



GOLD COOLING PLAN



The Gold Cooling Plan offers you basic protection.

- annual tune-up (See Silver Plans document for tune-up lists.)
- no charge for repairs
- priority service for no-cooling emergencies
- no diagnostic fee
- no after-hours charge for no-cooling emergencies

GOLD HEATING PLAN

The Gold Heating Plan provides total protection, covering almost anything that's likely to go wrong with your heating system.

- annual tune-up (See Silver Plans document for tune-up lists.)
- no charge for repairs
- priority service for no-heat emergencies
- no diagnostic fee
- no after-hours charge for no-heat emergencies



Home heating & cooling sales and service
Energy-saving experts

171 Short Beach Road, Branford, CT 06405
203-315-0323 • AirIncHVAC.com

Covered COOLING Parts

Air Inc. will repair or replace, during the life of this agreement, at no extra charge, all of the following parts, which may become defective due to normal wear and tear. Parts not listed may be eligible for a 10% discount.

- | | | | |
|-----------------------------------|-------------------------|-----------------------|---------------------------------|
| ■ accumulator | ■ condenser fan blade | ■ motor protector | ■ starting relay |
| ■ blower motor | ■ condenser fan motor | ■ motor starter | ■ thermostat |
| ■ blower pulley | ■ condenser motor | ■ outdoor fan blade | ■ thermostat subbase (standard) |
| ■ blower wheel | ■ contactor | ■ outdoor fan motor | ■ time delay control |
| ■ compressor (under warranty) | ■ crankcase heater | ■ outdoor unit relay | ■ timer relay |
| ■ condensate pump | ■ expansion valve | ■ potential relay | ■ transformer |
| ■ condenser coil (under warranty) | ■ high pressure control | ■ running capacitor | ■ wiring in condensing unit |
| ■ condenser fan | ■ holding relay | ■ standard air filter | |
| | ■ low pressure control | ■ starting capacitor | |

Covered HEATING Parts

Air Inc. will repair or replace, during the life of this agreement, at no extra charge, all of the following parts, which may become defective due to normal wear and tear. Parts not listed may be eligible for a 10% discount.

CONTROLS

- aquastat relay
- circulator relay
- combination control
- control board
- thermostat (standard or programmable)
- draft regulator
- emergency switch
- fan and limit control
- high limit control
- low limit control
- primary control
- reverse aquastat
- single aquastat
- thermostat subbase
- triple aquastat

OIL SUPPLY PARTS

- exposed oil lines
- Firomatic valve
- fuel filter cartridge
- fuel pump
- fuel pump bleeder
- fuel pump gasket
- fuel pump strainer
- oil line fitting

WARM AIR SYSTEM

- air filters (standard, replaced at time of maintenance only)
- blower bearings
- blower belt
- blower motor (3/4 hp max.)
- blower motor pulley
- blower shaft
- blower wheel pulley

HOT WATER SYSTEM

- zone valve (one) (Honeywell or Taco)
- altitude and temperature gauge
- boiler feeder
- circulator bearing assembly
- circulator cartridge
- circulator complete
- circulator coupling
- circulator impeller
- circulator motor
- circulator motor mounts
- diaphragm expansion tank
- relief valve
- water feeder

OIL BURNER PARTS

- burner air tube
- burner coupling
- burner fan
- burner flange gasket
- burner motor
- burner porcelains
- buss bar leads
- cad cell assembly
- cad cell eye
- electrodes
- end cone
- ignition transformer
- nozzle
- nozzle adapter
- nozzle line
- solenoid coil
- solenoid valve

GAS BURNER PARTS

- burner orifice
- burner tube
- flame sensor
- gas valve
- gas valve orifice
- hot surface ignitor
- low voltage transformer

- pilot burner
- pilot tube
- pressure switch
- thermocouple

VENTING PARTS

- fan inducer motor/assembly
- elbow pipe (one) or flue pipe (one) (1-2 ft., maximum 10-inch diameter)

OTHER OIL PARTS

- fill and vent caps
- tank gauge

SERVICES

- bleed radiators
- drain expansion tank
- drain tubing to condensate
- EAC prefilter cleaning
- purge heating system

ADDITIONAL COVERAGE

WATER HEATER PLAN

This plan is available to clients who purchase a service plan. Coverage is available for oil or gas water heaters. It includes:

- complete safety inspection
- 50% off diagnostic fee
- 10% discount on repairs

Tank leaks are not covered under this plan.

OTHER COVERAGE

- additional heating/cooling unit
- whole-house air cleaner
- whole-house air purifier
- ultraviolet (UV) light
- whole-house humidifier

LOYALTY CREDITS

Each consecutive year that you sign up for a service plan, you earn \$50 in Loyalty Credits, which can be used toward the purchase of new equipment from us.

TERMS & CONDITIONS

1. The Gold Plan covers labor and listed parts when client has a problem with covered equipment. It also includes scheduled routine maintenance.
2. Service plans become effective only after inspection of equipment and systems by AIR INC. All equipment must be brought up to standard before it is accepted for a service plan. Advance payment does not make a plan become effective.
3. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. AIR INC. will indicate its acceptance of a service plan by issuance of an invoice.
4. Service plans are transferable to new owner at option of property seller, or may be voided at seller's request. However, no amount is refundable.
5. AIR INC.'S responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan is procured from another source or if a client's account is past due.
6. Priority Service. Service plan clients receive priority scheduling, ahead of non-plan clients. Most calls are answered within two hours. If client loses heating or cooling, AIR INC. will dispatch a technician within eight hours. However, longer response periods may be encountered during peak periods.
7. To help hold down the price of plans by eliminating unnecessary service calls, clients are expected to make sure thermostat or humidistat is properly set and to check all switches, including circuit breakers or fuses. Clients are also expected to monitor condition of all filters (heating, cooling, humidifier, air cleaner, etc.). AIR INC. will clean/replace filters, as needed, during routine maintenance service.
8. Replacement of entire unit or following systems and devices are not covered under the Gold Plan: oil tank, oil piping, condensing coils, flues, duct systems, evaporator coils, radiators, registers and grilles, and heating system piping other than piping near boiler. The following services are not covered: electrical service from breaker to unit, gas, oil and water leak repairs; refrigerant leak tests and repairs.
9. The following items are not covered under the Gold Plan: compressors, heat exchangers, burners, refrigerant recovery or filters (other than standard 1-inch disposable filters). If heat exchanger or compressor is covered under a manufacturer's warranty, then labor and materials for a replacement system is included.
10. The following items are not covered under the Gold Plan unless separate coverage is purchased: humidifiers, electronic air cleaners, and other accessories not an integral part of heating or cooling system.
11. Parts and labor not covered under a service plan will be charged to client at prevailing rates.
12. Calls to replace dirty filters, balance heat and/or cooling to individual rooms, air bleed hot water radiator systems or repair radiators will be considered chargeable calls.
13. Plans do not cover nonmaintenance work, such as work required due to fire, lightning, explosion, flood or acts of God; freezing or breaking of pipes; sabotage; or shortage of electrical, gas or water supply. Plans do not cover electrical work beyond the heating/cooling units, cleaning of ducts, painting, moving of equipment or correction of installation or design deficiencies; any expense caused by improper operation, negligence or misuse of equipment; or damage from any cause that is external or does not arise solely and directly out of the operation of this equipment. If such service is requested, it will be charged to client at prevailing rates.
14. AIR INC. reserves the right to cancel any agreement without notice and will refund the cost of the unused portion of the agreement.
15. AIR INC. reserves the right to make all calls during regular working hours with the exception of no-heat calls. For safety reasons, no-cooling calls will be made during daylight hours only.
16. AIR INC. will endeavor to render prompt and efficient service, but it is expressly agreed that AIR INC. shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this agreement.
17. The obligation to furnish replacement parts is subject to availability through normal supply sources.
18. Annual 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, AIR INC. 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.
19. The Loyalty Credits program gives each client with a Gold Plan a \$50 credit for each consecutive year a plan is in place. Credits may be used toward the purchase of a replacement furnace, boiler, heat pump, air handler or condensing unit, up to a maximum of \$500. It cannot be used for repairs, installation of accessories or other purchases, or to pay any outstanding balance to AIR INC.
20. Loyalty Credits are not transferable and cannot be paid in any form in lieu of purchase of replacement equipment. Equipment being replaced must have been covered under a service plan with AIR INC.
21. AIR INC. reserves the right to modify the Loyalty Credits program, including termination without prior notice. In the event of program termination, all earned credits will be available for use by client for a period of one year following program termination.