



209 RICHARDSON ST  
SMITHVILLE, MO 64089  
816-532-8334

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## GEOCARE SERVICE AGREEMENT

### Customer & System Information

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Email & Phone: \_\_\_\_\_

Covered System(s): \_\_\_\_\_

\_\_\_\_\_

Agreement Start Date: \_\_\_\_\_ (billing cycle and plan begins at the 1st of the following month)

\_\_\_\_\_

Customer Signature

- Requested Service:  Spring  Fall

#### Welcome to Proactive System Care

Thank you for choosing ECS Geothermal. Your GeoCare plan ensures your system receives regular, expert attention to promote efficiency, longevity, and reliability.

#### Important Understanding:

This is a preventative maintenance and monitoring agreement. It is not a warranty or insurance policy. All necessary repairs, parts, and refrigerant are provided at your plan's discounted rate and billed separately.

## SELECT YOUR SERVICE PLAN

PLAN	PRICE	BEST FOR	KEY FEATURES
<input type="checkbox"/> <b>ESSENTIAL</b>	<b>\$15 MONTHLY</b>	PROTECTION PEACE OF MIND	<ul style="list-style-type: none"> <li>● One (1) annual Preventative Maintenance Interval (PMI)</li> <li>● Geothermal Health Report</li> <li>● Thermostat check &amp; calibration</li> <li>● Condensate inspection</li> <li>● Loop: Pump/Pressure/Temperature/Quality</li> <li>● Electrical &amp; Diagnostics</li> <li>● System Accessories Inspection</li> <li>● Advanced Scheduling with Guaranteed Arrival Time Slot</li> </ul>
<input type="checkbox"/> <b>STANDARD</b>	<b>\$29 MONTHLY</b>	PEAK PERFORMAN CE	<ul style="list-style-type: none"> <li>● Two (2) Preventative Maintenance Interval (PMI)</li> <li>● Geothermal Health Report</li> <li>● Thermostat Check &amp; Calibration</li> <li>● Condensate Inspection</li> <li>● Loop: Pump/Pressure/Temperature/Quality</li> <li>● Electrical &amp; Diagnostics</li> <li>● System Accessories Inspection</li> <li>● Advanced Scheduling with Guaranteed Arrival Time Slot</li> </ul>
<input type="checkbox"/> <b>PRIORITY</b>	<b>\$38 MONTHLY</b>	MAXIMUM PROTECTION <b>F</b> AST RESPONSE	<ul style="list-style-type: none"> <li>● Two (2) Preventative Maintenance Interval (PMI)</li> <li>● Geothermal Health Report</li> <li>● Thermostat Check &amp; Calibration</li> <li>● Condensate Inspection</li> <li>● Loop: Pump/Pressure/Temperature/Quality</li> <li>● Electrical &amp; Diagnostics</li> <li>● System Accessories Inspection</li> <li>● Advanced Scheduling with Guaranteed Arrival Time Slot</li> <li>● Highest Scheduling Priority</li> <li>● 10% Discount on Non-Warranty Parts and Labor</li> </ul>
<input type="checkbox"/> <b>RADIANT</b>  <input type="checkbox"/> <b>RADIANT</b>	<b>\$15 MONTHLY</b> (STAND ALONE)  <b>\$10 MONTHLY</b> (ADD ON)	RADIANT FLOOR HEATING SYSTEMS	<ul style="list-style-type: none"> <li>● Zone Valve Inspection</li> <li>● Circulator Pump Inspection &amp; Operation Check</li> <li>● Manifold Inspection (accessible components)</li> <li>● Annual Pump Exercise</li> <li>● Supply/Return Temperature Differential Check</li> <li>● Visual leak Inspection (accessible areas only)</li> <li>● Heat Plant Inspection</li> </ul>
<input type="checkbox"/> <b>MULTI- UNITS</b>	<b>\$9 MONTHLY</b> (EACH ADDITIONAL)	MULTI UNIT HOMES	<ul style="list-style-type: none"> <li>● Must have one (1) unit on Essential or Standard Plan</li> <li>● Add on units will receive same level of service as Master Plan Selected</li> <li>● Additional units on Priority Plan will incur additional charges. Please inquire for amount.</li> </ul>

## TERMS & CONDITIONS

This Service Agreement (“Agreement”) is entered into between ECS Geothermal Heating & Cooling (“ECS”) and the customer (“Customer”). Enrollment in any ECS GeoCare plan constitutes acceptance of all terms herein, regardless of plan tier or add-ons selected.

**1. SCOPE OF AGREEMENT.** ECS service plans provide inspection and preventative maintenance services only. This Agreement is not a warranty, extended warranty, or insurance policy and does not guarantee system performance, energy savings, lifespan, uninterrupted operation, or prevention of failure.

**2. SERVICES & LIMITATIONS.** Services are limited to those listed under the selected plan on Page 1. ECS may defer or refuse service due to unsafe conditions, inaccessibility, weather, staffing limitations, or factors beyond ECS’s control. Unused PMIs expire at the end of the Contract Year and have no cash value.

**3. EXCLUSIONS.** All repairs, parts, refrigerant, labor, materials, modifications, replacements, or corrective work are billable. Coverage excludes damage or failure caused by manufacturer defects, acts of God, flooding, lightning, electrical surges, pests, rodents, insects, restricted airflow, customer neglect, or improper installation by others. Work requiring drywall removal, excavation, carpentry, non-standard disassembly, duct cleaning or modification, geothermal loop repair, excavation, equipment redesign, or Symphony hardware failure is excluded. Pre-existing conditions discovered during service are not covered.

**4. CUSTOMER RESPONSIBILITIES.** Customer agrees to provide safe access to equipment, maintain required clearances, replace filters as recommended, keep drain areas accessible, maintain Wi-Fi/Symphony connectivity if applicable, and promptly report system issues. Failure to do so may result in additional charges or refusal of service.

**5. AFTER-HOURS SERVICE.** After-hours service is billed at ECS’s standard emergency rate. Additional labor and parts remain billable at applicable rates.

**6. PAYMENT & CANCELLATION.** Plans are billed monthly via auto-pay (ACH) only. Non-payment results in suspension of benefits and cancellation after thirty (30) days. Customers may cancel at any time; however, if services rendered exceed payments made, Customer agrees to pay the difference based on ECS’s current retail pricing. ECS may cancel this Agreement for non-payment, unsafe conditions, abuse of staff, or equipment deemed non-serviceable. No refunds are issued.

**7. LIMITATION OF LIABILITY.** ECS’s total liability under this Agreement is limited to the amount paid by Customer during the current Contract Year. ECS shall not be liable for property damage, water damage, frozen pipes, mold or mildew, loss of heating or cooling, loss of use, food spoilage, lost income or business, relocation costs, personal injury, discomfort, incidental or consequential damages, or delays caused by parts availability, manufacturers, weather, or acts of God.

**8. VIRTUAL PLAN.** *(Not available at this time)* This plan requires continuous internet connectivity and a functioning Symphony® hardware/software system. Services consist of remote data monitoring, quarterly system health reports, and proactive alerts based on that data. It does not include any on-site preventative maintenance visits. All repairs, including those identified through remote monitoring, are billable at the member discount rate. ECS is not liable for alerts not generated due to data transmission failures, connectivity loss, Symphony hardware/software malfunctions, or power outages.

**9. RADIANTCARE.** RadiantCare provides inspection only and excludes flushing, glycol testing or replacement, boiler or tankless repairs, slab leaks, piping inside walls or floors, draining or refilling systems, or component replacement. All radiant repairs are billable with applicable plan discounts.

**10. TERM & RENEWAL.** This Agreement automatically renews every twelve (12) months. ECS may adjust pricing at renewal with thirty (30) days’ notice. Continued payment constitutes acceptance of revised terms.

**11. ENTIRE AGREEMENT.** This Agreement supersedes all prior agreements or representations.

Modifications must be in writing and approved by ECS. Benefits begin after the first successful payment.