

# Service Level Agreement (SLA) for HVAC Services

**Date:** [Insert Date]

**Contractor Name:** [Insert Contractor Name]

**Client Name:** [Insert Client Name]

**Address:** [Insert Address]

## 1. Introduction

This Service Level Agreement outlines the HVAC services to be provided by [Contractor Name] to [Client Name].

## 2. Scope of Services

The services covered under this agreement include:

- Installation of HVAC systems
- Routine maintenance and inspections
- Emergency repair services
- Replacement of HVAC components

## 3. Service Standards

The contractor agrees to meet the following standards:

- Response Time: [Insert Response Time]
- Resolution Time: [Insert Resolution Time]
- Availability: [Insert Availability Hours]

## 4. Performance Metrics

The performance of the contractor will be evaluated based on:

- Customer Satisfaction Surveys
- Timeliness of Service Delivery
- Quality of Workmanship

## 5. Payment Terms

Payment for services will be made as follows:

- Hourly Rate: **[Insert Hourly Rate]**
- Payment Schedule: **[Insert Payment Schedule]**

## **6. Term and Termination**

This agreement shall commence on **[Insert Start Date]** and remain in effect until **[Insert End Date]**. Either party may terminate this agreement with written notice.

## **7. Signatures**

By signing below, both parties agree to the terms outlined in this Service Level Agreement.

**Signature of Contractor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature of Client:** \_\_\_\_\_ **Date:** \_\_\_\_\_