



RC WATT™

RC WATT is a trade name for InterHome Technologies, Inc. Registered: PA16477

Founded 1997. We accept:



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Maintenance Agmt: Air-Cooled Standby

Additional/Update Information (e.g., e-mail, cell phone, best call time):

OFFICE: Invoice Entered (initials): Svc App Updated (initials):

We, the Company, as a factory-trained, full-service Sales, Installation, and Service dealer for leading manufacturers, offer these preventative Maintenance Agreement “MA” plans subject to our Terms & Conditions (see reverse). You **(please verify Client information)** may mail payment for 1, 2, or 3 years in advance OR auto-renew. Details, please call/visit **service.RCWATT.com**.

Benefits to Southwestern PA Clients:

- **25+ point generator inspection with each visit** (inspection items on reverse side);
- **Upon request, simulated power outage** to test system if last known outage was more than a year ago;
- **10% off** standard trip and labor charges not prepaid under this agreement.
- **We provide site visits automatically** without scheduling.

RC WATT Rewards:
50 points if enroll/renew within 30 days.

We now offer: Our **Gold plan**, a new name for our very first offering, also known as our original plan. The name Gold reflects that with two visits per year, Gold offers Clients a higher level of reliability than any of our other plans. Our **Silver plan** is new – it meets the need for those who only want one visit per year that includes the 25+ point inspection along with the oil+ change. Our **Do-It-Yourself “DIY” plan** is also new and is for Clients who perform their own oil+ change and want the benefit of our quality 25+ point inspection. **All plans offer convenience and savings** versus the “a la carte” costs of trip charge, labor, and materials.

Annual (1-yr) Maintenance Agreement:	With PA 6% sales tax:	With PA 6% sales tax + Allegh. 1% tax:
__ GOLD plan (oil+, 2 visits/year): \$369 + tax	__ \$391.14	__ \$394.83
__ SILVER plan (oil+, 1 visit/year): \$239 + tax	__ \$253.34	__ \$255.73
__ DIY plan (NO oil chg , 1 visit/yr): \$159 + tax	__ \$168.54	__ \$170.13
OPTIONAL: Preauthorize additional services up to \$200 per visit (details below)?	YES	NO

The preauthorize option allows us to automatically provide such services as: replace the battery if failed or over 3 year, perform valve inspections (if engine has solid lifters and hour interval for inspection/adjustment is reached), and minor repairs. Requires us to have your credit card on file else have terms setup. **Thank you for helping us to better serve you.**

Our 25+ point generator inspection checklist is based on items with an annual or less interval on the maintenance schedule of the manufacturer and is offered with each Gold, Silver, and Do-It-Yourself “DIY” plan visits. Except for DIY plan, Service on Unit also includes **annual “OFP” (oil+) – the replacement of engine oil and oil filter as well as replacement of spark plug(s) and air filter when/if needed.** Procedures the manufacturer shows as needing to be performed at intervals beyond one year, or 100 hours of use (whichever is less), are at additional cost.

We have keys for all generators we install; you should not need to be present and no scheduling is provided under the discounted pricing of these plans (though you may request we attempt to contact you the day of service). Our preventative maintenance plan pricing is based on servicing multiple clients in a limited geographical area for that day and is subject to last minute changes due to unforeseen circumstances. We strive to provide the required service within a 4-month window of the last oil change (if your plan includes the oil change or we know when you provided the oil change). We leave a copy of the maintenance record (sample on reverse side) with each site visit and if scheduling is required then additional charges may apply.

Payment acknowledges Client acceptance of our terms and conditions.

RC WATT Rewards

Pens, apparel, and even a pressure washer...
When you introduce friends to a standby generator
from RC WATT!



See RCWATT.com/rewards for program details.

	You receive:	Referral receives:
Referral purchases RC WATT service	50 pts or \$5 credit*	\$5 off purchase
Referral purchases RC WATT installation	500 pts or \$50 credit*	\$50 off purchase

*Certificate issued. Credit may be applied to future RC WATT service.

25+ Point Inspection Checklist:

Fuel

- Flexible lines and connectors
- NG / LP (_____%; 80% ≈ full)
- Fuel piping

Lubrication

- Oil level
- Crankcase breather hose

Cooling and exhaust

- Air ducts and louvers
- Check for leakage
- Insulation in generator enclosure
- No apparent obstructions / combustibles

Engine and mounting

- Check for visible wear or damage
- Spark plugs Replaced: Y N
- Air filter Replaced: Y N

DC electrical system

- Battery charger operation
- Remove corrosion; clean and dry battery
- Clean/tighten terminals; inspect boots
- Electrolyte level (*unsealed batteries only*)
- Load test battery

AC electrical system (*readily accessible*)

- Control and power wiring connections
- Check for visible wear or damage, or rubbing of wires
- Cold weather gear: Y N
- Operational: Y N N/A
- VOLT: _____ V FREQ: _____ Hz

Transfer switch

- Accessible: Y N I₁, I₂: _____ A
- Inspected: Y N N/A
- Tested: Y N (*requires client approval*)

Condition

- Unit level ($\pm \frac{1}{2}$ in.)
- Reset maintenance on controller (*if applicable*)
- Updated firmware: _____ (*if applicable*)
- Place in auto position: _____ (tech initials)
- Leave breaker for power at generator ON
- Generator found/left locked: Y N
- get "PAID" (Photos, Address Issues, Document)

Client initials: _____

* Standard trip charge is \$115 and incl the first 5 min onsite. For locations beyond ½ hr drive or 30 miles of our starting point (whichever is greater), charges for additional drive time may apply. Labor beyond the trip charge is \$23.75/qtr hr (based on \$95/hr and trip and labor charge pricing may change without notice). Because our maintenance plans are prepaid months before service is provided we can serve multiple clients in close proximity which reduces our costs and that is passed along in the discounted pricing. **Requests for refunding** of non-provided visits are available given that we will use non-discounted std trip, labor, and material charges for visits performed: ½ hr for SC, ¾ hr for OFP visit.

Terms & Conditions: 1. Non-emergency Service is subject to Company's normal operating hours (M – F, 8 a.m. – 4:30 p.m., excludes holidays) and service performed according to Company's availability in the area which may extend to approx. ½ hr before dark (30 min after sunset); 2. Client grants full and free access onto their property for Service of the Unit; 3. Company warrants its work to be free from defective workmanship for a period of ninety (90) days from the date of Service provided per Report and shall not under any circumstances be liable for any special, indirect, incidental or consequential damages arising directly or indirectly out of, or related in any way to, services provided; **3A.** EXCEPT AS SPECIFICALLY SET FORTH, THE COMPANY MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO WARRANTIES OR REPRESENTATIONS WHICH EXTEND BEYOND THE FACE OF THIS DOCUMENT; 4. Client's exclusive remedy and Company's entire liability in contract, tort (including negligence) or otherwise for service or non-performance is to refund the charges received; 5. Company shall not be liable for any failure to keep the equipment in good working order especially when such failure is due to causes beyond its control including but not limited to, acts of God, acts of civil or military authority, priorities, strikes, labor disputes, floods, epidemics, war, riots, delays in transportations, or inability to obtain labor or materials. 5. Client is owner/authority for the equipment subject to this Agreement. 6. Client shall assume all responsibility for compliance with local laws, ordinances, or other regulations relating to the operations and use of the Unit. 7. This agreement is subject to the laws of Pennsylvania.