



SILVER COOLING PLAN

The Silver Cooling Plan offers you basic protection.

- annual tune-up
- 10% off repairs
- priority service for no-cooling emergencies
- 50% off diagnostic fee



SILVER HEATING PLAN

The Silver Heating Plan offers you basic protection.

- annual tune-up
- 10% off repairs
- priority service for no-heat emergencies
- 50% off diagnostic fee



Home heating & cooling
sales and service
Energy-saving experts

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14-POINT PRECISION AC/HEAT PUMP TUNE-UP

A tune-up will be performed once during the service agreement term during regular working hours. Please call to schedule. The tune-up includes the following:

1. Lubricate all moving parts.
2. Record operating pressures and temperatures.
3. Clean or replace air filters.
4. Measure refrigerant superheat to fine-tune its charge.
5. Flush condensate drain to protect against overflow.
6. Clean outdoor condenser coil.
7. Clean and check blower motor (and belt if applicable).
8. Test temperature drop at return and supply air. Adjust blower speed.
9. Safety test all controls for proper operation.
10. Meter voltage and amperage in all motors; test for worn bearings.
11. Test condition of compressor contacts.
12. Inspect start and run capacitors and relays for bulges, rust and leaks.
13. Tighten and safety test all wires and connections.
14. Inform client of equipment condition. Recommend any necessary repairs.

16-POINT PRECISION GAS HEATING TUNE-UP

A tune-up will be performed once during the service agreement term during regular working hours. Please call to schedule. The tune-up includes the following:

1. Test carbon monoxide levels.
2. Clean and adjust burners and inspect heat exchanger.
3. Check thermostat operation.
4. Lubricate all motors, bearings, fans and circulator pumps.
5. Clean pilot assembly.
6. Install one 1-inch filter.
7. Test and adjust operation of safety and operating controls.
8. Inspect flue pipe and gas valve.
9. Check blower motor (and belt if applicable).
10. Test and tighten all wiring and connections.
11. Turn exposed dampers to heating position if marked (no balancing).
12. Flush condensate drain to protect against overflow.
13. Check temperature rise.
14. Check fan speeds.
15. Check gas pressure at gas valve.
16. Inform client of equipment condition. Recommend any necessary repairs.

11-POINT PRECISION OIL HEATING TUNE-UP

A tune-up will be performed once during the service agreement term during regular working hours. Please call to schedule. The tune-up includes the following:

1. Clean heating unit, flue pipe and chimney base.
2. Adjust burner for maximum efficiency.
3. Clean and adjust electrode and nozzle assembly.
4. Lubricate all motors, bearings, fans and circulators.
5. Replace oil nozzle, oil filter and strainer.
6. Test and adjust all safety and operating controls.
7. Inspect flue pipe, barometric damper and combustion chamber.
8. Test oil pump operation.
9. Change air filter, if applicable.
10. Check oil tank and lines.
11. Inform client of equipment condition. Recommend any necessary repairs.

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 Silver Plan offers a 50% discount on diagnostic fees and a 10% discount on repairs, PLUS 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: 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 Silver 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 will be an additional cost with a 10% discount.
10. The following items are not covered under the Silver 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 Silver 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. Credits 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.