

Silver Plan

The **Silver Plan** includes a seasonal precision tune-up and professional cleaning (one heating, one cooling) to maximize system efficiency (see checklist below) you'll also receive a 15% discount on parts, labor, and on overtime costs. Tune-ups are performed during regular working hours. Heat pumps are serviced twice a year. The **Silver Plan** also gives you priority service and written guarantees for your peace of mind.

Gold Plan

The **Gold Plan** gives you all of the coverage of the **Silver Plan** PLUS 100% of the cost of labor. In addition, the **Gold Plan** covers all repairs or replacement of any internal operating part(s) of the covered piece(s) of equipment listed on the reverse side of this Agreement. There are no overtime charges and all diagnostic fees are waived. The **Gold Plan** coverage goes into effect after your system receives a satisfactory rating.

**Certain conditions apply.*

PROFESSIONAL CLEANINGS INCLUDE THE FOLLOWING:

Precision Heating Tune-Up

Furnace: (*Warm air systems – natural gas, fuel oil or LP gas*)

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| 1. Clean heat exchanger / flue / smoke pipe.* | 7. Test fan switch. |
| 2. Clean burner.* | 8. Check thermostat calibration. |
| 3. Clean safety controls.* | 9. Check for combustion air. |
| 4. Clean blower wheel.* | 10. Adjust belts and pulleys.* |
| 5. Lube motors and bearings. | 11. Inspect wiring. |
| 6. Inspect gas and oil lines. | 12. Take efficiency test. |

Hot Water Boiler: (*Hot water or steam systems – natural gas, fuel oil, or LP gas*)

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| 1. Clean heat exchanger / flue / smoke pipe.* | 5. Drain expansion tank.* |
| 2. Clean burner.* | 6. Test flow control. |
| 3. Oil circulator. | 7. Check low water cut-off.**** |
| 4. Test temperature / pressure control. | 8. Adjust pressure-reducing valve.* |
| | 9. Check and adjust system pressure. |

Precision Cooling Tune-Up

Central A/C and Heat Pump / Geothermal systems:

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|---------------------------------------|--|---|
| 1. Clean condenser coil.* | 10. Check amperage on motors. | 18. Test reversing valve.*** |
| 2. Clean accessible evaporator coil.* | 11. Analyze capacitors / contactor / relays. | 19. Test auxiliary heat strips.*** |
| 3. Clean blower wheel.* | 12. Test crankcase heater. | 20. Test pressure / temperature of loop. (GEO only) |
| 4. Verify refrigerant charge. | 13. Clean condensate drain pan.* | 21. Flow test.(GEO only) |
| 5. Replace or clean filter.** | 14. Inspect wiring. | |
| 6. Adjust pulleys and belts.* | 15. Visually inspect ductwork. | |
| 7. Test thermostat and calibration. | 16. Record temperatures and pressures. | |
| 8. Lube motors and bearings. | 17. Test defrost timer.*** | |
| 9. Test controls and safeties. | | |

**As Required
**Customer Supplied
***Heat Pump Sys Only
****Steam only*

Loyalty Credits (Silver Plan and Gold Plan)

You earn \$50 in Loyalty Credits for each consecutive year you purchase a Silver Plan or Gold Plan, up to a total of \$500. These credits remain in force as long as you are a service plan customer. You can apply your credits (up to the maximum above shown below) to the following products you purchase from us:

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| \$300 – Boiler | \$50 – Central Humidifier |
| \$250 – Furnace | \$50 – Central Air Cleaner |
| \$200 – Central A/C system or Heat Pump | \$50 – Ultraviolet (UV) Light Air Purifying System |

Other Options (Silver Plan and Gold Plan)

- Water Heaters •Humidifiers •Electronic Air Cleaners
- Condensate Pumps •Programmable Thermostats

Loyalty credits can be used towards the cost of replacing your current heating and air conditioning system currently covered under this Agreement. Loyalty credits are not transferable to other persons or property and are not able to be saved if Agreement is terminated or suspended by either party.