

Precision Heating Tune-Up

The Preventive Maintenance Plan includes an annual tune-up to prevent breakdowns and reduce your heating costs. A tune-up includes the following:

- Inspect and adjust burners and heat exchanger
- Check thermostat operation
- Lubricate all motors, bearings, fans and circulator pumps (if applicable)
- Check pilot assembly
- Install standard air filter
- Test and adjust operation of safety and operating controls
- Inspect flue pipe and gas valve
- Check blower motor (and belt if applicable)
- Check and tighten all wiring and connections
- Flush condensate drain
- Check temperature rise
- Check fan speeds
- Check gas pressure at gas valve
- Inform customer of equipment condition and recommend necessary repairs

See inside terms and conditions.

See back for additional coverage.

Additional Coverage Options

You can add any or all of these items to your Maintenance Plan:

- air conditioning system or heat pump
- propane fireplaces
- propane space heaters
- oil or propane water heaters

Coverage for each item is billed separately. Please call for pricing.

AR
ACE-ROBBINS, INC.
HEATING OIL / PROPANE



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Propane Heat Preventive Maintenance Plan

- ✓ annual tune-up
- ✓ 20% off repairs

Oil- or Gas-fired Water Heater Plan

This add-on coverage to your heating plan ensures your water heater operates safely and efficiently. The plan includes a 20% repair discount on covered parts and an annual tune-up, performed on the same day as your heating system tune-up.

Loyalty Credits

For each consecutive year you are enrolled in one of our Maintenance Plans, you earn \$50 in Loyalty Credits. You can accumulate up to \$500 in credits and apply them to the following equipment purchased from us.

Boiler	\$500
Furnace	\$350
Heat pump	\$350
Central a/c	\$250
Ductless a/c	\$250
Fireplace	\$250
Oil tank	\$250
Awnings	\$200
Appliances*	\$200
Indirect water heater	\$100
Oil burner	\$100

*Purchases of \$1000 or more

Terms and Conditions

- The Preventive Maintenance Plan (PMP) covers scheduled routine maintenance and provides a 20% discount on repair charges.
- ACE-ROBBINS will not guarantee replacement or repair of parts or equipment that have become obsolete. All replacements of parts are subject to their availability from the supplier. ACE-ROBBINS has the option to declare unit obsolete or irreparable therefore rendering this contract void.
- Maintenance Plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. ACE-ROBBINS will indicate its acceptance of a Maintenance Plan by issuance of an invoice.
- A Maintenance Plan is transferable to a new owner at the option of property seller, or the plan may be voided at seller's request, but there will be no refund of unused portion of the plan.
- ACE-ROBBINS's responsibility under a Maintenance Plan will automatically cease if service or any parts or equipment covered by the plan are procured from another source or if customer's account is past due.
- Maintenance Plan customers receive priority scheduling ahead of nonplan customers. ACE-ROBBINS will provide dependable prompt emergency service 24 hours a day, 7 days a week, 365 days a year.
- To help hold down the price of Maintenance Plans by eliminating unnecessary service calls, plan customers are expected to make sure thermostat or humidistat is properly set and to check all switches and circuit breakers or fuses. Customers are also expected to monitor condition of all filters (heating, cooling, humidifier, air cleaner, etc.). Filters will be cleaned/replaced, as needed, during scheduled routine maintenance
- Replacement of entire unit or the following systems and devices are not covered under the PMP: condensing coils, flues, duct systems, evaporator coils, radiators, registers and grills, and heating system piping, other than piping near boiler. The following services are not covered: electrical service from circuit breaker to unit, gas and water leak repairs, refrigerant leak tests and repairs.
- The following items are not covered under the PMP: 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, labor and materials for a replacement system are included.
- Parts and labor not covered under a Maintenance Plan will be billed at prevailing rates.
- Calls to replace dirty filters, balance heat and/or cooling to individual rooms, perform air bleeding of hot water radiator systems and repair radiators will be considered chargeable calls.
- Maintenance Plans include only repair and replacement of parts that are defective due to ordinary use or wear and tear, based on the judgment of ACE-ROBBINS. ACE-ROBBINS shall be released from liability for failure or delay to provide, within a reasonable period, service called for under the plan when failure or delay results from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortage of electricity, gas or water; freezing or breaking of pipes; government regulations; extreme weather conditions; unavailability of parts; or improper operation, negligence or misuse of covered equipment. If such service is requested, it will be billed at prevailing rates.
- ACE-ROBBINS reserves the right to cancel any plan without notice and refund the unused portion of the plan.
- ACE-ROBBINS reserves the right to make all calls during regular working hours, with the exception of "no heat" calls. "No cooling" calls will be made during regular working hours and will not be made at night or on weekends.
- ACE-ROBBINS will endeavor to render prompt and efficient service, but it is expressly agreed that ACE-ROBBINS shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this plan.
- Annual heating tune-ups may be scheduled at any time during the Maintenance Plan year. Through a regular program of postcard reminders and follow-up phone calls, ACE-ROBBINS will make every attempt to schedule the tune-up; however, this responsibility is shared with the customer. Customer must also make the unit accessible to be worked on during normal working hours.
- Maintenance Plan customers receive \$50 in Loyalty Credits for each consecutive year they renew their plan. Credits, up to a maximum of \$500, may be used toward the purchase of a boiler, furnace, central a/c system, heat pump or water heater. Credits are not transferable and may not be used to pay for repairs, installation of system accessories, other purchases or any outstanding balance to ACE-ROBBINS.