOMETHING IT'S YOUR DEAL.** CALL US AND YOUR INSURANCE COMPANY. BE UP-FRONT WITH OUR PROGRAM HOLDERS.

HOW WE DO THE SERVICE CALL

APPOINTMENTS (CONTINUED)

NO ONE HOME?, YOU CAN'T REACH THEM?, ***PLEASE CALL US***. IF YOU RUN INTO A NON-COVERED ITEM, ***PLEASE CALL US***. WHEN YOU FIND OUT WHAT THE PROBLEM IS AND IT'S OVER YOUR LIMITS OF PAYMENT, ***PLEASE CALL US***. ANY TIME YOU CAN'T FINISH THE CALL IN THE NORMAL WAY OR ANY THING THAT INTERFERES WITH THE CALL, YOU KNOW, CALL US. WHEN YOU CALL US, ALWAYS GIVE US THE ITEM, BRAND, MODEL NUMBER AND SERIAL NUMBER OF THE APPLIANCE YOU ARE WORKING ON. WE MUST HAVE THIS INFO!!!. HARD TO GET PARTS, WE MAY HAVE THEM. IF A ITEM IS NOT COVERED PLEASE HANDLE THIS DIFFICULT TIME WITH CARE AND REMEMBER WE MAY REPAIR THE ITEM FOR OUR CURRENT CHARGES. GIVE ONLY US YOUR ESTIMATE FOR THE REPAIR. IT'S BEST IF WE HANDLE THIS TYPE OF PROBLEM.

HOW TO GET PAID

WE ONLY PAY FROM INVOICES, NOT STATEMENTS. PLEASE HAVE ALL OF THE PROGRAM HOLDERS INFORMATION OR IT WILL DELAY PAYMENT.

1. NAME AND ADDRESS. P.O. NUMBER. OUR CONTRACT NUMBER. THAT WAS DONE. PART NAME AND NUMBER. LABOR. TAXES., YOU KNOW! PLEASE ITEMIZE THE INVOICE. DATE COMPLETED. GET THE CUSTOMERS SIGNATURE. ONLY ONE INVOICE PER CALL PLEASE. DON'T GO OVER THE AUTHORIZATION LIMIT OR YOU MAY NOT GET PAID THE EXTRA AMOUNT.
2. IF SERVICE IS DENIED FOR ANY REASON, THE SERVICE FEE IS STILL REQUIRED TO BE COLLECTED, THAT'S WHY WE ASK FOR IT AT THE DOOR AND UP-FRONT.
3. PAYMENTS ARE MADE IN 30-DAY CYCLES. HOWEVER, WE WILL PAY IN 10 DAYS IF REQUESTED TO DO SO, BUT WE WILL TAKE A 5% DISCOUNT ON THE GROSS AMOUNT OF THE INVOICE TO COVER COSTS.
4. DON'T DELAY, SEND THE INVOICE TODAY! SEND TO:
GOLDEN AWARDS SERVICE PROGRAM, P.O. BOX 2426, PEORIA, ARIZONA, 85380-2426. YOU MAY FAX, MAIL, OR E-MAIL IT TO US.

HOW WE DO THE SERVICE CALL

HOW TO GET PAID (CONTINUED)

5. WHEN WE FIRST START WORKING TOGETHER WE WILL NEED, YOUR INSURANCE . TAX. LICENSE AND OTHER COMPANY INFORMATION AS FOLLOWS:
 - A. PROVIDE US WITH A COPY OF YOUR CERTIFICATE OF INSURANCE. IT SHOULD PROVIDE THE FOLLOWING: INSURANCE COMPANY NAME, EXPIRATION DATE, G.A.S.P. AS A CERTIFICATE HOLDER AND AS AN ADDITIONAL INSURED WITH THE DOLLAR LIMITS, WORKER'S COMPENSATION IN FORCE OR WAIVER, IF IT APPLIES.
 - B. TAX INFORMATION WILL INCLUDE A SIGNED W-9, FED I.D. NUMBER,
 - C. LICENSE-QUALIFYING PARTY INFORMATION AS REQUIRED TO DO THE WORK IN YOUR AREA OR STATE.

The Total Service SystemSM



**America's Favorite
Home Warranty
ProgramSM**

For

Air Conditioning

and

Appliance Service

Plus

Preventative Maintenance Contracts

Peace of Mind Protection

UNDER OUR PROGRAM ENJOY BENEFITS NOT FOUND ELSEWHERE

● **RENEWABLE 1 YEAR SERVICE PROGRAMS** ●

- | | | |
|--|-----|---|
| (1) FREE Service Calls | (A) | (8) Contract is transferable (same residence) |
| (2) FREE Parts and Labor | (B) | (9) One phone number to call. (24 hours a day) |
| (3) Free EMERGENCY SERVICE *
on Holiday, Weekends and after hours | (C) | (10) Service On All Makes and Models |
| (4) Appointments Made The Same Day You Call | | (11) Large Parts Warehouse |
| (5) Highly Skilled Technicians | | (12) Large Discounts For Renewing Early |
| (6) Always Prompt Friendly Service | | (13) ONE Annual Payment |
| (7) In House Computerized System | | (14) If your appliances or A/C System fails to
operate you will never have to depend on
strangers |

Covers Virtually *Any Brand*



CUSTOM APPLICATION

FOR OFFICE USE ONLY
Please Use Application On Page 2a For Our Standard Programs

Mailing: P.O. Box 2426
Peoria, AZ 85380-2426
Service Phone: 623-322-7458

Applicant's Name: _____ Year Built: _____ Date: _____
 Property address _____ Phone: _____
 City: _____ State: _____ ZIP: _____ Seller Buyer Rental Owner
 Escrow Co: _____ Closing Date: _____ Phone No: _____
 Address: _____ Escrow No: _____ Escrow Officer: _____
 Real Estate Office: _____ Agent's Name: _____ Phone: _____
 Address: _____ Contact: _____
 City: _____ State: _____ ZIP: _____ Fax: _____
 Residence Type: Condo. Apt. Private Home. Rent. Own. Other.

PROGRAM COVERAGE FOR AIR CONDITIONING AND APPLIANCES

BASIC PROGRAM

- AIR CONDITIONER (Compressor Included)*
- HEATING SECTION: (Heat Strip - Heatpump - Gas)
- THERMOSTAT (Standard Models Only)
- DUCTWORK

MAKE: _____ MODEL: _____
 SERIAL # 1: _____
 MAKE: _____ MODEL: _____
 SERIAL # 2: _____

BASIC PROGRAM TOTAL

*ONE PREVENTIVE MAINTENANCE CALL PER YEAR, Included In The Basic & Silver Programs. A \$95. Value. \$ _____

SILVER PROGRAM. INCLUDES BASIC PACKAGE, PLUS THE FOLLOWING

- RANGE / OVEN (Standard) (No clock or timer)
- REFRIGERATOR
- WATER HEATER (Electrical Portions Only)
- EXHAUST FAN (Hood only)

SILVER PROGRAM TOTAL

CUSTOMIZED REALTOR PACKAGE (see special Realtor form for items covered) \$ _____

<p>OPTIONS:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 2nd A/C Unit _____ \$ _____ <input type="checkbox"/> EVAP Cooler _____ \$ _____ <input type="checkbox"/> Washer _____ \$ _____ <input type="checkbox"/> Dryer _____ \$ _____ <input type="checkbox"/> Dishwasher _____ \$ _____ <input type="checkbox"/> Self Cleaning Oven or Clock Timer _____ \$ _____ <input type="checkbox"/> Automatic Icemaker _____ \$ _____ <input type="checkbox"/> Cold water /Ice Door _____ \$ _____ <input type="checkbox"/> Instant Hot/Cold Disp (Sink Mounted) _____ \$ _____ <input type="checkbox"/> Garbage Disposal _____ \$ _____ <input type="checkbox"/> Trash Compactor _____ \$ _____ <input type="checkbox"/> Ceiling Fans _____ \$ _____ <input type="checkbox"/> Garage Door Opener _____ \$ _____ <input type="checkbox"/> Exhaust Fans (bath) _____ \$ _____ 	<ul style="list-style-type: none"> <input type="checkbox"/> No Service Fee _____ \$ _____ <input type="checkbox"/> Microwave _____ \$ _____ <input type="checkbox"/> Freezer _____ \$ _____ <input type="checkbox"/> Room Unit (Wall pullout) _____ \$ _____ <input type="checkbox"/> Room Unit (No slide out) _____ \$ _____ <input type="checkbox"/> Pool / SPA _____ \$ _____ <input type="checkbox"/> Electric (Basic) _____ \$ _____ <input type="checkbox"/> Plumbing (Basic) _____ \$ _____ <input type="checkbox"/> Extra Baths _____ \$ _____ <input type="checkbox"/> Replacement _____ \$ _____ <input type="checkbox"/> Second Year _____ \$ _____ <input type="checkbox"/> Third Year _____ \$ _____ <input type="checkbox"/> Inspection Fee _____ \$ _____ <input type="checkbox"/> Preventative Maint. _____ \$ _____ <p>Sub Total _____ \$ _____ Disc. _____ \$ _____</p> <p style="text-align: right;">TOTAL PROGRAM PRICE \$ _____</p>
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_____ x _____ DATE
 EFFECTIVE DATE EXPIRATION DATE
 X _____ x _____
 _____ x _____
 CONTRACT NUMBER DATE

***PREVENTATIVE MAINTENANCE:** A highly recommended annual (mid or late summer) inspection on the air conditioning/heating System. This maintenance is intended to keep your equipment operating at peak efficiency which will insure minimal operational costs. Please call the office for scheduling the service call. **(Not Available In All Areas.)**

START HERE

GOLDEN AWARD SERVICE PROGRAM APPLICATION

Same Coverage For Seller Or Buyer Best to Be Sold At Listing: Works The Same In Both Cases

1 YEAR G.A.S.P. Service Programs

6 FOUR WAYS TO SUBMIT YOUR APPLICATION

- 1. PHONE: 623-322-7458 2. FAX: 623-322-7438**
3. MAIL: G.A.S.P. P.O. BOX 2426 PEORIA, ARIZONA, 85380-2426
4. ORDER ON LINE: WWW.MCFARLANDDIVERSIFIED.COM

1

Last Name:		
First Name:		
Covered Property Address		
City:	State:	Zip:
Home Phone:	Work Phone:	
EMail		
Age Of Home:	Approx. Sq Ft:	
Date:		
Escrow Company Name:		
Escrow Officer's Name:		
Phone Number:	Escrow File No.	
Closing Date:		
Company & Real Estate Agent:		
Agent's Phone Number:		

Pricing Shown Is For Single Family Homes Under 5000 Sq. Ft. with One A/C Unit Or One Evap. Cooler. Custom Programs Are Available For Any Size Home With Almost Unlimited Optional Items Available. These Programs Do Not Cover Pre-Existing Defects. All Covered Items Must Be In Place And In Good Working Order On The Date Any Selected Program Is Ordered. Before Coverage Will Begin A Confirmation Number Will Be Provided By Our Office. Please List Any Excluded Items And List All Covered Items By Age Model And Serial Number On Separate Sheet Of Paper.

Please Read The Complete Program For Specific Coverage, Exclusions And Conditions. There Is A Service Fee Of **\$65.00 Per Occurrence**. For Any Selected Program.

For Service You Must Call Us First
Ph: 623-322-7458 + Fax: 623-322-7438

2

3

COVERED ITEMS	Basic Program	Silver Program	Silver Deluxe Program	Golden Program	Custom Program
Air Conditioning	X	X	X	X	
Heating unit	X	X	X	X	
Thermostat (Basic)	X	X	X	X	
DuctWork	X	X	X	X	
Evaporative Cooler					
1- Preventive Maintenance Call	X	X			
Range-Oven Cook-Top		X	X	X	
Range Hood Ex-Fan		X	X	X	
Kitchen Refrigerator		X			
Dishwasher			X	X	
Garbage Disposal			X	X	
Instant Hot Cold Dispenser				X	
Trash Compactor				X	
Built-In Microwave			X	X	
Bath-Exhaust Fans (2 max)			X	X	
Electrical System (Basic)			X	X	
Ceiling Fans 3-Max				X	
Garage Door Opener			X	X	
Plumbing System (Basic)			X	X	
Water Heater		X	X	X	
Bubblers-Timers				X	
Self Clean Oven				X	
Select Program Desired →	<input type="checkbox"/> \$210	<input type="checkbox"/> \$260	<input type="checkbox"/> \$375	<input type="checkbox"/> \$465	
Selected Program Cost Sub Total \$					
<input type="checkbox"/> Select Any Desired Optional Items					
<input type="checkbox"/> No Service Fee	\$100			\$	
<input type="checkbox"/> Kitchen Refrigerator	\$50			\$	
<input type="checkbox"/> Sub Zero Refer	\$75			\$	
<input type="checkbox"/> Refrigerator's Ice Maker	\$25			\$	
<input type="checkbox"/> Washer/Dryer Package	\$100			\$	
<input type="checkbox"/> Pool and Spa	\$225			\$	
<input type="checkbox"/> Each Additional A/C Unit	\$100			\$	
<input type="checkbox"/> Evap. Cooler	\$75			\$	
<input type="checkbox"/> Additional Water Heater	\$50			\$	
<input type="checkbox"/> Prevent. Maint. For A/C Unit	\$95			\$	
<input type="checkbox"/> Bubblers/Timers	\$75			\$	
<input type="checkbox"/> Freezer Stand Alone	\$50			\$	
<input type="checkbox"/> Plumbing Electrical Systems(Basic)Each	\$100			\$	
<input type="checkbox"/> Limited Roof Leak Repair (No Tile)	\$125			\$	
<input type="checkbox"/> 2nd and 3rd Year Discount Save 5% Each Year				\$	
Total Cost Of Program & Optional Coverage					④ \$

5

X _____
CUSTOMER'S SIGNATURE Date

X _____
Sales Agent's Name Date

X _____
Approved By _____

_____ DATE

CONTRACT NUMBER _____

_____ EXPIRATION DATE

THIS IS NOT A CONTRACT OF INSURANCE !!! It is a Service Agreement, sold and serviced by a Licensed Air Conditioning Contractor which is regulated by the Arizona Registrar of Contractors. (602) 542-1525. HUGH A. MC FARLAND AIR CONDITIONING holds Residential (C-39) #98092 and Commercial (L-79) #98094 and also is Bonded and Insured. For additional information on our company please call: 623-322-7458.

Or go to our WEB SITE @ www.McFarlandDiversified.com

GOLDEN AWARD SERVICE PROGRAM

**"CUSTOMIZED PLANS FOR SELLERS AND BUYERS"
AMERICA'S FAVORITE HOME WARRANTY PROGRAM**

Now
Designed
to be SOLD
at Listing

Same
Coverage
for
Seller-Buyer

● **THIS APPLICATION CAN ALSO BE USED FOR MOBILE HOMES** ●

Applicant's Name: _____ Year Built: _____ Date: _____
 Property address _____ Phone: _____
 City: _____ State: _____ ZIP: _____ Seller Buyer Rental Owner
 Escrow Co: _____ Closing Date: _____ Phone No: _____
 Address: _____ Escrow No: _____ Escrow Officer: _____
 Real Estate Office: _____ Agent's Name: _____ Phone: _____
 Address: _____ Contact: _____
 City: _____ State: _____ ZIP: _____ Fax: _____
 Residence Type: Condo Apt. Private Home Mobile Home Own Rent TownHouse

PROGRAM COVERAGE FOR AIR CONDITIONING AND APPLIANCES

Phone Applications Or For Service. Phone: 623-322-7458 Fax: 623-322-7438

BASIC PROGRAM- (6) Units 1-3 Years Old ANNUAL FEE \$210.00 \$

Air Conditioning (4)(6) Heating Unit Thermostat (Basic) Duckwork One prev. Maint Call

SILVER DELUXE PROGRAM (FOR BUYER ONLY) \$375.00 (FOR SELLER AND BUYER) \$375.00
 NO SERVICE FEE (FOR BUYER ONLY) \$475.00 NO SERVICE FEE FOR SELLER AND BUYER \$475.00 \$

Plumbing System (Basic) Electrical System Basic) Air Conditioning (4) (5) Heating Unit (5)
 Evap. Cooler (4) Thermostat (Basic) (5) Oven-Range-Cooktop (5) Dishwasher (5)
 Garbage Disposal (5) Exhaust Fan (Hood) Bathroom Fans (2 Max) Water Heater 1Ea. (5)
 Duct System Built-In Microwave

GOLDEN PROGRAM: (FOR BUYER ONLY) \$465.00 (FOR SELLER AND BUYER) \$465.00
 NO SERVICE FEE: (FOR BUYER ONLY) \$565.00 (FOR SELLER AND BUYER) \$565.00 \$

Plumbing System (Basic) Electrical System (Basic) Air Conditioning (4) (5) Heating Unit (5)
 Duct System Thermostat (Basic) (5) Oven-Range-Cooktop (5) Evap. Cooler (4)
 Trash Compactor Dishwasher (5) Garbage Disposal (5) Water Heater 1Ea. (5)
 Ceiling Fans (up to 3) Garage Door Opener Built-In Microwave Exhaust Fan (hood)
 Bathroom Fan (2 max) Bubblers/Timers Instant Hot/Cold Disp. Self Clean Oven

OPTIONS No one home to write a check for Service Fee? Save Time and money by selecting the: NO Service Fee Option, Save 10% More by locking in current Prices by selecting 2ND & 3RD year coverage. \$

<input type="checkbox"/> No Service Fee \$100	<input type="checkbox"/> Kitchen Refrigerator \$50	<input type="checkbox"/> Pool and Spa (8) \$225	<input type="checkbox"/> Washer/Dryer \$100
<input type="checkbox"/> 2ND and 3RD Year 10%	<input type="checkbox"/> Ice/Water Dispenser \$25	<input type="checkbox"/> 2nd A/C Unit \$100	<input type="checkbox"/> Washer/Dryer (Replace) \$100
<input type="checkbox"/> Evap. Cooler \$75	<input type="checkbox"/> Ceiling Fans Each \$25	<input type="checkbox"/> Bathroom Fans (over 2) Ea. \$25	<input type="checkbox"/> 2nd Water Heater \$50
<input type="checkbox"/> Garage Door Opener \$25	<input type="checkbox"/> 2ND Refrigerator \$50	<input type="checkbox"/> Built-in Microwave \$60	<input type="checkbox"/> Stackable Washer-Dryer \$125
<input type="checkbox"/> Trash Compactor \$40	<input type="checkbox"/> Freezer \$75	<input type="checkbox"/> Prevent- Maint. A/C (to control costs) \$95	<input type="checkbox"/> Room Unit-SlideOut \$100
<input type="checkbox"/> Refrigerator (built-in) \$95	<input type="checkbox"/> Oven Timer-Clocks \$25	<input type="checkbox"/> Self Clean Oven \$25	<input type="checkbox"/> Garbage Disposal \$40
<input type="checkbox"/> Plumbing Basic \$100	<input type="checkbox"/> Electrical Basic \$100	<input type="checkbox"/> Dishwasher \$50	<input type="checkbox"/> Bubblers/Timers \$75
<input type="checkbox"/> Ice Maker \$25	<input type="checkbox"/> Instant H/C Disp. \$15		
<input type="checkbox"/> Sub Zero Refer \$75			

- N O T E S**
- (1) There is a \$65.00 service fee per trade call, same problem within 30 days, no charge. Max. Limits do apply, See Brochure.
 - (2) The Service Fee is waived if you purchase the "NO SERVICE FEE OPTION."
 - (3) All covered items will be listed by brand, age and serial number and must be in place and in good working condition.
 - (4) The above prices are for 5 Tons and under, and for 1 air conditioning unit or 1 evap. cooler.
 - (5) **G.A.S.P. will repair or replace the covered items (as indicated above) for the term of the Service Program. ****
 - (6) Appliances and a/c units over 15 years old are not covered, unless extra fee has been paid.
 - (7) An inspection may be required on both the air conditioning unit and appliances before coverage begins. (TO REDUCE CHARGES FOR INSPECTION, Provide: Brand, Age, Model & Serial Numbers Of Covered Items.)
 - (8) Pool and Spa Option is Only \$ 160.00 With Any Package.
 - (9) Same coverage for Seller, if sold at listing, no extra daily charges.

This application is part of the GOLDEN AWARD SERVICE PROGRAM, which must be read, understood and agreed to by the signer. Sign the application form and mail or fax to us, the contract will be completed by us, if accepted both documents will apply. Both provide conditions, coverages, and exclusions that apply. **FOR COVERAGE TO BEGIN, enclose check made out to G.A.S.P. and mail to: G.A.S.P. P.O. BOX 2426 Peoria, AZ. 85380-2426. We will contact customer to complete SIGN-UP.**

Escrow Officer or Homeowners Signature: _____ Date: _____ Buyer's or Agent's Signature: _____ Date: _____

THIS FORM MUST BE RETURNED WITH YOUR PROGRAM PREMIUM PAYMENT.

COVERAGE/EXCLUSIONS

NOTE: WHEN A COVERED ITEM BECOMES INOPERATIVE DUE TO NORMAL WEAR AND TEAR, THEY WILL BE REPAIRED-REPLACED SUBJECT TO THE TERMS-CONDITIONS-EXCLUSIONS OF OUR PROGRAM. ONLY THE ITEMS INDICATED (SEE APPLICATION FORM) ARE COVERED ALL OTHER ITEMS ARE NOT COVERED.

1. AIR CONDITIONER/HEAT PUMP: (Ducted Central Elec. Units)

COVERED: Compressor, Liquid-Suction Line Filter-Driers, Fan and Blower Assemblies, Condensate Leaks, Refrigerant (R-22 up to 5 lbs.), Start-Run Capacitors, High-Low Pressure Switches, Contactors, Relays, Transformers, Schrader Valves, Rain Shields, Crank Case Heater, Heat Elements, Reversing Valve, Accumulator, Leaks where accessible, plus other Gas-Elec. Items affecting operation.

NOT COVERED: Aluminum Condenser-Evaporator Coils, or Coil Casings, Coil Replacement, Heat Pump Defrost Timers, Refrigeration Lines Concealed in Chases, Underground, Walls, Attics, Floors, or wherever and When not within Six Feet of each System Component, Tubing Insulation, Circuit Boards, Fixtures, Load Controllers, condensate pumps, non-ducted wall units, Timers, Gas A/C Systems, Filters, Electronic Air Cleaners, Water Towers, Humidifiers, Water Cooled A/C Systems, Stands, Elbows, Roof Jacks, Isolation Materials, Condensation Pans, Cabinet Items, Geo-Thermo Units, Ducting, Freon Removal, Disposal of existing equip. Recovery Costs. Disconnect Boxes-Flex. Permits-crane-delivery-handling Charges, Unit Up-Grades From Existing Equipment efficiency ratings.

2. FURNACES/HEATING PORTION: (Ducted Central Elec.-Gas Units)

COVERED: Heat Elements, Internal Electrical Wiring, Thermocouple, Gas Valve, Burner Regulation, Safety Devices, plus other Gas- Elec. Items affecting operation.

NOT COVERED: Circuit Boards, Non available Parts, rusted, corroded, cracked Heat Exchangers. All Mechanical portions of the Furnace/ Air Handler. Fuel Storage Tanks, Solar Heating Units and Fire Places, portable heaters, base board housings-casings, solar heating systems.

3. EVAPORATIVE COOLER:

COVERED: Motor, Belts, Pulley's, Bearings, Shafts, Floats, and electrical cord and Plug Caps.

NOT COVERED: Media, Pads, Coatings, Sealers, Cleaning, Preventative Maintenance, Oiling, Water Supply Lines and Valves, In-line Cutoffs, In-line Filters, Auto-Manual Dampers, Pad Frames, Water Pans, Cabinets, Controls, Switches, Wiring Outside of Cabinets, Rust-Corrosion Damage, Painting, Clean Machine, Blowers, Blower Housing, Motor Brackets, Shafts and Shaft Bearings that show preexisting wear. Stands Elbows and Roof Jacks, broken pulley's due to forced re-moveable (frozen by rust). Disconnect Boxes-Flex, Start-Ups-Shut Downs.

4. DUCT SYSTEM:

COVERED: Parts and Labor to repair exposed Air Leaks only.

NOT COVERED: Register and Grills, Insulation Wrap, Asbestos-Insulated Ductwork, Concealed Portions, Crushed Ductwork, Moisture Damage, Pest, Inaccessible and Underground Ducts, Water and Air Leaks above Roof are excluded.

5. THERMOSTAT:

COVERED: Basic Heating and Cooling Models Only.

NOT COVERED: Concealed Low Voltage Wiring and Wiring Between Control and Cooler. Insufficient Low Voltage Conductors to operate System or Accessories. Up-graded models (programmable) etc.)

6. ROOM A/C/ HEAT PUMP UNITS: (Wall Pull Out Only)

COVERED: Compressor, Fan-Blower Motor, Refrigerant (R-22), Start-Run Capacitors, Controls, plus other Electrical Items affecting operation.

NOT COVERED: Circuit Boards, Portable Units, Filters, Cabinets, Grills, Knobs and all other items not affecting operation. Trim Repair, Painting.

7. RANGE/OVEN/COOKTOP: (Gas Or Electric, Built-In or Free Standing)

COVERED: Bake and Broil Elements, Electrical Items, Door Gaskets, Switches, Thermostats, Pilot Assemblies, Wiring, Surface Burners, (Sensi-Heat Burners will be replaced with standard Burners.) If self clean, select self clean option.

NOT COVERED: Light Switches, Bulbs, Clocks-Timers, Door Glass, Handles, Knobs, Rollers, Racks, Rotiss-Meat Probe Assemb., Ranges with ceramics tops.

8. OVEN TIMER/CLOCKS:

COVERED: Parts and Labor to repair.

NOT COVERED: Glass Fronts, Knobs and Adjustments.

9. OVEN, SELF CLEAN PORTION:

COVERED: Parts and Labor to repair.

NOT COVERED: Levers, Handles.

10. REFRIGERATOR: (Kitchen Type)

COVERED: Includes Compressor, Door Gaskets, Electrical Components, Defrost Controls, accessible leaks, Internal Freezer, plus other items affecting operation.

NOT COVERED: Circuit Boards, Ice Makers-Crushers, Disp., Int. Thermal Casings, Food Spoilage, Rack, Rollers, Shelves, Bins, Plastic Interior Liner and Parts, Concealed Leaks, Noise, Or Units Located In A Non-Cooled Space.

11. FREEZER: (Free Standing)

COVERED: Includes Compressor, Door Gasket, Electrical Components, Defrost Controls, Accessible Leaks, plus other items affecting operation, Noise

NOT COVERED: Circuit Boards, Food Spoilage, Racks, Shelves, Concealed Leaks, Latches, Handles, Door Gaskets, Or Units Located In A Non-Cooled Space.

12. ICE MAKER: (Kitchen Refrigerator, Built-in Type)

COVERED: Leaks, Parts and Labor to repair internal portions only.

NOT COVERED: Supply Water Line and Water Cutoffs to Unit. All items not affecting operation.

13. COLD WATER/ICE DOOR:

COVERED: Leaks, Parts and Labor to repair.

NOT COVERED: Supply Water Line and Water Cutoffs to Unit. All items not affecting operation.

14. INSTANT HOT/COLD WATER DISPENSER: (Sink Mounted)

COVERED: Leaks, Parts and labor to repair.

NOT COVERED: Supply Water Line and Water Cutoffs to Unit. All items not affecting operation.

15. DISHWASHER: (Built-In Only)

COVERED: Pump and Motor Assemblies, Spray Arms, Timer, Electrical Controls, Heating Elements, Door Gaskets, Seals and Water Leaks.

NOT COVERED: Baskets, Racks, Rollers, Cabinet, Trim Replacement, or Water Supply lines and Valves.

16. GARBAGE DISPOSAL:

COVERED: Parts and Labor to repair, Electrical, Plumbing Connection, Gaskets, plus other internal components.

NOT COVERED: Jamming, Failure due to Corrosion

17. TRASH COMPACTOR:

COVERED: Switches, Motor, Wiring and operational parts.

NOT COVERED: Lock-Key Assemblies, Removable Buckets, Cabinet and Trim

18. MICROWAVE OVEN: (Built-In)

COVERED: Door Latch, Touch Pads, Transformer, Timer and Power Tube.

NOT COVERED: Door Glass, Clocks, Timers, Shelves, Meat Probe- Rotisseries Assemblies, Interior Lining, Handles, Trim and Portables.

19. WASHER: (Clothes)

COVERED: Motor, Pump, Belts, Timers, Transmission and operational parts.

NOT COVERED: Plastic Mini-Tubs, Soap Dispensers, Water Filters, Knobs, Dials, Lids, Doors, Handles, Cabinet, Trim , Damage to Clothing, Stackable Units.

20. DRYER: (Clothes, Electrical - Gas)

COVERED: Motor, Belts, Heater Elements and operational parts.

NOT COVERED: Venting, Lint Screens, Knobs, Dials, Lids, Doors, Cabinets, Trim, Damage to Clothing, Stackable Units.

21. BATH FANS: (Two Each)

COVERED: Fan Blades, Motor, Switches only.

NOT COVERED: Housing, Venting-Ducting, Dampers, Trim, Knobs, Grills, Rheostat Type Switches-Timers.

22. EXHAUST FAN: (Hood Only)

COVERED: Fan Blades, Motors only.

NOT COVERED: Switches, Housing, Venting-Ducting, Dampers, Trim, Grills, Knobs, Attic Fans, Thermostats-Electronic Controls. Hood portion itself.

23. CEILING FANS: (Two Each)

COVERED: Parts and Labor to repair.

NOT COVERED: Housings, Broken Blades.

24. GARAGE DOOR OPENER:

COVERED: Motor, Switches, Receiver Unit, Wiring, Push Arm and Carriage.

NOT COVERED: Remote Transmitters, Springs, Tracks, Hinges, Doors, Hardware, Adjustments, and light bulbs.

25. BUBBLERS/TIMER:

COVERED: Parts and Labor to repair Bubbler Heads and Timer only.

NOT COVERED: Station Valves, Cutoff Valves and all other components of the system.

26. EXTRA BATHS:

COVERED: Fan Blades, Motor and additional bath items if basic plumbing electrical options is selected.

NOT COVERED: Refer to Plumbing-Elec. Options.

27. WATER HEATER: (Gas or Electric)

COVERED: All Elec. Items, Elements, Stats, Reset Button, Pres. Relief Valve, Water-Gas Cutoff Valves, Flex Hookup Lines and Galv. - Copper Hookup Fittings.

NOT COVERED: Solar Components-Water Heaters, Separate Holding-Storage Tanks, Leaks or Failure due to Rust-Corrosion (first six months) Venting above Ceiling Connection, Tanks over 52 Gallons in Capacity, Insulation Blankets, Recirculation Pumps, Pipe-Tank Noise, Damage from Leaks. Galv. Pipe corrosion.

28. PLUMBING SYSTEMS: (Basic Only)

COVERED: Stoppage in Sinks, Tubs, Toilets. Repair Toilet Tank Bowls-Flapper Assemblies, Wax rings Seals, Ballcocks, Faucet Washers, Seats in Single Lever Faucets. Shower, Tub Diverter, Angle Stops, Riser, Gate Valves, (if exposed) Water Heater Nipples, Flex Lines and Drain Valves when leaks occur. Stoppages in Sinks, Tubs, Toilets, Drains and Vent Lines will be cleared only if localized at the appliances. (Within 6 Feet), Breaks, leaks in exposed Plumbing, Gas, Drains Lines or Fittings, limited to the interior of the Home.

NOT COVERED: Wall mounted Toilets, Water Softeners, Shower Heads or Fixtures, Mixing Valves, Faucets, Bath Tub or Shower Enclosure-Pans, Toilet Seats. Lids-Covers, Hardware, Sinks, Grouting/Caulking, High-Low Water Pressure, Inadequate Flow Rates, Septic Tanks, Sewage Ejector Pumps, Pressure Regulators, Filters, Saunas, Foreign Fixtures, or parts, Sump Pumps, Steam Rooms, Bath Tub Whirlpool Motor and Pumps, all Gas, Water, Sewer, Vent, Drain Lines beyond the Foundation and 6 Feet beyond the Appliance, Damage or Failure to Gas, Water, Drain, Sewer or Vent Lines caused by Roots, Freezing, Acts or God, corrosion Within the Foundation or Located in Ceilings, Attics, Walls, under Dirt, Slabs, Flow or Splash Restrictions in Fresh Water Lines caused by Corrosion, Roots, Rust, Freezing, Chemicals, any other deposits, Galvanized Steel Piping Failure for What ever Reason. Holding-Storage Tanks. Mister System, Noise.

29. ELECTRICAL SYSTEMS: (Basic Only)

COVERED: Exposed Electrical Components including standard wall/ceiling receptacles, Switches, Standard Dimmers, Fuses, Circuit Breakers, Loose Connections and Fluorescent Light Ballasts.

NOT COVERED: Light Bulbs, In-Wall Wiring or Wiring, Underground Wiring, Bus Bars, Main Breakers, All Panels, Timers, Fixtures, Alarms, Door Bells, Intercoms, Telephone Wiring, Cable Television Wiring, Central Vacuum Systems, Low or High Voltage, Power Failure or Surges, Damage by Power Failure or Surges, DC Wiring, Sensors, Relays, Timed Circuits, Load-System Controllers, Low Voltage Transformers, Low Voltage Lighting Systems (Indoor-Outdoor) Units not meeting current safety conditions. Disconnect Boxes, Flex. Wiring outside of residence.

30. POOL/SPA: (In Ground Only)

COVERED: Motors, Switches, Pumps, Electrical Boxes, Breakers, Timers, Filter Seals, Valves. (Water-Gas) Heater Components Only. Such as Gas Valves, Thermostat, Safety Devices and Seals.

NOT COVERED: Jets, Solar Equipment, Pool Sweeps, Pool Sweep Motor, Cleaning Equipment, Any Structural Defects, Plaster, Tile, Pool Defects, Strainer Material, Filter Cartridges, Timers, Lights, Concrete Encased Above- Underground Electrical, Water, Gas, or Drain, Fill, Vent, lines. Automatic chlorinators.

FOR SERVICE: Read your PROGRAM CAREFULLY and then telephone us at 623-322-7458

By Re-Reading your Program, you will understand our program better and prevent any misunderstanding.

Remember the covered item must be inoperative. Please feel free to discuss any problems with our office.

CONDITIONS FOR WARRANTY COVERAGE

- A. All equipment covered under this program will be serviced during our normal working hours. (Monday - Friday - 8:00 AM to 5:00 PM), when it becomes inoperative due to normal wear and tear. A \$65.00 SERVICE FEE per trade call will apply and **must be paid to the service man when he arrives**. Coverage will be discontinued until the SERVICE FEE is paid, when FEE is paid coverage will be Re-Instated. The program will not be extended beyond the normal expiration date to regain lost coverage.
PRICES IN THIS PROGRAM ARE FOR 5 TON UNITS AND BELOW. RENEWAL RATES-TERMS MAY CHANGE.
- B. Furnish Parts - Labor and related materials to maintain equipment covered under this program in working order. Items not resulting in a malfunction, such parts known as cosmetics, are not covered. All labor warranted for 30 days-parts for 90 days
- C. Free Emergency Service on your air-conditioning Unit if the unit is not providing cooling or heating, or water heater leaking, refrigerator not cooling.* Max. Limits do apply to covered items. A/C is \$1500.00, Plumbing is \$1000.00, Others are \$400.00.
- D. Equipment covered must be in place and in good operating condition on the effective date of this program. At the time of inspection any equipment not in good operating condition can be repaired by our technicians at a special discount C.O.D. Rates.
- E. Items found defective at time of contract effective date excluded until items are replaced or repaired.
- F. Additional work not covered in this program will be done only with the customers approval in advance, and will be charged as an extra to be paid for by the customer.
- G. All serviced-covered equipment, including replacements items, such as water heaters, damaged due to rust-corrosion (corrosion is not considered normal ware and tear) is not our responsibility, and we reserve the right as professionals to advise you when equipment is non-repairable or obsolete, therefore is excluded.
- H. This program is transferable from one owner to another only at the same residence, and only with our approval in writing. (A fee applies) Cash back (at our cost, which may be less than retail) in lieu of Repair/Replacement is our sole option.
- I. Options may be added to program at any time during the covered period but will not be prorated.
- J. The program will not be renewed if payment is not received by expiration date. No coverage will exist between expiration date and the date payment is received. Renewal is at the sole option of the company.
- K. **Work not covered by this program**, can be ordered by customer and is to be paid for by customer as an extra at our current part and labor charges. Some of these items are:
 - a. Replacement of evaporative pads, media, pre-coolers pad, or the related cleaning, sealing, coating, painting, start up or shutting down of evaporative coolers, pre-coolers or gas furnaces.
 - b. Periodic cleaning of A/C coils and flushing/drainage of water heaters are required homeowner maintenance, therefore is excluded.
 - c. Repairs due to misuse, improper installation or negligence. Any replacement or repair required by code enforcement of existing or future code changes, ordinances, building associations, regulations, unions, or acts of God. **RE-Calls of any type.**
 - d. Replacement of any cabinets, cabinet parts, trim, glass, glass range tops, ceilings, insulation, walls, floors, plastic, chrome, porcelain parts. Filters of any type, mechanical or electrical are not included. Clock/Oven timers (unless covered elsewhere).
 - e. Upgraded thermostat, time clocks, load controllers and timers.
 - f. Solar and related equipment. Freezer-Refrigerators in non-cooled areas. (such as garages).
 - g. Damage due to Lightning strikes, power-surges, of any item, such as circuit boards, wiring, compressors.
- L. Only Residential, Normal Use is Covered and we will not be responsible for any part or related labor if age of residence or appliance is found to be misstated, intentionally or otherwise.
- M. No manufactures modifications will be provided under the program, unless agreed to by both parties and charged as an extra.
- N. If termination of program becomes necessary, for nonpayment (1-day from due date), fraud or excessive customer abuses of the program (such as calls when no failure occurs) or impedes our service capability by becoming unruly or uncooperative the customer forfeits any monies paid to date and therefore waives any refunds. No refunds on early termination, unless by provider.
- O. We will not be responsible for damage caused by failure to clean or maintain equipment as specified by the manufacture or the replacement of any parts-equipment that are no longer available thru normal supply lines. (such as discontinued models or parts)
- P. We will not be liable for loss or damage consequential or direct from the use or operation of any appliance due to failure of it's controls, work preformed, labor delays, obsolescence, failure of any manufacture to honor warranties.
- Q. Basic plumbing and electrical coverage is provided only within the main foundation perimeter of your residence and not beyond 6' of any covered appliance and if it is found to be in good working condition at the start of program. All covered items must have been a part of the original fixture that came with the residence when new.
- R. Replacement options are available on some covered items, and any replacement will be of like equipment and efficiency. Upgrades and code compliance will be charged as an extra.
- S. All equipment used in the replacement option will be chosen by us, but will be of the same type and value. G.A.S.P. has the sole right to decide if a covered item will be repaired or replaced. All existing A/C - Heating units over 10 years with or without a SEER rating will be considered as a 5 SEER for pricing upgrades.
- T. As professionals, we reserve the right to correct a malfunction by either repair of said part or complete unit or by replacement, and to install serviceable parts or a complete unit if deemed appropriate by us. We reserve the right to receive time for a second opinion. (our expense if any)
- U. We will not be liable for damage to counter-tops, walls, ceiling, doors, door frames, flooring, cabinets or cabinet trim pieces, counter surfaces, metal trim, back splashes, tile, floors, carpet, appliances finishes by our people while moving or repairing any appliances. Removal, relocation of any appliance is excluded.
- V. We will not be liable for any acts of God, missing parts, structural changes, or any damage caused by freezing, floods, war, riots, high wind, ice, water, lightning, mud slides, electrical power surges, electrical failure, fire, smoke, explosions, unauthorized entry, robbery, malicious mischief, vandalism, earthquakes, or by any cause that can be covered by Extended Homeowners coverage, or Manufactures warranties, such as lightning damage to compressors, components, hail damage to outside coils on a/c units, or accidents. Periodic flushing or sediment related problems in any appliance or piping system, such as water heaters or pipes. No known or suspected toxic or hazardous substances will be covered.
- W. We will not be responsible for any building permits or any bills from other companies for repairs on covered or non-covered appliances for any reason before or after the fact. You must cover all charges to dispose of any appliance, if requested to do so.
- X. Appliances, including a/c units over 15 years of age are not subject to repair or replacement coverage unless a extra fee has been paid.

THIS IS NOT A CONTRACT OF INSURANCE! It is a Service Agreement, sold and serviced by a Licensed Air Conditioning Contractor which is regulated by the Arizona Registrar of Contractors.

(602) 542-1525. HUGH A. MC FARLAND AIR CONDITIONING holds Residential (C-39) #98092 and Commercial (L-79) #98094 and also is Bonded and Insured.

For additional information on our company please call: 623-322-7458, Or Go To Our Web Site @ WWW.MCFARLANDDIVERSIFIED.COM.

ALL RIGHTS RESERVED, COPYRIGHT MMVIII, BY HUGH AUSTIN McFARLAND, SR., P.O. BOX 2426 PEORIA, ARIZONA, 85380-2426 AND ALL RIGHTS RESERVED UNDER INTERNATIONAL AND PAN-AMERICAN COPYRIGHT CONVENTIONS. ANY USE OR COPYING WITHOUT WRITTEN PERMISSION FROM HUGH McFARLAND SR. IS PROHIBITED BY LAW AND IS SUBJECT TO CIVIL PENALTIES.

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Rev #1 Use in Arizona 04-15-2008

The Total Service SystemSM

GOLDEN AWARD
Have it your way!!!!!!
SERVICE PROGRAMSM



**America's Favorite
Home Warranty
ProgramSM**

For

**THE PROFESSIONAL
PROPERTY MANAGER**

**WHO IS ALWAYS UNDER THE
GUN!!!!!!!!!!**

Peace of Mind Protection

FOR ONE SMALL ANNUAL FEE STOP THE COMPLAINTS AND HEADACHES WITH OUR NEW

☺ **NO DEDUCTIBLE SERVICE PROGRAMS!!!!!!!!!!** ☺

WE ALL KNOW THAT PROPERTY MANAGERS CAN ONLY DO SO MUCH, SO WHILE YOU ARE
LOOKING FOR NEW BUSINESS LET US TAKE CARE OF THE COMPLAINTS OF YOUR EXISTING
OWNERS AND RESIDENTS WITH OUR NEW:

**NO HASSLE, NO DEDUCTIBLE, NO SWEAT,
MONEY SAVING SERVICE PROGRAMS!!!!!!!!!!**

Covers Virtually *Any Brand*



APPLICATION

Mailing: P.O. Box 2426
Peoria, AZ 85380-2426
Service or Order Phone: 623-322-7458

RENTERS NAME: _____ AGE OF PROPERTY: _____ YEAR BUILT: _____ DATE: _____
 SERVICE ADDRESS: _____ RENTERS HOME PHONE: _____
 RENTERS WORK PHONE: _____ CITY: _____ STATE: _____ ZIP: _____
 HOME OWNERS NAME: _____ WORK PHONE: _____ HOME PHONE: _____
 Address: _____ CITY: _____ STATE: _____
 Real Estate Office: _____ Agent's Name: _____ Phone: _____
 Address: _____ Contact: _____
 City: _____ State: _____ ZIP: _____ Fax: _____
 Residence Type: CONDO APT. PRIVATE HOME MOBILE OR MANUFACTURED HOME

PROGRAM COVERAGE FOR AIR CONDITIONING AND APPLIANCE

NO-HASSLE PROGRAM:
 AIR CONDITIONER
 HEATING
 THERMOSTAT
 REFRIGERATOR
 RANGE/OVEN
 WATERHEATER
 ELECTRICAL SYSTEM
 (includes replacement)
ONLY
\$369.00
NO
DEDUCTIBLES

NO-HASSLE PROGRAM:
 PLUS ALL OF THESE ITEMS
 DISHWASHER
 GARBAGE DISPOSAL
 MICROWAVE
 PLUMBING*
 (includes replacement)
ONLY
\$489.00
NO
DEDUCTIBLES

ADDITIONAL AVAILABLE OPTIONS:

- 2nd A/C Unit _____ \$100.00
- Evaporative Cooler _____ \$100.00
- Washer _____ \$50.00
- Dryer _____ \$50.00
- Plumbing (Basic) _____ \$100.00
- Self Cleaning Oven _____ \$40.00
- Automatic Ice maker _____ \$35.00
- Cold water/Ice Door _____ \$35.00
- Instant Hot/Cold Disp.SM _____ \$35.00
- Trash Compactor _____ \$50.00
- Extra Bath (OverTwo) _____ \$50.00
- Freezer _____ \$75.00
- 2nd Water Heater _____ \$50.00
- Pool Or Spa _____ \$225.00
- A\C Only Pre-Maint. _____ \$ _____
- TOTAL PROGRAM PRICE** \$ _____

INSTRUCTIONS:

PLEASE FILL OUT THE APPLICATION AND "X" ANY ADDITIONAL COVERAGE DESIRED. SIGN AND RETURN WITH YOUR CHECK. PLEASE PROVIDE A COPY OF THIS FORM TO YOUR RENTER. WHEN THE CONTRACT IS APPROVED WE WILL PROVIDE YOU WITH A CONTRACT NUMBER AND COVERAGE WILL BEGIN.

**PLUMBING: Stoppages will be cleared in the sinks, tub, and toilets only. Flapper assembly, ballcocks, faucets washers, seats, and cartridge type assemblies in single lever faucets. We will also replace flex lines, nipples pop-off valve when leaking. PLUMBING PLUS: provides all of the above coverages plus parts and labor to replace wax seal if leaking, labor to replace a new toilet, faucets, shower heads, faucet handles, sink basket strainers, sink and tub pop-up drain stoppers. Stoppages in fixture drains only up to the point where they connect to the main drain. (max. 125') Main line drains are excluded. As always all fixtures and parts must be purchased from G. A. S. P.. The no-hassle programs and options described on this page include parts and labor to repair only, NO REPLACEMENT, except for the water heater and garbage disposal.*

Effective Date _____ Expiration Date _____
 x _____
 Sales Agent's Name _____
 Contract Number _____ Date _____

x _____
 PROPERTY MANAGER'S NAME _____ Date _____
 x _____
 Customers Signature _____ Date _____
 x _____
 Approved By _____ Date _____

A "QUICK LOOK" (visual only) Preventative Maintenance CHECKUP by a qualified technician will be provided for an additional **\$125.00**. If a more complete checkup is desired, please see below.
PREVENTATIVE MAINTENANCE: A highly recommended annual (mid or late summer) inspection on the air conditioning/heating System. This maintenance is intended to keep your equipment operating at peak efficiency which will insure minimal operational costs. Please call the office for scheduling the service call. This service cost only **\$100.00** with any of the above two programs.

1. AIR CONDITIONER/HEAT PUMP: (Ducted Central Elec. Units)

COVERED: Compressor, Liquid-Suction Line Filter-Dryers, Fan and Blower Assemblies, Condensate Leaks, Refrigerant (R-22 up to 5 lbs.), Start-Run Capacitors, High-Low Pressure Switches, Contactors, Relays, Transformers, Schrader Valves, Rain Shields, Crank Case Heater, Heat Elements, Reversing Valve, Accumulator, Leaks where accessible, plus other Gas-Elec. Items affecting operation.

NOT COVERED: Aluminum Condenser-Evaporator Coils, or Coil Casings, Coil Replacement, Heat Pump Defrost Timers, Refrigeration Lines Concealed in Chases, Underground, Walls, Attics, Floors, or wherever and When not within Six Feet of each System Component, Tubing Insulation, Circuit Boards, Fixtures, Load Controllers, condensate pumps, non-ducted wall units, Timers, Gas A/C Systems, Filters, Electronic Air Cleaners, Water Towers, Humidifiers, Water Cooled A/C Systems, Stands, Elbows, Roof Jacks, Isolation Materials, Condensation Pans, Cabinet Items, Geo-Thermo Units, Ducting, Freon Disposal-Recovery Costs. Disconnect Boxes-Flex. Permits-crane-delivery-handling Charges, Unit Up-Grades From Existing Equipment efficiency ratings.

2. FURNACES/HEATING PORTION: (Ducted Central Elec.-Gas Units)

COVERED: Heat Elements, Internal Electrical Wiring, Thermocouple, Gas Valve, Burner Regulation, Safety Devices, plus other Gas- Elec. Items affecting operation.

NOT COVERED: Non available, rusted, corroded, cracked Heat Exchangers. All Mechanical portions of the Furnace/Air Handler. Fuel Storage Tanks, Solar Heating Units and Fire Places, portable heaters, base board housings-casings, solar heating systems.

3. EVAPORATIVE COOLER:

COVERED: Motor, Belts, Pulley's, Bearings, Shafts, Floats, and electrical cord and Plug Caps.

NOT COVERED: Media, Pads, Coatings, Sealers, Cleaning, Preventative Maintenance, Oiling, Water Supply Lines and Valves, In-line Cutoffs, In-line Filters, Auto-Manual Dampers, Pad Frames, Water Pans, Cabinets, Controls, Switches, Wiring Outside of Cabinets, Rust-Corrosion Damage, Painting, Clean Machine, Blowers, Blower Housing, Motor Brackets, Shafts and Shaft Bearings that show preexisting wear. Stands Elbows and Roof Jacks, broken pulley's due to forced re-moveable (frozen by rust). Disconnect Boxes-Flex, Start-Ups-Shut Downs.

4. DUCT SYSTEM:

COVERED: Parts and Labor to repair exposed Air Leaks only.

NOT COVERED: Register and Grills, Insulation Wrap, Asbestos-Insulated Ductwork, Concealed Portions, Crushed Ductwork, Moisture Damage, Pest, Inaccessible and Underground Ducts, Water and Air Leaks above Roof are excluded.

5. THERMOSTAT:

COVERED: Basic Heating and Cooling Models Only.

NOT COVERED: Concealed Low Voltage Wiring and Wiring Between Control and Cooler. Insufficient Low Voltage Conductors to operate System or Accessories. Upgraded models (programmable) etc.)

6. ROOM A/C/ HEAT PUMP UNITS: (Wall Pull Out Only)

COVERED: Compressor, Fan-Blower Motor, Refrigerant (R-22), Start-Run Capacitors, Controls, plus other Electrical Items affecting operation.

NOT COVERED: Portable Units, Filters, Cabinets, Grills, Knobs and all other items not affecting operation. Trim Repair, Painting.

7. RANGE/OVEN/COOKTOP: (Gas Or Electric, Built-In or Free Standing)

COVERED: Bake and Broil Elements, Electrical Items, Door Gaskets, Switches, Thermostats, Pilot Assemblies, Wiring, Surface Burners, (Sensi-Heat Burners will be replaced with standard Burners.) If self clean, select self clean option.

NOT COVERED: Light Switches, Bulbs, Clocks-Timers, Door Glass, Handles, Knobs, Rollers, Racks, Rotiss-Meat Probe Assemb., Ranges with ceramics tops.

8. OVEN TIMER/CLOCKS:

COVERED: Parts and Labor to repair.

NOT COVERED: Glass Fronts, Knobs and Adjustments.

9. OVEN, SELF CLEAN PORTION:

COVERED: Parts and Labor to repair.

NOT COVERED: Levers, Handles.

10. REFRIGERATOR: (Kitchen Type)

COVERED: Includes Compressor, Door Gaskets, Electrical Components, Defrost Controls, accessible leaks, Internal Freezer, plus other items affecting operation.

NOT COVERED: Circuit Boards, Ice Makers-Crushers, Disp., Int. Thermal Casings, Food Spoilage, Rack, Rollers, Shelves, Bins, Plastic Interior Liner and Parts, Concealed Leaks.

11. FREEZER: (Free Standing)

COVERED: Includes Compressor, Door Gasket, Electrical Components, Defrost Controls, Accessible Leaks, plus other items affecting operation.

NOT COVERED: Circuit Boards, Food Spoilage, Racks, Shelves, Concealed Leaks, Latches, Handles, Door Gaskets.

12. ICE MAKER: (Kitchen Refrigerator, Built-in Type)

COVERED: Leaks, Parts and Labor to repair internal portions only.

NOT COVERED: Supply Water Line and Water Cutoffs to Unit. All items not affecting operation.

13. COLD WATER/ICE DOOR:

COVERED: Leaks, Parts and Labor to repair.

NOT COVERED: Supply Water Line and Water Cutoffs to Unit. All items not affecting operation.

14. INSTANT HOT/COLD WATER DISPENSER: (Sink Mounted)

COVERED: Leaks, Parts and labor to repair.

NOT COVERED: Supply Water Line and Water Cutoffs to Unit. All items not affecting operation.

15. DISHWASHER: (Built-In Only)

COVERED: Pump and Motor Assemblies, Spray Arms, Timer, Electrical Controls, Heating Elements, Door Gaskets, Seals and Water Leaks.

NOT COVERED: Baskets, Racks, Rollers, Cabinet, Trim Replacement of Water Supply lines and Valves.

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16. GARBAGE DISPOSAL:

COVERED: Parts and Labor to repair, Electrical, Plumbing Connection, Gaskets, plus other internal components.

NOT COVERED: Jamming, Failure due to Corrosion

17. TRASH COMPACTOR:

COVERED: Switches, Motor, Wiring and operational parts.

NOT COVERED: Lock-Key Assemblies, Removable Buckets, Cabinet and Trim

18. MICROWAVE OVEN: (Built-In)

COVERED: Door Latch, Touch Pads, Transformer, Timer and Power Tube.

NOT COVERED: Door Glass, Clocks, Timers, Shelves, Meat Probe- Rotisseries Assemblies, Interior Lining, Handles, Trim and Portables.

19. WASHER: (Clothes)

COVERED: Motor, Pump, Belts, Timers, Transmission and operational parts.

NOT COVERED: Plastic Mini-Tubs, Soap Dispensers, Water Filters, Knobs, Dials, Lids, Doors, Handles, Cabinet, Trim, Damage to Clothing, Stackable Units.

20. DRYER: (Clothes, Electrical - Gas)

COVERED: Motor, Belts, Heater Elements and operational parts.

NOT COVERED: Venting, Lint Screens, Knobs, Dials, Lids, Doors, Cabinets, Trim, Damage to Clothing, Stackable Units.

21. BATH FANS: (Two Each)

COVERED: Fan Blades, Motor, Switches only.

NOT COVERED: Housing, Venting-Ducting, Dampers, Trim, Knobs, Grills, Rheostat Type Switches-Timers.

22. EXHAUST FAN: (Hood Only)

COVERED: Fan Blades, Motors only.

NOT COVERED: Switches, Housing, Venting-Ducting, Dampers, Trim, Grills, Knobs, Attic Fans, Thermostats-Electronic Controls. Hood portion itself.

23. CEILING FANS: (Two Each)

COVERED: Parts and Labor to repair.

NOT COVERED: Housings, Broken Blades.

24. GARAGE DOOR OPENER:

COVERED: Motor, Switches, Receiver Unit, Wiring, Push Arm and Carriage.

NOT COVERED: Remote Transmitters, Springs, Tracks, Hinges, Doors, Hardware, Adjustments, and light bulbs.

25. BUBBLERS/TIMER:

COVERED: Parts and Labor to repair Bubbler Heads and Timer only.

NOT COVERED: Station Valves, Cutoff Valves and all other components of the system.

26. EXTRA BATHS:

COVERED: Fan Blades, Motor and additional bath items if basic plumbing electrical options is selected.

NOT COVERED: Refer to Plumbing-Elec. Options.

27. WATER HEATER: (Gas or Electric)

COVERED: All Elec. Items, Elements, Stats, Reset Button, Pres. Relief Valve, Water-Gas Cutoff Valves, Flex Hookup Lines and Galv. - Copper Hookup Fittings.

NOT COVERED: Solar Components-Water Heaters, Separate Holding-Storage Tanks, Leaks or Failure due to Rust-Corrosion (first six months) Venting above Ceiling Connection, Tanks over 52 Gallons in Capacity, Insulation Blankets, Recirculation Pumps, Pipe-Tank Noise, Damage from Leaks. Galv. Pipe corrosion.

28. PLUMBING SYSTEMS: (Basic Only)

COVERED: Stoppage in Sinks, Tubs, Toilets. Repair Toilet Tank Bowls-Flapper Assemblies, Wax rings Seals, Ballcocks, Faucet Washers, Seats in Single Lever Faucets. Shower, Tub Diverter, Angle Stops, Riser, Gate Valves, (if exposed) Water Heater Nipples, Flex Lines and Drain Valves when leaks occur. Stoppages in Sinks, Tubs, Toilets, Drains and Vent Lines will be cleared only if localized at the appliances. (Within 6 Feet), Breaks, leaks in exposed Plumbing, Gas, Drains Lines or Fittings, limited to the interior of the Home.

NOT COVERED: Wall mounted Toilets, Water Softeners, Shower Heads or Fixtures, Mixing Valves, Faucets, Bath Tub or Shower Enclosure-Pans, Toilet Seats. Lids-Covers, Hardware, Sinks, Grouting/Caulking, High-Low Water Pressure, Inadequate Flow Rates, Septic Tanks, Sewage Ejector Pumps, Pressure Regulators, Filters, Saunas, Foreign Fixtures, or parts, Sump Pumps, Steam Rooms, Bath Tub Whirlpool Motor and Pumps, all Gas, Water, Sewer, Vent, Drain Lines beyond the Foundation and 6 Feet beyond the Appliance, Damage or Failure to Gas, Water, Drain, Sewer or Vent Line caused by Roots, Freezing, Acts or God, corrosion Within the Foundation or Located in Ceilings, Attics, Walls, under Dirt, Slabs, Flow or Splash Restrictions in Fresh Water Lines caused by Corrosion, Roots, Rust, Freezing, Chemicals, any other deposits, Galvanized Steel Piping Failure for What ever Reason. Holding-Storage Tanks. Mister System.

29. ELECTRICAL SYSTEMS: (Basic Only)

COVERED: Exposed Electrical Components including standard wall/ceiling receptacles, Switches, Standard Dimmers, Fuses, Circuit Breakers, Loose Connections and Fluorescent Light Ballasts.

NOT COVERED: Light Bulbs, In-Wall Wiring or Wiring, Underground Wiring, Bus Bars, Main Breakers, All Panels, Timers, Fixtures, Alarms, Door Bells, Intercoms, Telephone Wiring, Cable Television Wiring, Central Vacuum Systems, Low or High Voltage, Power Failure or Surges, Damage by Power Failure or Surges, DC Wiring, Sensors, Relays, Timed Circuits, Load-System Controllers, Low Voltage Transformers, Low Voltage Lighting Systems (Indoor-Outdoor) Units not meeting current safety conditions. Disconnect Boxes, Flex. Wiring outside of residence.

30. POOL/SPA: (In Ground Only)

COVERED: Motors, Switches, Pumps, Electrical Boxes, Breakers, Timers, Filter Seals, Valves. (Water-Gas) Heater Components Only. Such as Gas Valves, Thermostat, Safety Devices and Seals.

NOT COVERED: Jets, Solar Equipment, Pool Sweeps, Pool Sweep Motor, Cleaning Equipment, Any Structural Defects, Plaster, Tile, Pool Defects, Strainer Material, Filter Cartridges, Timers, Lights, Concrete Encased Above- Underground Electrical, Water, Gas, or Drain, Fill, Vent, lines. Automatic chlorinators.

FOR SERVICE: Read your PROGRAM CAREFULLY and then telephone us at 623-322-7458

By Re-Reading your Program, you will understand our program better and prevent any misunderstanding. Remember the covered item must be inoperative. Please feel free to discuss any problems with our office.

CONDITIONS

- A. All equipment covered under this program will be serviced during our normal working hours. (Monday - Friday - 8:00 AM to 5:00 PM), when it becomes inoperative due to normal wear and tear. A \$65.00 SERVICE FEE per trade call will apply and **must be paid** to the service man when he arrives. Coverage will be discontinued until the SERVICE FEE is paid, when FEE is paid coverage will be Re-Instated. The program will not be extended beyond the normal expiration date to regain lost coverage.
PRICES IN THIS PROGRAM ARE FOR 5 TON UNITS AND BELOW. RENEWAL RATES-TERMS MAY CHANGE.
- B. Furnish Parts - Labor and related materials to maintain equipment covered under this program in working order. Items not resulting in a malfunction, such parts known as cosmetics, are not covered. All labor warranted for 30 days-parts for 90 days
- C. Free Emergency Service on your air-conditioning Unit if the unit is not providing cooling or heating, or water heater leaking, refrigerator not cooling.* Max. Limits do apply to covered items. A/C is \$1500.00, Plumbing is \$1000.00, Others are \$400.00.
- D. Equipment covered must be in place and in good operating condition on the effective date of this program. At the time of inspection any equipment not in good operating condition can be repaired by our technicians at a special discount C.O.D. Rates.
- E. Items found defective at time of contract effective date excluded until items are replaced or repaired.
- F. Additional work not covered in this program will be done only with the customers approval in advance, and will be charged as an extra to be paid for by the customer.
- G. All serviced-covered equipment, including replacements items, such as water heaters, damaged due to rust-corrosion (corrosion is not considered normal wear and tear) is not our responsibility, and we reserve the right as professionals to advise you when equipment is non-repairable or obsolete, therefore is excluded.
- H. This program is transferable from one owner to another only at the same residence, and only with our approval in writing. (A fee applies) Cash back (at our cost, which may be less than retail) in lieu of Repair/Replacement is our sole option.
- I. Options may be added to program at any time during the covered period but will not be prorated.
- J. The program will not be renewed if payment is not received by expiration date. No coverage will exist between expiration date and the date payment is received. Renewal is at the sole option of the company.
- K. **Work not covered by this program**, can be ordered by customer and is to be paid for by customer as an extra at our current part and labor charges. Some of these items are:
- Replacement of evaporative pads, media, pre-coolers pad, or the related cleaning, sealing, coating, painting, start up or shutting down of evaporative coolers, pre-coolers or gas furnaces.
 - Moving or relocation of any appliances.
 - Repairs due to misuse, improper installation or negligence. Any replacement or repair required by enforcement of existing or future code changes, ordinances, building associations, regulations, unions, or acts of God.
 - Replacement of any cabinets, cabinet parts, trim, glass, glass range tops, ceilings, insulation, walls, floors, plastic, chrome, porcelain parts.
 - Electronic Filter, electrostatic filter, washable filters or throwaway filter for any appliances.
 - Clock/Oven Timers (unless covered elsewhere)
 - Upgraded thermostat, time clocks, load controllers and timers.
 - Solar and related equipment. Freezer-Refrigerators in non-cooled areas.
 - Damage due to Lightning strikes, power-surges, of any item, such as circuit boards, wiring, compressors.
- L. Only Residential, Normal Use is Covered and we will not be responsible for any part or related labor if age of residence or appliance is found to be misstated, intentionally or otherwise.
- M. No manufactures modifications will be provided under the program, unless agreed to by both parties and charged as an extra.
- N. If termination of program becomes necessary, for nonpayment (1-day from due date), fraud or excessive customer abuses of the program (such as calls when no failure occurs) or impedes our service capability by becoming unruly or uncooperative the customer forfeits any monies paid to date and therefore waives any refunds. No refunds on early termination.
- O. We will not be responsible for damage caused by failure to clean or maintain equipment as specified by the manufacture or the replacement of any parts-equipment that are no longer available thru normal supply lines, such as discontinued models or parts
- P. We will not be liable for loss or damage consequential or direct from the use or operation of any appliance due to failure of it's controls, work preformed, labor delays, obsolescence, failure of any manufacture to honor warranties.
- Q. Basic plumbing and electrical coverage is provided only within the main foundation perimeter of your residence and not beyond 6' of any covered appliance and if it is found to be in good working condition at the start of program. All covered items must have been a part of the original fixture that came with the residence when new.
- R. Replacement options are available on some covered items, and any replacement will be of like equipment and efficiency. Upgrades and code compliance will be charged as an extra.
- S. All equipment used in the replacement option will be chosen by us, but will be of the same type and value. G.A.S.P. has the sole right to decide if a covered item will be repaired or replaced. All existing A/C - Heating units over 10 years with or without a SEER rating will be considered as a 5 SEER for pricing upgrades.
- T. As professionals, we reserve the right to correct a malfunction by either repair of said part or complete unit or by replacement, and to install serviceable parts or a complete unit if deemed appropriate by us. We reserve the right to receive time for a second opinion. (our expense if any)
- U. We will not be liable for damage to counter-tops, walls, ceiling, doors, door frames, flooring, cabinets or cabinet trim pieces, counter surfaces, metal trim, back splashes, tile, floors, carpet, appliances finishes by our people while moving or repairing any appliances.
- V. We will not be liable for any acts of God, missing parts, structural changes, or any damage caused by freezing, floods, war, riots, high wind, ice, water, lightning, mud slides, electrical power surges, electrical failure, fire, smoke, explosions, unauthorized entry, robbery, malicious mischief, vandalism, earthquakes, or by any cause that can be covered by Extended Homeowners coverage, or Manufactures warranties, such as lightning damage to compressors, components, hail damage to outside coils on A/C unit, or accidents.
- W. We will not be responsible for any building permits or any bills from other companies for repairs on covered or non-covered appliances for any reason before or after the fact. You must cover all charges to dispose of any appliance, if requested to do so.
- X. No service involving any known or suspected toxic-hazardous substances will be provided. Appliances, including a/c units over 15 years of age are not subject to repair or replacement coverage unless a extra fee has been paid.

THIS IS NOT A CONTRACT OF INSURANCE ! It is a Service Agreement, sold and serviced by a Licensed Air Conditioning Contractor which is regulated by the Arizona Registrar of Contractors.

(602) 542-1525. HUGH A. MC FARLAND AIR CONDITIONING holds Residential (C-39) #98092 and Commercial (L-79) #98094 and also is Bonded and Insured. For additional information on our company please call: 623-322-7458. Or Go To Our Web Site @ WWW.MCFARLANDDIVERSIFIED.COM

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