



ACI Northwest, Inc.
Coeur d'Alene Office

6600 N. Government Way
Coeur d'Alene, ID 83815
(208) 772-9571
(509) 482-2000

City of Millwood City Hall

9103 E Frederick Ave,
Spokane, WA 99206
Attn: Kyle Schiewe
(509) 924-0960

Commercial Account Manager

Forest Rak
Cell – (208) 625-9052

From:

ACI Northwest, Inc.
6600 N. Government Way
Coeur d'Alene, ID 83815

Idaho – (208) 772-9571
Washington – (509) 482-2000

“There is nothing more expensive than a cheap fix.”

-Harvey Mackay



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TELEPHONE (509) 924-0960

A brief letter of introduction to ACI Northwest, Inc. and our practices.

ACI Northwest is the premier heating & cooling company in the greater Coeur d'Alene & Spokane area with more than 85 years of experience. We provide our customers with total comfort and complete peace of mind through our commitment to professionalism and with our excellent service staff able to handle any job. ACI has completed full hospital builds to small tenant improvement remodels. ACI has a fully staffed service department (24/7) providing full commercial services along with our residential department taking care of our residential customers needs as well. We provide a wide range of HVAC services taking care of most any need a customer may have for their heating & cooling requirements.

ACI is pleased to present our Peak Performance HVAC Maintenance Program to you today. The program offers timely service and the very best care of your heating & cooling equipment. Our courteous technicians take pains to keep the customers we serve happy and informed. We do this by providing the best service in our industry adhering to the best industry standards. ACI keeps our customers informed on any concerns or issues we find during our inspection of your equipment through an agreed upon reporting system your commercial account manager will put in place as per your needs.

All equipment will be maintained in accordance with manufacturer's specifications. This will ensure proper operation while validating factory warranties. This will help maintain factory guarantees, maximum efficiency and total comfort.

ACI provides regular factory training to our technicians to maintain a "certified" status for all equipment we service. Our professional services will extend the life & efficiency of your equipment far into the future. All of ACI employees are drug-free, background checked, and licensed.

I would appreciate the opportunity to review your current maintenance requirements and or any construction projects you may have coming up. ACI looks forward to working with you in the future, if you have any questions or concerns, please feel free to call me or email.

Office - (800) 767-3027, Cell - (208) 625-9052, email - frak@acinw.com.

Sincerely;

Forest Rak
Commercial Accounts Manager



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Content

- Standard Maintenance Practices
- Pricing and Acceptance
- Equipment List & Schedule
- Peak Performance Service Agreement Benefits
- General Terms and Conditions
- Equipment Maintenance Requirements
- Consequences of Improper Maintenance
- Commercial Action List

Prepared by: Forest Rak

Commercial Account Manager

Quality is never an accident. It is always the result of intelligent effort.

John Ruskin



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Standard maintenance practice summary

Precision Tune-up (cooling)

- Check and clean indoor and outdoor coils as needed.
- Check primary and secondary drains for proper drainage.
- Adjust and clean blower components.
- Inspect & lubricate all moving parts if required.
- Inspect all electrical connections & tighten as needed.
- Check operating pressures for proper refrigerant charge.
- Check and test safety controls for proper operation.
- Inspect economizer operation for proper calibration (if present).
- Record voltage and amperage draws on all motors as per nameplate ratings.
- Inspect thermostat for proper calibration & operation.
- Monitor air conditioning cycle for proper operation as per manufacturers specifications

Precision Tune-up (Heating)

- Inspect & clean burners as needed.
- Adjust and clean blower components
- Record gas pressure & confirm it is in manufacturer ratings.
- Check and adjust ignition system when needed for proper burner ignition.
- Inspect & lubricate all moving parts if required.
- Monitor flue draft for safe operation.
- Check and test safety controls for proper operation.
- Record voltage and amperage draws on all motors as per nameplate ratings.
- Adjust air flow for proper temperature rise if needed.
- Inspect thermostat for proper calibration & operation.
- Inspect heat exchanger & make recommendations if issues are found.
- Monitor air conditioning cycle for proper operation as per manufacturers specifications

Please refer to your specific contract details for additional benefits of your maintenance program. If additional questions arise please call.



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Peak Performance Maintenance Agreement

Customer Name: City of Millwood City Hall

Billing Address: 9103 E Frederick Ave,

City, State Zip: Spokane, WA 99206

Site Location: Same

ACI is pleased to propose to you the following:

Peak Performance Maintenance Program based on the equipment list (provided in this document) & recommendations to best fit the customers' needs and or requirements for a period of one year from date of signing.

Agreement Price options: Please initial one....

Manufacturer's Rec: _____
\$4,584.00 Tax not incl.
Includes 8 visits

Optional Coil Cleaning: _____

Coil cleaning one time at time of Winter Maintenance visits valued at **\$73.00 (x8 units)** Tax not incl. *Highly recommended for equipment efficiency and prolonged life.*

Customer Acceptance:

ACI Company Approval:

Signature: _____

Title: _____

Title: Commercial Account Manager

(Type or Printed Name of Signer)

Forest Rak

Cell- 208.625-9052

frak@acinw.com

Date: April 10, 2026

Acceptance Date: _____



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PEAK PERFORMANCE MAINTENANCE AGREEMENT BENEFITS!!

1. This Agreement provides to the agreed upon visits initialed above. The visits would include a complete maintenance as per the manufacturer's specifications and requirements. Each visit includes installation of high capacity pleated filters & belts if noted in the agreement.
2. As part of the agreement our customers receive a **10%** discount on labor and material on all service calls.
3. Agreement customers "Never pay an overtime charge" ACI provides on call technicians for any emergency service needed 24/7.
4. Personalized Services through your Commercial Account Manager and service staff. This includes immediate pricing, issue resolution and any concerns that may arise as we provide services to you. We will respond to your concerns in a timely manner *guaranteed!*
5. Priority Service ACI will respond to the Customer's request for emergency service before providing service to any customer who is not a Peak Performance Agreement customer.
6. This agreement insures compliance with the manufacturers' requirements for scheduled maintenance and warranty adherence.
7. Upon completion of each Peak Performance inspection, ACI will provide the customer with a comprehensive report listing work performed, defects found and corrected, and any recommended corrective action needed.
8. Preventive maintenance will be performed during regular working hours 8:00am-5:00pm Monday through Friday unless prior arrangements are made.
9. ACI shall maintain the Customer's equipment to keep utility and repair costs as low as possible, while preserving equipment reliability and lifespan. Occupant comfort will always be a primary consideration.
10. The Customer shall operate the equipment in accordance with the manufacturer's recommendations and promptly notify ACI of any abnormal conditions.
11. As a preferred maintenance customer you will receive the following benefits: Increased Energy Savings, Increased Comfort Level, Increased Equipment Life, and Peace of Mind.



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CONSEQUENCES OF IMPROPER MAINTENANCE

1. Increase total cost of ownership
2. Comfort conditions not maintained
3. Maintenance and repair cost not stabilized
4. Premature capital replacement
5. Inefficient fuel consumption

EXAMPLES OF INEFFICIENT FUEL CONSUMPTION

- Poor damper adjustment and improper sequencing can cause 30-50% unnecessary heat loss
- Dirt in air handling systems reduces flow efficiency as much as 25%
- Dirty condenser coil raises condensing temperature 15' and cuts operating efficiency 15%
- 10% condenser fan belt slippage can cut cooling capacity by 5%
- Scale buildup of .05 inches can increase fuel consumption by 40%
- Too rich fuel/air mixture can increase fuel consumption by 15%
- .1 inch of scale on boiler water side causes 10% heat loss
- 1/8' of soot on boiler fireside causes 30% heat loss
- Dirty burner drops heating efficiency as much as 20%
- A faulty 1/2' inch steam trap can waste as much as 20 gallons of fuel a day
- Overheating by 3" at 50% outside air temperature wastes 17% of fuel consumed



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GENERAL TERMS AND CONDITIONS

1. ACI agrees to provide a comprehensive maintenance program designed to reduce your utility and repair costs, after any existing defects are corrected.
2. The customer agrees to furnish safe, reasonable access to the building and covered equipment. The customer will remove any material, fixtures, or walls so adequate access can be gained to the equipment.
3. This agreement does not include the maintenance, repair, or replacement of recording or portable instruments, electrical disconnect switches, casing or cabinets, insulation, gas lines, water lines or non-moving parts as ductwork, vessels, boiler shells, tubes, vents, flues, grilles, tower fill or refractory material. ACI shall not be required to furnish any equipment, service or materials or to perform test, or make any modifications that have been recommended or required by any insurance company, governmental authority, equipment vendor or regulatory authority, or pay any future taxes imposed by any governmental agency.
4. ACI shall not be liable for:
 - a) Damage or loss resulting from freezing, corrosion, electrolysis, vibration, plumbing stoppage, failure of any utility service, low voltage condition, lightning, single phasing, or any other electrical abnormalities;
 - b) Damage or loss resulting from negligence, faulty system design, abuse, acts of God, malicious mischief, vandalism or improper operation of equipment by customer's employees, agents or tenants;
 - c) Damage, loss or delays resulting from fire, explosion, flooding, the elements, strikes, labor troubles, civil commotion or any other cause beyond its control;
 - d) Any accident, injury, damage, or loss to equipment, personnel, property or revenue unless directly caused by its negligence;
 - e) Any indirect or consequential damages such as, but not limited to, loss of revenue or loss of use of any equipment, process or facilities;
 - f) Any identification, abatement, encapsulating or removal of any hazardous material including those containing asbestos. If any hazardous materials are detected during the course of work, ACI can discontinue the work until the hazard has been eliminated, and shall receive an extension equal to the time of delay to complete the work. ACI reserves the right to be compensated for any loss due to a delay caused by asbestos or any other hazardous material.
5. Unless otherwise noted, ACI shall not be liable for starting and stopping equipment, space temperature regulation, air or water balance, indoor air quality, equipment relocation.
6. ACI shall use ordinary care in performing the tasks outlined in this agreement. No inspection shall guarantee the condition of the equipment or eliminate obsolescence and normal wear.
7. The occurrence of any of the following without prior written consent of ACI will constitute a default:
 - a) Any alterations, additions, adjustments or repairs to covered equipment, by anyone other than ACI;
 - b) Breach by Customer of any term of this Agreement. If ACI brings legal action to enforce this Agreement, and is successful, it shall be entitled to recover reasonable attorney fees and the cost of litigation in addition to any judgment for damages.
8. This Agreement begins on the date of acceptance and shall remain in force for the term stated. Thereafter, it shall be automatically renewed and shall continue in effect for successive renewal periods of one year unless either party gives the other written notice of termination at least 30 days before the anniversary date. With 45 days written notice, ACI may add or delete equipment or services and increase or reduce the Agreement price. Customer shall have the right to terminate if any changes are not acceptable.
9. This Agreement contains the entire understanding between ACI and the Customer. Any modifications, amendments or changes must be in writing and signed by both parties.