

Heating Oils, Diesel Fuels, Kerosene, Heating & Air Conditioning, Sales Service Installation

Air Conditioning and Heat Pump Protection Plan

Preventative Maintenance & Annual Check Up Plan

Emergency Service Call Fee—**No Charge**

Parts and Labor will be charged at prevailing rates

16 Point Cooling Tune-Up

Check Wiring Connections, where accessible
Check Air Filter, replace if customer supplied
Check Voltage and Amperage to all Motors
Check Air Temperature across Indoor Coil
Check Blower and Lubricate if necessary
Check for adequate Refrigerant Charge
Check Condensate Pan and Drain Line
Check Reversing Valve Operation
Check Belts, adjust if necessary
Check Condenser Contactors
Check Operating Pressures
Check Indoor/Outdoor Coils
Check Outdoor Fan Motor
Check Safety Controls
Check Defrost Cycle
Check Thermostat

Super Cool Protection Plan

Plan Coverage:

- Annual Check up and Preventative Maintenance
- Emergency Service Calls—**No Charge**
- Parts and Labor Coverage as outlined

Parts Coverage:

Blower Bearings (1 set)	Blower Motor (1/3 hp)
Blower Wheel	Cartridge Fuse
Condenser Fan Motor	Condenser Fan
Drive Pulleys	Contactors
Filter Drier	High Pressure Control
Low Pressure Control	Low Voltage Transformer
Refrigerant (up to 2 lbs)	Reversing Valve Solenoid
Sight Glass	Running Capacitor
Starting Capacitor	Starting Relay
Standard Thermostat	Time Delay Relays

SAMPLE



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Master HVAC #2961
An Affiliate of Kustom Heating & Air

Heating Oils, Diesel Fuels, Kerosene, Heating & Air Conditioning, Sales Service Installation

Air Conditioning and Heat Pump Protection Plan General Terms and Conditions

We reserve the right to decline acceptance of this Agreement after inspection of equipment is made by an authorized service representative of our company. Any pre-existing conditions will be corrected at the policy holder's expense, otherwise those conditions and/or their consequences will be specifically excluded from this Agreement.

Residential rates cover single system, air cooled condensers up to five tons. Any equipment larger than five tons will be charged at the Commercial Rate.

This Agreement is limited to coverage as specifically specified in the Plan chosen by the Customer. Labor and parts for any other repairs not listed will be charged at prevailing rates. Performance under this Agreement is contingent upon Customer's account being current at all times.

This Agreement does not include labor or parts made necessary due to fire, flood, lightning, power surges, brownout conditions, water damage, acts of God, intentional destruction, or any other abnormal conditions beyond our control. We will not be obligated for damages resulting from delays or failure to render service due to conditions beyond our control. Obligation to furnish replacement parts is subject to parts availability from our normal sources.

Cooling equipment must be accessible and free of any obstruction which interferes with proper servicing of the equipment.

Annual tune-ups covered under this Agreement must be scheduled between April and June, during normal working hours. It is the customer's responsibility to call our office to schedule such service. This Agreement is limited to the Cooling Season only (May 1—September 30).

This Agreement may be terminated by either party by written notice with no refunds of premiums paid. Payment or signature of this Agreement constitutes acceptance of these Terms and Conditions as stated. In the event of non-payment of this service contract, this Agreement will be considered null and void.

This Agreement is transferable, but not refundable. This Agreement will automatically renew on May 1st following the effective date of this Agreement. This Agreement cancels and supersedes all prior Agreements between the two parties.

Any scheduled calls that are not canceled in advance by the customer and result in a "tagged door" will be assessed a \$35.00 charge.