



## **RESIDENTIAL SERVICE & MAINTENANCE SUBSCRIPTION**

### **Annual Essential Plumbing Subscription**

**\$99.00 plus tax**

An annual Monson Plumbing Inspection will help your home operate safely, lower utility costs and extend the life of your plumbing system. In addition, you receive the following benefits:

- **Priority Service:** When you pay a one-time per year subscription fee you receive priority service when scheduling during normal business hours.
- **Safety Inspections:** You receive an annual inspection of your home plumbing system to ensure safe operation. Customer must call to schedule inspection (\$300 value)
- **Discount:** You will receive a 5% discount off materials as needed.
- **Guaranteed Rates:** Your rate will not change for the period of your service subscription so, there are no surprises.
- **Free Estimates:** At anytime during the service & maintenance subscription, the subscriber may choose to upgrade, remodel or proceed with necessary repairs, all estimates and planning are provided for free of charge.
- **Peace of Mind:** Guaranteed 24 hours emergency service.
- **Transferable:** Subscription can be transferred to the buyer of your home.

Your Yearly Safety Inspection Includes:

- Inspect water heater for signs of damage and ensure it is operating at peak efficiency.
- Check all faucets for leaks and corrosion, clean aerators for proper water flow.
- Check all visible supply lines (excludes crawlspaces and attics) Ask for options
- Check all shut off valves for leaks
- Check all toilets for leaks and proper flushing action
- Adjust flapper, float ball and overflow tube if needed to be set at manufacturers specifications
- Inspect all hose bibs on exterior of home (cannot be done during the winter season)
- Inspect all fixture drains for proper drainage

- Check washing machine hoses for signs of damage or kinks that may lead to leaks

### **Annual Elite Plumbing Service & Maintenance Subscription**

**\$179 plus tax**

- Everything that was included in the Essential Subscription is included
- Greater Discount: you will receive a 10% discount off any materials needed.
- Emergency Service: Guaranteed 24-hour emergency service at standard providing rates

### **Terms and Conditions:**

At Monson Plumbing, we like to keep things simple and respectful—no fine print, no confusing legal talk. While we believe in the honor system, it's important to set a few clear expectations so everyone is on the same page.

### **What's Covered:**

- Preventative Maintenance: Includes a scheduled inspection, cleaning, and basic tune-up of covered plumbing equipment.
- Flexible Scheduling: We'll perform the service at a time that works for you—during our standard hours: Monday to Friday, 8:00 AM – 4:00 PM.
- Priority Support: You're a preferred customer, so we'll do our best to get to you quickly if something goes wrong.

### **What's Not Included:**

- Pre-existing Issues: Any repairs needed to get your system up to standard before the plan starts.
- After-Hours Service: Requests outside of our standard hours will be billed at 1.5x our regular rates.
- Non-Covered Service Calls: Including calls related to:
  - Blown fuses or tripped breakers
  - Emergency switches turned off
  - Incorrect thermostat settings
  - Power failures
- Damage Beyond Our Control: We're not responsible for issues caused by:
  - Acts of nature (floods, fires, lightning, etc.)
  - Electrical or water damage from unrelated failures
  - Unauthorized service or repairs by others
  - Underground tank leaks or similar issues
- Activation & Availability
  - Your plan becomes active once payment is received.
  - Part replacements are subject to availability. If a part is no longer made

(obsolete), we'll provide a solution based on time and materials at our standard rate.

- **Liability**

We stand behind our work and will always act responsibly. That said:

- Our liability is limited to the services and parts listed in this plan.
- We're not responsible for damages unless directly caused by our fault.
- We don't cover materials or parts not installed by us, injuries/damages caused by defective parts, unless it was our fault.

## **Final Note**

This plan is a great way to keep your plumbing system in top shape. For anything outside the coverage, we're still here for you—just know those services will be billed at our regular rates.

---

Customer's Signature

---

Date

---

Plumber's Signature

---

Date