

Plumbing Maintenance Agreement

This agreement is between **[Company Name]** ("we", "us", "the Company") and the customer named below ("you", "the Member"). It covers the plumbing system at the service address below, and the equipment listed in Section 1, for the plan year and plan tier shown here.

Company	[Company Name] · Plumbing license # [License Number] · [Street Address, City, State ZIP] · [Phone] · [Email]
Member	[Member Full Name] · [Phone] · [Email]
Service address	[Street Address, City, State ZIP] · ☐ Single-family home ☐ Condo or townhome ☐ Other: [Type]
Billing address	☐ Same as service address ☐ Other: [Address]
Plan tier	☐ Bronze ☐ Silver ☐ Gold (tier details in Appendix A)
Plan year	Starts [Start Date] and ends [End Date]. Renews under Section 8.
Price	[\$Amount] per plan year for the home, plus [\$Amount] for each additional water heater and [\$Amount] for each tankless water heater. Total: [\$Total] per plan year, or [\$Monthly Amount] per month.
Billing choice	☐ Monthly, charged to the card on file ☐ Annual, paid at signing

1. Covered equipment and home details

This agreement covers the fixtures and accessible piping at the service address, plus the equipment listed below. Unlisted equipment is not covered, even in the same home. Fill in what you know at signing and the rest at the first visit, from the nameplates.

1.1 Water heaters (one row per unit)

#	Type and gallons	Make	Model	Serial	Year	Anode date	Location
1							
2							

Type: gas tank, electric tank, tankless, heat pump, indirect, with the gallons. "Year" is the install year from the nameplate or the serial date code. "Anode date" is the last anode rod inspection, so the next one lands on schedule.

1.2 Other covered equipment

Equipment	Covered	Make / model / serial	Notes
Water softener or filtration system	☐ Yes ☐ No		Salt or filter type:
Sump pump	☐ Yes ☐ No		Battery backup: ☐ Yes ☐ No · Battery installed: [Date]
Backflow preventer	☐ Yes ☐ No		Type: ☐ RPZ ☐ DCVA ☐ PVB · Location: · Utility test due month: [Month]
Pressure reducing valve (PRV)	☐ Yes ☐ No		Set pressure: [psi]
Recirculation pump	☐ Yes ☐ No		
Other: [Well pump, sewage ejector, gas line]	☐ Yes ☐ No		

1.3 Home details (recorded at the first visit)

Main water shutoff location	
Sewer cleanout location	[Location] · ☐ Accessible for a camera ☐ Not accessible
Static water pressure at first visit	[psi] on [Date] · ☐ Under 80 psi ☐ Over 80 psi, PRV recommended
Fixture count	Toilets [] · Sinks and lavatories [] · Tubs and showers [] · Hose bibs [] · Laundry [] · Dishwasher and ice maker lines []
Gas appliances (if we service gas)	

2. What this agreement covers

2.1 Coverage is per home. The benefits in this agreement (the annual inspection, water heater

service, the repair discount, priority service) apply only to the service address on page 1 and the equipment listed in Section 1. They do not apply to a rental, a second home, or a detached building unless it is listed.

2.2 Adding equipment. Either of us can ask to add a water heater or another item at the price on page 1, or remove one, by email or text. We will send you an updated Section 1 to confirm. Equipment added part way through the plan year is billed for the months remaining.

2.3 Replaced equipment. If you replace a listed water heater or other item, tell us and we will update Section 1 at no charge. The new unit is covered from the date we update the schedule.

2.4 Multi-unit and rental properties are quoted separately.

3. Included maintenance visits

3.1 The annual visit. Each plan year includes **[1]** whole-home plumbing inspection with water heater service, for the home and the equipment in Section 1. Tiers in Appendix A add a sewer camera inspection, a backflow test, or tankless descaling.

3.2 Visit window. The annual visit is scheduled between **[Month]** and **[Month]** each plan year. We may offer dates outside this window when our schedule allows. If the plan started mid-year, the first visit is scheduled within 60 days of the Start Date.

3.3 What the annual visit includes. As it applies to the home, our plumber will:

- Water heater, tank type: drain and flush the tank to clear sediment, test the temperature and pressure relief valve, check the drain valve, thermostat setting, gas connection and venting (gas units) or heating elements (electric units), check the expansion tank charge where fitted, and check for leaks at every connection. Inspect the anode rod every **[2]** plan years, or sooner where the water is hard, and record the date in Section 1.1. A replacement rod is quoted at your member discount.
- Water heater, tankless: inspect the unit, clean the inlet filter, and check venting and condensate. Descaling (a vinegar or descaler flush of the heat exchanger) is included only where Appendix A says so; otherwise it is quoted.
- Water pressure: test static pressure at a hose bib and record it in Section 1.3. Over 80 psi, we will recommend a pressure reducing valve and explain why.
- Shutoffs: locate and exercise the main water shutoff and the stops under each sink and toilet, and tell you where the main is.
- Toilets: dye-test each toilet for a silent leak, check the flapper, fill valve and supply line, and check that the base is solid.

- Sinks, tubs and showers: check faucets and drains for leaks and slow flow, clean faucet aerators, and check the traps and supply lines you can see.
- Appliance lines: check washing machine hoses, the dishwasher and ice maker lines, and the hose bibs outside.
- Drain, waste and vent piping: inspect the accessible piping for leaks, corrosion and signs of a slow drain.
- Sump pump: pour-test the pump, check the float, check valve and discharge line, and test the battery backup where fitted.
- Water softener or filtration: check settings, salt level and filter condition where listed in Section 1.2.
- Gas connections: inspect the accessible connections at the water heater and other appliances, only where our license covers gas.
- Report: a written report of what we found, with photos of anything we recommend you repair, and the price for that repair after your member discount.

3.4 Backflow test (where included). If a backflow preventer is listed in Section 1.2 and your tier includes testing, we will test it once per plan year, inside the month your water utility requires, using a tester certified in this state. Where the utility accepts reports from the tester, we file the test report for you and send you a copy. Where the utility requires the owner to file, we give you the completed report within 5 business days of the test. You remain responsible to the utility for keeping the assembly in compliance. Repairs to an assembly that fails are quoted at your member discount.

3.5 Booking the visits. Getting each visit on the calendar is a shared job, and this section says what each of us does:

- We will send you a booking link or a booking request by text or email at least **[3]** times during the visit window, on different dates. We keep a log of each one. For a backflow test we start at least 60 days before the utility's due month.
- You can book at any time, without waiting for us, by calling or texting **[Phone]**, emailing **[Email]**, or using the booking link.
- Someone 18 or older must be home to give our plumber access to the water heater, the fixtures and the shutoffs. If you miss a confirmed appointment without telling us at least 24 hours ahead, that appointment counts as one of our booking offers under this section and Section 4. We will still offer to rebook.

3.6 Rescheduling. If we need to move a confirmed appointment, we will offer you a new date within **[10]** business days. A visit we move does not count against you under Section 4.

4. When a paid visit expires

4.1 The rule. You paid for every visit in Section 3. A visit expires at the end of the plan year only if we made at least three documented booking offers during its visit window (under 3.5) and the visit was still not booked.

4.2 If we made fewer than three offers. The unused visit carries over for 60 days into the next plan year. If you do not renew, you can still use it within 60 days after the plan year ends.

4.3 Backflow tests do not carry over. The utility's deadline does not move, so a backflow test that was not done by its due month is not owed in the next plan year. If the test was missed because we did not offer dates, we will test at no charge and pay any late fee the utility charges you.

4.4 No cash refunds for unused visits. Visits are not refunded in cash at the end of the plan year. If you cancel mid-year, Section 8 says what is refunded.

5. Repair discount and fees

5.1 The discount. You get **[10]**% off our standard price for repair parts and labor and for drain cleaning at the service address while this agreement is active and paid up. The discount shows as a line on each invoice.

5.2 What it does not cover. The discount does not apply to a water heater replacement, a repipe, a sewer or water service line replacement, or anything priced as a quoted project, unless Appendix A gives a separate rate for it.

5.3 Discounts you already received. Discounts we already gave you stay given. The one exception: if you cancel this agreement within 90 days of a discounted repair, we may add the discount amount on that repair back to your final bill, up to **[\$[Cap]]**. We will show that amount on the final invoice.

5.4 Dispatch fee. ☐ Dispatch fee waived during business hours ☐ Dispatch fee waived at all hours ☐ Not included in this tier. Standard dispatch fee: **[\$[Amount]]**. After-hours rate: **[\$[Amount]]**.

6. Priority service

6.1 What it means. When you call for a repair, we schedule you ahead of non-members. Priority is a place in line. It is not a guaranteed response time.

6.2 What it does not mean. During a hard freeze or a holiday week we may still be booked out for days. We will tell you the earliest time we can honestly offer, and we will tell you if that

changes.

6.3 Emergencies. A burst pipe or an active leak you cannot stop at the main is an emergency and goes to the front of the line for every customer, member or not. The member benefit is the waived or reduced fee in 5.4 and the discount in 5.1.

7. Price and payment

7.1 What you pay. The price on page 1, for the home and the listed equipment, for the plan year. Tax is added where the law requires it.

7.2 Monthly billing (card on file). If you chose monthly billing, we charge \$[**Monthly Amount**] to your card or bank account on file on the [**Day**] of each month. By signing, you authorize us to charge the payment method on file for the amounts and on the schedule in this agreement, and for renewals under Section 8, until you cancel. You can change the payment method at any time by contacting us. We will tell you at least 10 days before any charge that differs from the usual amount.

7.3 Annual billing. If you chose annual billing, the full plan year price is due at signing. We will send you a renewal notice under Section 8 before charging or invoicing the next plan year.

7.4 Failed payments. If a charge fails, we will retry it up to [**2**] more times over the following 14 days and tell you by text or email each time it fails. If the payment is still unpaid 30 days after the first failed charge, plan benefits pause until it is paid. We will never cancel your plan for a failed payment without telling you first, in writing.

7.5 Late annual payments. An annual invoice unpaid 30 days after its due date pauses plan benefits until it is paid. There is no late fee.

8. Term, renewal and cancellation

8.1 Term. This agreement runs for one plan year, from the Start Date to the End Date on page 1.

8.2 Renewal. This agreement renews for another plan year at the end of each term unless you or we cancel. At least 30 days before the renewal date we will send you a renewal notice by email or text that states the renewal date, the renewal price, and how to cancel. If the price is going up, the notice will say so, and the new price applies only after the notice.

8.3 How to cancel. You can cancel at any time by email to [**Email**], by text to [**Phone**], or by mail to the Company address on page 1. We will confirm your cancellation in writing within 5 business days. There is no cancellation fee. If you signed up online, you can also cancel online

at [\[Link\]](#).

8.4 What happens to money already paid. Monthly plans end at the end of the paid month; no further charges. Annual plans: if you cancel before the end of the plan year and the annual visit has not been performed, we refund \$**[Amount]** for that visit, minus any discount charge-back under 5.3. If the visit has been performed, the plan year is used up and there is no refund. We will send any refund within 30 days.

8.5 Our right to cancel. We may cancel this agreement with 30 days written notice, and immediately if we cannot safely access or service the plumbing. If we cancel, we refund the same way as 8.4 with no charge-back.

8.6 State law. Some states have automatic renewal laws that add rules about disclosure, renewal reminders and cancellation. Appendix B lists the ones we know about. Where a state law requires more than this section, the state law applies.

9. What is not included

- Repair parts and repair labor beyond the visit checklist in 3.3. These are quoted and billed at your discounted rate.
- Leak detection beyond the visual inspection, slab leaks, and leaks inside walls or under floors.
- Sewer line and water service line repair or replacement, repiping, and root removal beyond a standard drain cleaning.
- Camera inspection where the home has no accessible cleanout, unless we quote and install one.
- Frozen or burst pipes, and damage from freezing, flooding, sewer backups, or a power failure to a sump pump.
- Water treatment media, filters and salt, unless your tier includes them.
- Fixtures, parts or appliances you supply. We can install them for labor at your discounted rate, but we do not warrant the part.
- Code upgrades, permits, and work required by a change in the law.
- Problems that existed before the first visit. We will document them in writing at that visit, with photos, so both of us know where the system started.
- Well pumps, septic systems and irrigation systems, unless listed in Section 1.2.
- Equipment we cannot reach safely, or that the manufacturer no longer supports with parts.

10. Our responsibility

10.1 Workmanship. We warrant the maintenance work we perform for **[30]** days. If something we did was not done right, we will come back and fix it at no charge.

10.2 Equipment failures. Maintenance reduces breakdowns; it cannot prevent every one. We are not responsible for the failure of a water heater, pump or fixture unless our negligence caused it.

10.3 Older water heaters. A drain valve or a shutoff that has not been opened in years may not reseal after it is used. Before we flush a tank or exercise a valve that looks original to an older unit, we will tell you the risk and get your go-ahead. If you tell us to skip it, we note that in the report and the flush is not owed. If a valve we operated with your go-ahead fails, we replace it at your member discount for parts and no charge for labor on that visit.

10.4 Insurance and damage. We carry liability insurance (certificate available on request). We are responsible for damage to your property caused by our negligence.

10.5 Limit. Except where the law does not allow this limit, and except for damage caused by our negligence, our total responsibility under this agreement is limited to the amount you paid us in the current plan year.

11. General terms

11.1 If you move. If you sell the home, this agreement can transfer to the new owner at the same address; tell us and we will update the Member details. If you move within our service area, we can transfer the plan to your new address and update Section 1. The price may change if the equipment differs.

11.2 Changes. Changes to this agreement must be in writing (email or text counts) and confirmed by both of us.

11.3 Whole agreement. This document, including Appendix A, is the whole agreement between us about maintenance of the plumbing at the service address. Repair work is quoted separately.

11.4 Disputes. If there is a problem, either of us will contact the other in writing first and give 15 days to fix it. If that does not work, either of us can take the matter to small claims court or the local courts of **[County, State]**. This agreement is governed by the laws of the State of **[State]**.

11.5 Notices. We send notices to the email and phone on page 1. Tell us if they change.

Signatures

Company	Member
Signed: _____ Name: [Name] Title: [Title] Date: [Date]	Signed: _____ Name: [Member Name] Date: [Date]

Signing electronically (typed name, e-sign service, or a reply of "I agree" to this document by email) counts as signing.

Appendix A: Plan tiers

These are example tiers with example prices. Put in your own. One whole-home inspection with a tank water heater flush is the standard residential plumbing plan; the tiers differ in the discount, the dispatch fee, and whether the sewer camera, backflow test and tankless descale are included. Keep the middle tier the one you want most people to pick.

Benefit	Bronze	Silver	Gold
Whole-home inspection per year (Section 3.3)	1	1	1
Tank water heater flush and T&P test	Included, 1 heater	Included, 1 heater	Included, up to 2 heaters
Anode rod inspection	Every 2 years	Every 2 years	Every year
Tankless descaling	Add-on, \$[100]	Add-on, \$[100]	Included
Main sewer camera inspection (accessible cleanout)	Not included	Not included	1 per year
Backflow preventer test and report (Section 3.4)	Add-on, \$[Amount]	Add-on, \$[Amount]	Included
Repair and drain cleaning discount (Section 5)	10%	15%	15%
Water heater replacement discount	None	5%	10%
Priority service (Section 6)	Yes	Yes	Yes
Dispatch fee	Standard	Waived, business hours	Waived, all hours
Labor warranty on member repairs	Standard	Extended to [2 years]	Extended to [2 years]
Price per home per year	\$[149]	\$[219]	\$[329]

Benefit	Bronze	Silver	Gold
Or per month, card on file	[\$14]	[\$19]	[\$29]
Each additional tank water heater	[\$50]	[\$50]	Included, up to 2
Tankless water heater surcharge	[\$100]	[\$100]	Included

Pricing check before you fill this in: a plumbing plan is usually one visit, so the whole annual price rides on it. Add up the plumber's time (a flush plus a full inspection runs 1.5 to 2 hours), the drive, and the truck, and compare that with the annual price. If the plan price barely covers the visit, the plan is a marketing cost that pays through the repairs the inspection finds, and that is fine as long as you know it. Notes on the math are on the template page at usedeepsel.com.

Appendix B: State and utility notes (not legal advice)

General information to help you ask a local attorney the right questions. Not legal advice; laws change. Verified September 2026.

Automatic renewal laws

A growing list of states regulate contracts that renew on their own, including plans billed monthly to a card on file. California, New York, Massachusetts, Minnesota and Virginia have updated their rules recently, Colorado added a one-step online cancel rule in 2026, and other states have older statutes. The common requirements are: clear disclosure of the renewal terms before the customer agrees, the customer's affirmative consent to the card-on-file charge, a reminder before the renewal, and a way to cancel that is as easy as signing up (online if they signed up online). Sections 7 and 8 of this agreement are written to fit those requirements. Your state may set a specific notice window, specific wording, or a limit on how you present offers when someone cancels. Ask your attorney which apply to you.

Florida

Florida's service warranty statute (Florida Statutes 634.401) treats a maintenance service contract as a regulated "service warranty" if it is written for one year or longer, or if it gives the customer a discount on parts and labor of more than 20 percent, or if it includes indemnification. A regulated service warranty requires a license and financial requirements under Chapter 634, Part III. Many Florida contractors write their agreements for less than one year (364 days, for example) and keep the repair discount at 20 percent or below to stay inside the exemption. Set the End Date on page 1 and the discount in Section 5 with that in mind, and confirm with a Florida attorney.

Backflow testing rules come from the water utility

Test frequency, tester certification and who files the report are set by the water utility or the county, not by this agreement. Most require a test once every 12 months by a certified tester, with the report filed within a set number of days, and they can fine the owner or shut off water for a missed test. Write the utility's due month into Section 1.2, and confirm whether your utility accepts reports filed by the tester or requires the owner to file.

Gas work

Only inspect gas connections where your license and your insurance cover gas. If they do not, strike that line from Section 3.3.

Prepaid visits in any state

Money you collect for a visit you have not done yet is money you still owe. Keep a running count of visits owed versus visits delivered, so you always know the size of that debt and no customer has to argue about it.

When to pay a lawyer for an hour

- Before you sell prepaid annual plans in Florida or another state with a service contract or warranty statute.
- Before you bill monthly to a card on file in California, New York, Massachusetts, Minnesota, Virginia or Colorado.
- Before you take on backflow filing for customers, so the responsibility split in 3.4 matches what your utility expects.
- Before you offer any plan longer than one year.

An hour of local review usually costs \$200 to \$400. One complaint to a state regulator costs more.

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