

Dear Sir or Ma'am,

We would like to take this opportunity to thank you for using Superior Heating and Air for the service on your heating and air system. Customers are what make business possible and we are glad that you are one of ours.

On our next page, you will find our calendar for 2006. We hope that you find it useful in planning your daily lives. You will also find that we have enclosed a Service Agreement form for your review.

You may be wondering, "Why do I need a service agreement?" Seasonal service on your heating and air system is equivalent to changing the oil in your car every 3,000 miles. The manufacturer recommends routine maintenance to keep it operating at peak performance and at its highest efficiency during the hottest of days and the coldest of nights.

Our service agreement is a further partnership with Superior Heating and Air. It is a one-year contract that guarantees you two (2) seasonal inspections/cleanings and a 10% discount on parts and labor. It also gives you assurance that your system will be operating at its peak performance and highest efficiency when you need it the most. As a contract customer, you will never be charged overtime diagnostic fees and you will receive preferred service during peak demand times of the year should your system fail.

If you choose to participate, please complete the form, sign it, and return it to us with your payment by check or credit card. The prices for your service agreement are as follows: (One system - \$125.00, two systems - \$220.00, three systems - \$330.00)

Spring Service Agreements will begin March 15th, weather permitting should be completed by the end of June. Fall Agreements will begin September 15th and should be completed by December 15th.

(We do not like to reschedule our valued customers for any reason; however, Service Agreements will not be performed in the rain due to the possibility of damaging the components of your heating and air system. Thank you in advance for your cooperation during the unforeseen rainy days.)

Once again thank you for your partnership with Superior Heating and Air. We look forward to serving your heating and cooling needs.

Sincerely,

Joey Usery
President
Superior Heating & Air Inc.

