# Service Level Agreement (SLA)

\*\*Effective Date:\*\* January 1, 2024
\*\*Parties Involved:\*\*
- \*\*Service Provider:\*\* CoolAir HVAC Services, LLC
- \*\*Customer:\*\* [Customer Name]

## 1. Purpose

This SLA establishes the scope, quality, and terms of the HVAC services to be provided by CoolAir HVAC Services, LLC to the customer. It outlines expectations, response times, and service responsibilities to ensure equipment operates efficiently and meets the customer's needs.

## 2. Scope of Services

CoolAir HVAC Services, LLC agrees to provide the following services under this agreement:
1. Routine maintenance for HVAC systems, including:
 - Filter replacements
 - System cleaning and lubrication
 - Temperature calibration
 - Safety inspections
2. Emergency repair services.
3. Installation or replacement of HVAC systems (if applicable).
4. Seasonal inspections (spring and fall).

\*\*Equipment Covered:\*\*
- Air conditioning units
- Heating systems (furnaces, heat pumps)
- Ventilation systems
- Thermostats and smart controls

## 3. Service Availability

- \*\*Standard Operating Hours:\*\* Monday–Friday, 8:00 AM–5:00 PM.
- \*\*Emergency Services:\*\* 24/7 availability for urgent repairs (defined as system failures impacting customer comfort or safety).

## 4. Service Levels

\*\*Response Times:\*\*
- \*\*Emergency Calls:\*\* Technician dispatched within 2 hours.
- \*\*Non-Emergency Repairs:\*\* On-site visit within 48 business hours.
- \*\*Routine Maintenance:\*\* Scheduled within 10 business days of customer request.

\*\*Resolution Times:\*\*
- \*\*Emergency Repairs:\*\* System operational within 24 hours of technician arrival (subject to part availability).
- \*\*Non-Emergency Repairs:\*\* Completion within 5 business days, barring part delays.

## 5. Responsibilities

\*\*Service Provider Responsibilities:\*\*
- Perform services in compliance with manufacturer recommendations and industry standards.
- Provide skilled technicians with necessary certifications.
- Maintain proper records of all services performed.

\*\*Customer Responsibilities:\*\*
- Ensure timely access to the HVAC equipment for scheduled maintenance and repairs.
- Report issues promptly to minimize downtime.
- Notify CoolAir HVAC Services, LLC of any changes to equipment or operating conditions.

## 6. Exclusions

This SLA does not cover:
- Repairs or replacements caused by misuse, neglect, or unauthorized modifications to the HVAC system.
- Issues arising from power outages, natural disasters, or other external factors.
- Equipment beyond its manufacturer-specified lifespan.

## 7. Performance Metrics

CoolAir HVAC Services, LLC agrees to maintain:
- 98% adherence to response time commitments.
- 95% first-time fix rate for repairs.
- 100% customer satisfaction rating (based on post-service surveys).

## 8. Reporting

The service provider will deliver a quarterly performance report detailing:
- Number of service requests completed.
- Adherence to response and resolution times.
- Customer feedback summaries.

## 9. Term and Termination

- \*\*Term:\*\* This SLA is effective from January 1, 2024, and remains in force for one year.
- \*\*Renewal:\*\* Automatic renewal unless terminated with 30 days' written notice by either party.
- \*\*Termination for Cause:\*\* Either party may terminate this agreement if the other party fails to comply with its terms after written notice and a 30-day remediation period.

## 10. Pricing

\*\*Annual Service Plan:\*\* $[amount] per year, including [number] maintenance visits and priority repair services.
\*\*Hourly Repair Rate:\*\* $[amount]/hour for non-plan customers.

## 11. Dispute Resolution

Any disputes arising from this SLA will be resolved through mediation. If unresolved, disputes may proceed to arbitration under [jurisdiction] law.

## 12. Agreement and Signatures

\*\*Service Provider:\*\*
Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*\*Customer:\*\*
Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_