

# AtWEB Care

## Service Agreements



### Service & Support

Our fully qualified service technicians at Atlas Webster can take care of all your service/maintenance and breakdown issues. With years of experience our team will be able to ensure that your system is healthy and working the way it should be and that you stay comfortable all year round.

Preventative Maintenance can save you money on your Gas and Electricity bills and it also ensures that you don't void warranty by not having your units serviced annually.

Heating and Air-conditioning is a fundamental part of your home. As important as it is to install the right system it is just as important to have it regularly serviced and maintained to ensure it optimises energy efficiency, reduces operation costs and the longevity of your equipment.

Regularly maintained equipment provides you with peace of mind and higher confidence in the equipment and reduces the potential for downtime as we all know that a break down occurs when you can least afford it.

- Basic Service entails**
- Cleaning of Filters
  - Carbon Monoxide Testing
  - Mechanical Checks
  - Electrical checks
  - Fan Checks
  - Gas component checks

We service all major brands of Ducted Heating, Air Conditioning, Split Systems and Evaporative Cooling

**Servicing Melbourne and all surrounding suburbs.**

## Why choose a Service Contract?

- Regular maintenance service optimises energy efficiency and reduces operating costs.
- Priority response time for repairs.
- Regularly maintained air conditioning equipment lasts longer with less down-time.
- Provides you peace of mind and higher confidence in your equipment.
- Price Protection - your agreement price will not be raised during this agreement period

***If you are interested in our AtWEB Care service contracts one of our sales representatives can discuss this with you so that you choose a plan that suits your circumstances and equipment.***

### **AtWEB Care** Tune-Up

\$165 per annual service + parts

Cleans, adjust and inspects your equipment on a scheduled basis for a fixed fee and provides:

- Customer has emergency call-out priority (guaranteed response time in 24 hours\*)
- Annual service fee covers the labour required for one basic maintenance call;
- All replacement parts have 12 months guarantee
- Labour guarantee of 3 months for replaced parts

### **AtWEB Care** Protect Single *Heating or Cooling*

\$187 per annum

A twelve month service agreement with one annual Service

- Customer has emergency call-out priority (guaranteed response time in 24 hours\*)
- Planned Maintenance and tune-up to equipment covering minor repairs to the value of \$50 (which includes one of the following: Thermocouple/ Transformer/ Belts/ Electrical wiring or relay; but does not include zoning or fan motors)
- One additional service call at No charge (labour not included)
- Includes maintenance parts and materials such as filters, oil and grease.

#### **Optional extras include:**

- Humidifiers - \$20 per annum, Electronic Air Cleaner - \$20 per annum

### **AtWEB Care** Protect Dual

\$242 per annum

The AtWEB Care Protect Dual Service Agreements are available for AtWEB Care Protect customers that combine heating and cooling equipment.

## **AtWEB Care** Evaporative Cooler

from \$198 per annum

We provide you with a qualified technician to inspect and complete the start-up and/ or close down of your evaporative cooling equipment including;

### **Start Up**

- Refill Bowl
- Check water levels
- Adjust Ball Valve if needed
- Hose out filter pads
- Clean Tray
- Remove Winter Panels
- Check fan operation
- Check Pump operation
- General Maintenance and clean

*Generally scheduled in October*

### **Close Down**

- Drain water from bowl
- Disconnect power
- Disconnect water
- Replace winter panels\*
- General Maintenance and Clean

*Generally Scheduled in May*

**Includes emergency call-out priority (guaranteed response time in 24 hours\*)**

- Options:** Start up or Close down only - \$198  
Start up and close down - \$278  
2 storey property (one call) - \$242

## **AtWEB Care** Individual Site Agreements

quoted cost

One of our qualified service technicians will come and inspect your property and put together a quote for you if your equipment doesn't fit in with one of the above agreements.

\*excludes public holidays and weekends



# AtWEB Care

## Service Agreements

Please tick the service contract most appropriate:

- |                          |                           |       |
|--------------------------|---------------------------|-------|
| <input type="checkbox"/> | AtWEB Care Tune-up        | \$165 |
| <input type="checkbox"/> | AtWEB Care Protect Single | \$187 |
| <input type="checkbox"/> | AtWEB Protect- Dual       | \$242 |
|                          | AtWEB Evaporative Cooler  |       |
| <input type="checkbox"/> | Start up OR close down    | \$198 |
| <input type="checkbox"/> | Start up AND close down   | \$278 |
| <input type="checkbox"/> | 2 Storey Property         | \$242 |

### Customer Details

Name \_\_\_\_\_

Address \_\_\_\_\_

Mobile \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

### Payment Method

#### Credit Card

Card Number \_\_\_\_\_ Expiry \_\_\_\_ / \_\_\_\_

Name \_\_\_\_\_ Signature \_\_\_\_\_

**By EFT directly to us** Atlas Webster Pty Ltd BSB 083 266 Acc No. 74261 3383

**Post a cheque to** PO Box 4136, Langwarrin Vic 3910

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 Quality & Service Since 1959  
**ATLAS WEBSTER** PTY. LTD.  
HEATING & AIR CONDITIONING SPECIALISTS