

## CUSTOMER ASSURANCE PLAN



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Our Customer Assurance Plans are designed to inspect, clean and maintain your comfort system to promote reliability, safety and efficiency. Each plan establishes inspection criteria for a complete performance check of the system. Our goal is to provide protection against major breakdowns. You are assured to have professional, reliable service at a great value if a problem arises with a covered system.

Consult our service department for residences or facilities with 3 systems or more.

<b>Plan A: Gas Furnace</b>	<b>\$139.00</b>
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*Provides 1-year Customer Assurance Coverage and one maintenance inspection.*

<b>Plan B: Oil Fired Furnace</b>	<b>\$258.00</b>
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*Provides 1-year Customer Assurance Coverage and one maintenance inspection.*

*Inspection includes oil nozzle and oil filter replacement and vacuum as required.*

<b>Plan C: Central Air Conditioner System</b>	<b>\$139.00</b>
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*Provides 1-year Customer Assurance Coverage and one maintenance inspection.*

<b>Plan D: Heat Pump System with Gas or Electric Furnace</b>	<b>\$322.00</b>
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**This plan includes Plan A or Plan E for back-up heating appliance**

*Provides 1-year Customer Assurance Coverage and two maintenance inspections.*

<b>Plan D: Heat Pump System with Oil Furnace</b>	<b>\$449.00</b>
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**This plan includes Plan B for oil furnace back-up heating appliance**

*Provides 1-year Customer Assurance Coverage and two maintenance inspections.*

*Plan B: Oil Fired Furnace inspection items are included.*

<b>Plan E: Electric Furnace</b>	<b>\$139.00</b>
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*Provides 1-year Customer Assurance Coverage and one maintenance inspection.*

<b>Plan H: Humidifier (Requires heating or cooling Plan)</b>	<b>\$38.00</b>
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*Provides humidifier maintenance inspection during heating or cooling inspection. Water panel or media pad replacement is included.*

<b>Plan F: Electronic Air Cleaner (Requires heating or cooling plan)</b>	<b>\$38.00</b>
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*Provides cleaning and inspection of filaments, cells and power supply assembly for electronic air filters with washable media or cells.*

<b>Custom Services: Additional service or material during Inspection visit(s)</b>	<b>Priced on request</b>
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*You can add an additional special request products such as high efficiency media air filters or other product desired during a Plan inspection visit*

### ***Customer Assurance Coverage provides:***

***Up to 15% discount on required repairs as a value rate customer***

***Priority scheduling, faster service than non agreement customers***

***A one year guarantee on all repairs made to covered equipment***

***Up to 15% OFF on our plumbing services exclusively for plan customers***

***24 hour emergency service with no additional overtime charge on covered systems***

**Terms and Conditions listed on reverse side**

# **Customer Assurance Plans**

## **Terms and Conditions**

We agree to check, clean and maintain your comfort system to promote reliability, safety and efficiency. Maintenance inspections provided by this program will be scheduled Monday thru Friday 8:00am to 4:00pm. As a Value Rate customer you will receive a discount of up to 15% on all repairs we provide. This discount applies to all heating, air conditioning, plumbing and electrical repairs provided by Joseph Frederick and Sons.

Labor, parts, refrigerant or repair calls are NOT INCLUDED and will be subject to extra cost at the Value Rate.

Repair pricing is provided upfront. repairs are subject to your approval before performed. All parts and labor for repairs made to covered equipment are guaranteed for the period of one year. We do not, of course, provide a guarantee on parts or services other than those we provide. After hours emergency service calls will be subject to the same dispatch or trip charge and repair prices as normal business hours.

The term of this agreement is one year from the date of purchase. A renewal notice will be provided prior to expiration. This agreement may be transferred to new property owner or to new equipment we install.

This agreement is not valid and maintenance is not available unless agreement is paid in full.

## **SUMMARY OF INSPECTION VISIT SERVICES**

### **PLAN A**

#### **GAS FURNACE OR BOILER**

- Check thermostat and controls
- Inspect electrical components
- Change/clean air filter
- Clean and check burners and ignition
- Check for combustion leaks
- Check flue for proper draft
- Monitor CO2
- Check vent pipes
- Check temperature rise (forced air furnace)
- Inspect and lubricate motors
- Measure volts/amps
- Test response of safety controls

### **PLAN C**

#### **AIR CONDITIONER**

- Check thermostat and controls
- Inspect electrical components
- Change/clean standard air filter
- Check for oil and refrigeration leaks
- Check refrigeration pressures
- Check temperature split
- Inspect coils for cleanliness
- \*Clean accessible coils
- Clean condensate drain
- Inspect blower
- Lubricate all motors and bearings

### **PLAN E**

#### **ELECTRIC FURNACE**

- Check thermostat and controls
- Check electrical connections
- Change/clean standard air filter
- Check amperage draw
- Inspect and lubricate blower
- Test safety controls

### **PLAN B**

#### **OIL FURNACE OR BOILER**

- Check thermostat and controls
- Inspect electrical components
- Change/clean air filter
- Replace oil filter and oil nozzle
- Clean, adjust and lubricate burner
- Brush and vacuum heat exchanger as required
- Combustion test and adjust
- Check for proper draft
- Check temperature rise (forced air furnace)
- Inspect and lubricate motors
- Measure volts/amps
- Test response of safety controls

### **PLAN D**

#### **HEAT PUMP**

- Check thermostat and controls
- Inspect electrical components
- Change/clean standard air filter
- Check defrost controls and reversing valve
- Check for oil and refrigerant leaks
- Check refrigerant pressures
- Check temperature split
- Inspect coils for cleanliness
- \*Clean accessible coils
- Clean condensate drain
- Inspect blower
- Lubricate all motors and bearings

### **PLAN H**

#### **HUMIDIFIER**

- Clean humidifier
- Replace media pad
- Check and clear drain
- Check operation of humidistat
- Start-up humidifier for season

**\*Inaccessible coils, coils requiring heavy cleaning due to abnormal dirt accumulation are subject to additional charges.**