

Preventative Maintenance Plans

*Our Comfort & Protection Maintenance Plans are designed to ensure you are getting the maximum life and efficiency out of your heating and cooling equipment. Participating in our agreements can create **great savings** on your utility or fuel expenses, plus any unexpected repairs.*

“Bonus Bucks” – For each consecutive year that you are on a Comfort & Protection Service Agreement you will receive \$50 in loyalty credits that can be used toward new equipment. (see chart on back)

It is our goal to provide our customers with “always dependable” service, 24 hours a day; so, sleep comfortably knowing you are on a Comfort & Protection Maintenance Agreement!



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Silver Preventative Maintenance Plans

Oil Heat

- ▶ Annual tune-up – 24 point check
- ▶ 20% off all repairs (parts and labor)
- ▶ 20% off diagnostic fees
- ▶ Priority Service
- ▶ \$50 Bonus Bucks*
- ▶ \$500 off new Oil or Propane Furnace[⌘]
- ▶ No after-hours charges on repairs

Annual Precision Tune-Up

1. Check for no carbon monoxide risks
2. Replace nozzle and fuel filter as needed
3. Check and adjust all safety controls
4. Check primary control and clean contactor
5. Inspect and clean flue pipe, and draft regulator
6. Inspect electrodes and nozzle assembly
7. Clean burner controls & fan blades
8. Adjust burner for maximum efficiency
9. Inspect and vacuum heat exchanger & combustion chamber (check for dangerous cracks)
10. Lubricate motors, bearings, and all moving parts
11. Check electronic ignition controls
12. Check complete furnace cycle
13. Clean chimney base
14. Inspect blower assembly
15. Check voltage and amperage to all equipment
16. Check connections and wiring
17. Test functionality of oil pump and lines
18. Test temperature drop/rise between return and supply
19. Inspect for worn bearings
20. Check fan control
21. Clean or replace pump strainer
22. Perform System Evaluation
23. Ensure the customer is informed about their equipment and advise of necessary repairs/recommendations
24. Replace customer supplied air filter

Propane & Natural Gas

- ▶ Annual tune-up – 20 point check
- ▶ 20% off all repairs (parts and labor)
- ▶ 20% off diagnostic fees
- ▶ Priority Service
- ▶ \$50 Bonus Bucks*
- ▶ \$500 off new Oil or Propane Furnace[⌘]
- ▶ No after-hours charges on repairs
- ▶ Gas Log & Generator plans also available.

Annual Precision Tune-Up

1. Check for no carbon monoxide risks
2. Check and adjust all safety controls
3. Check for leaks
4. Check and adjust thermostat
5. Clean pilot assembly
6. Clean burner and controls
7. Adjust burner for maximum efficiency
8. Inspect and clean heat exchanger
9. Lubricate motors, bearings, and all moving parts
10. Check voltage and amperage to all equipment
11. Replace customer supplied air filter
12. Check connections and wiring
13. Inspect blower assembly
14. Check condensate pan for drainage
15. Check temperature rise
16. Inspect for worn bearings
17. Check fan control
18. Check gas pressure at gas valve
19. Inspect and clean flue pipe and draft diverter
20. Ensure the customer is informed about their equipment and advise of necessary repairs/recommendations.

Air Conditioning & Heat Pumps

- ▶ Annual tune-up – 17 point check
- ▶ 20% off all repairs (parts and labor)
- ▶ 20% off diagnostic fees
- ▶ Priority Service
- ▶ \$50 Bonus Bucks - Loyalty Credit*
- ▶ No after-hours charges on repairs

Annual Precision Tune-Up

1. Check and adjust all safety controls
2. Check operating pressures and temperatures
3. Check and adjust thermostat
4. Test temperature drop/rise between return and supply
5. Lubricate motors, bearings, and all moving parts
6. Check voltage and amperage to all motors
7. Check connections and wiring
8. Replace customer supplied air filter
9. Check compressor contactor
10. Inspect blower assembly
11. Adjust blower speed if necessary
12. Inspect for worn bearings
13. Clear outside condenser of debris
14. Check & flush condensate drain line
15. Check condenser coil and evaporator coil
16. Inspect start capacitor and relay
17. Ensure the customer is informed about their equipment and advise of necessary repairs/recommendations.

Generator Service & Commercial Service Plans available upon request.

*Bonus Bucks can be spent toward new equipment (chart shown on back), but expire if you do not renew your agreement.

⌘System must be condemned by our technician.



TERMS AND CONDITIONS

1. Our Service Plans offer a 20% discount on diagnostic and repair charges, plus an annual precision tune-up.
2. **Service plans are in effect for 12 months and are auto-renewing each year thereafter at prevailing rates. We will indicate our acceptance of a service plan by issuance of an invoice.** Client reserves the right to cancel any agreement upon the annual renewal date by notifying us prior to the completed service.
3. Annual precision tune-ups may be scheduled at any time during the service plan year. Through a regular program of postcard reminders and follow-up phone calls, We will make every attempt to schedule the tune-up; however, this responsibility is shared with the client who must make the unit accessible to be worked on during normal working hours.
4. Service plans are transferrable to new owner or renters at transfer of property's ownership or tenancy or may be voided at request, but no amount is refundable.
5. Our responsibility under a service plan will automatically cease if service or any parts or equipment, **including fuel** if applicable, covered by the plan is purchased from another source or if a client's account is past due.
6. Priority Service is defined as scheduling ahead of non-agreement clients. Most calls are answered within 24 hours. However, longer response periods can be encountered during peak periods. We make no guarantee of any specific response time.
7. To help hold down the price of our plans by eliminating unnecessary service calls, our clients are expected to make sure the thermostat or humidistat is properly set and check all switches including circuit breakers or fuses. Clients are also expected to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.).



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8. **Replacement of the entire unit or the following systems and devices are not covered under either plan: refrigerant leak tests and repairs, compressors, heat exchangers (unless noted on Plan), refrigerant recovery, freon, air filters, condenser coils, duct systems, evaporator coils, radiators, registers and grills, heating system piping other than piping near boiler, electrical service from breaker to unit, gas and domestic water lines to unit.**
9. Parts and labor not covered by service plan will be billed at prevailing rates.
10. The plans do not cover non-maintenance work or acts of God such as: work required because of fire, lightning, explosion, flood, theft freezing or breaking of pipes, sabotage, or shortage of electrical, gas or water supply, electrical work beyond the units, cleaning of ducts, painting, moving of equipment or correction of installation or design deficiencies, or expense caused by improper operation, negligence or misuse of the equipment or damage from any cause that is external or that does not arise solely and directly out of the operation of this equipment. If you request such service, it will be charged at prevailing rates.
11. We reserve the right to cancel any agreement without notice and refund the unused portion of the agreement.
12. We will endeavor to render prompt and efficient service, but it is expressly agreed that we shall in no event be liable for damage of loss caused by delay or any loss arising out of the performance of this agreement.
13. The obligation to furnish replacement parts is subject to availability through normal supply sources. We shall not be liable for failure or delay to provide the service if failure or delay results from availability of parts, the supply of fuel or for any reason beyond our control.
14. The Loyalty Reward Bonus Bucks equipment replacement program gives each client with any Service Plan a \$50 credit for each consecutive year that a plan is in place toward the purchase of a replacement furnace, heat pump, oil boiler, central A/C system, oil burner or oil tank up to up to the amount specified in the equipment chart. It cannot be used for repairs, installation of accessories or any other purchases to pay any outstanding balance to us. **All Bonus Bucks reward**

credits are eliminated if client cancels their service plan.

15. The Loyalty Reward Bonus Buck allowance is not transferrable and cannot be paid in any form in lieu of purchase.
16. The equipment being replaced must have been covered under a current service plan with us.
17. We reserve the right to modify this program, including terminating it without prior notice.
18. We shall not be liable for clients failure to use ordinary care in equipment operations, including but not limited to: failure to keep adequate water in boiler, fuel in tank (if applicable), failure to turn on emergency switch, thrown circuit breakers, filter changes or any other cause unrelated to normal operation.
19. Our Gold Plan is offered to those existing customers who are approved and would like to renew the Gold Plan. The Gold Plan is no longer applicable for units that are not already covered. Our Gold Plan covers labor and listed parts when you have a problem with your covered equipment, plus an annual precision tune-up.
20. These agreements cover residential units. Commercial quotes are available upon request.

BONUS BUCKS

You may allocate your Bonus Bucks for the following list of equipment up to the specified dollar amount.

Oil Boiler	\$700
Oil & Propane Furnace	\$700
Dual Fuel System	\$600
Natural Gas Furnace	\$500
Generator	\$400
Central A/C System	\$350
Heat Pump	\$350
Oil Tank	\$400
Heat Exchanger	\$200
Oil Chamber	\$200
Oil Burner	\$100

*Best in Service,
Best Value in Town!*

**Comfort &
Protection**
SERVICE AGREEMENTS

