

<b>Location</b>	ABC COMPANY	<b>Service Order</b>	40005026	<b>Agreement / Type</b>	Perventative Maintance
<b>Address</b>	2555 Industry Lane	<b>Service Date</b>	01/08/20	<b>Technician</b>	John Smith
<b>City</b>	Norristown	<b>Customer #</b>	1234-ABC	<b>Skill Level</b>	
<b>State</b>	PA	<b>Customer PO</b>	NOT GIVEN	<b>Union</b>	
<b>Contact</b>	James Miller	<b>Cust Phone</b>		<b>Service Complete</b>	N
	<b>Zip</b> 19403	<b>Sales Rep</b>		<b>Visit Complete</b>	Y

**Problem Description:** EM(EMERGENCY CALL) \*\*\*EMERGENCY CALL\*\*\* RTU 11 NOT BLOWING COLD AIR

**Visit Resolution:** OPENED UNIT AND FOUND COMPRESSOR ONE NOT OPERATIONAL. COMPRESSOR TWO IS OPERATIONAL. CHECKED SUPPLY VOLTAGE - OK. CHECKED LOAD SIDE OF CONTACTOR AND VOLTAGE IS PRESENT. CHECKED CONTACTS AND FOUND THEM PITTED AND CHARRED. POWERED DOWN UNIT AND OHM'D COMPRESSOR - OK. BY PASSED CONTACTOR AND RESTORED POWER. COMPRESSOR IS OPERATIONAL AND DRAWING 6 AMPS PER LEG. POWERED UNIT DOWN AND REWIRED TO CONTACTOR. RESTORED POWER AND COMPRESSOR WOULD DRAW 35 AMPS AND THEN ZERO. DISABLED COMPRESSOR CONTACTOR. DISABLED COMPRESSOR ONE. WIRED CONDENSER FAN MOTORS TO COMPRESSOR CONTACTOR TWO. UNIT IS CURRENTLY OPERATIONAL WITH ONE COMPRESSOR. NO MECHANICAL ABNORMALITIES WITH COMPRESSOR OR FAN MOTORS FOUND. LIKELY CAUSES FOR CONTACTOR FAILURES ARE INTERMITTENT AND MAY REQUIRE AN ELECTRICIAN AND HVAC TECH FOR FURTHER TROUBLESHOOTING.

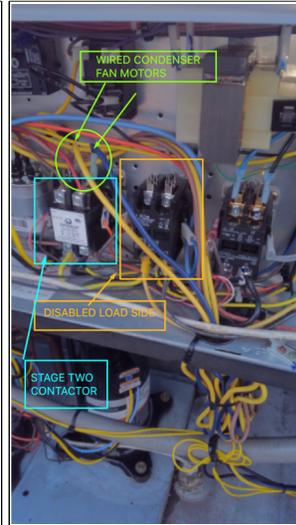
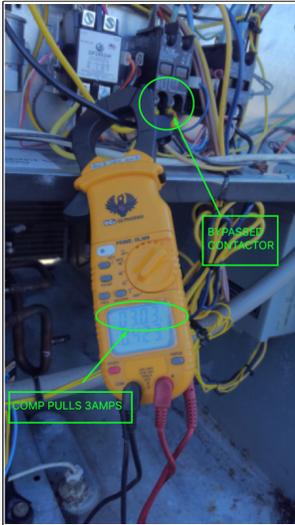
Allocation of charges is subject to change based on management review of the actual agreement coverage if applicable.

LABOR		
	Billable	Agreement Covered/Nonbillable
Regular Hours	1.00	0.00
Overtime Hours	3.00	0.00

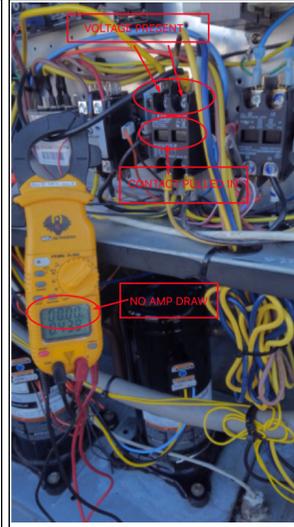
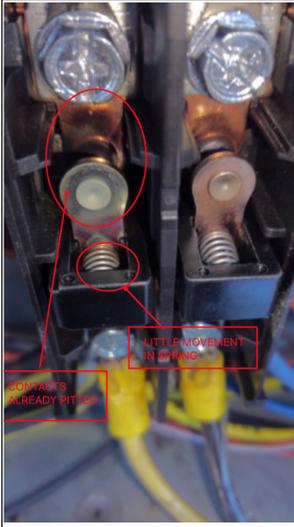
ASSETS SERVICED					
Asset	Asset Type	Asset Description	Manufacturer	Model	Serial No.
E11	HVAC	A-000-130-508	CARRIER	50TC-D08A2A6A0A0A0	4017P30258

MATERIAL					
B=Billable	Asset	Description	Quantity	PO	Source
B	E11	MISC MATERIALS	1.0000		VS

**Visit Pictures**



**Visit Pictures**



Visit  
Approved  
By:

Signed By: JAMES SMITH  
Date: 01-08-2020 Time: 18:52

## TERMS, CONDITIONS and LIMITATIONS

The following Terms and Conditions apply only to NON-AGREEMENT WORK, authorization for which is given by the Customer's signature in the block on the face hereof. Work performed under Maintenance Agreements, Fixed- Price Agreements and/or Time and Material Agreements shall be governed by the Terms and Conditions contained in the agreement executed by the Contractor and Customer.

Customer will provide reasonable means of access to the equipment and allow Contractor to start and stop the equipment as necessary to perform our required services.

Customer agrees to pay for all services rendered and materials or parts supplied at the current rates and prices in effect at the time services are performed. Payment is due upon the receipt of invoice.

Services are being performed as required by the Customer and it is specifically understood that Contractor has not had a previous opportunity to inspect the totality of the system, the equipment, or the maintenance records and that the work must be done immediately.

Contractor does not warrant the work performed against failures or against defects in the materials or workmanship provided. However, if any replacement part or item of equipment installed by the Contractor proves defective, the Contractor will extend to the Customer the benefits of any warranty the Contractor has received from the manufacturer; removal and reinstallation of any equipment or materials repaired or replaced under a manufacturer's warranty will be at Customer's expense and at the rates then in effect.

Any legal action against Contractor relating to this Agreement, or the breach thereof, shall be commenced within one (1) year from the date of the work.

In the event Contractor must commence legal action in order to enforce its rights under this Agreement, Customer shall pay Contractor all court costs and attorneys fees incurred by Contractor.

THERE ARE NO WARRANTIES, STATUTORY, EXPRESS OR IMPLIED, IN CONNECTION WITH THE WORK PERFORMED HEREUNDER; AND SOLE AND EXCLUSIVE REMEDY OF THE CUSTOMER FOR FAILURES OR DEFECTS IN THE WORK PERFORMED IS TO HAVE THE WORK REDONE AT THE CUSTOMER'S EXPENSE.

UNDER NO CIRCUMSTANCES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE), EQUITY, OR OTHERWISE, WILL CONTRACTOR BE RESPONSIBLE FOR DAMAGES ARISING FROM LOSS OF USE, LOSS OF PROFIT, INCREASED OPERATING OR MAINTENANCE EXPENSE, CLAIMS OF CUSTOMER'S CLIENTS, OR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES.