



# Air Conditioning & Heat Pump Savings Plan

No one wants to get caught with a system breakdown during extreme weather. The stress of a broken air conditioner during the height of summer or the dangers of an unresponsive heat pump in the middle of winter. Tune-ups provide confidence that your system will not suddenly give out when it's needed the most.

INCLUDES

- VIP Priority Service
- 10% Off Repairs
- 10% Off Trip Charge
- 5% Off New A/C or Heat Pump Installation
- Free Annual Tune-Up



## Expect the Unexpected

As a homeowner, you live life knowing that it's your responsibility to handle malfunctioning home heating and cooling equipment. Take your HVAC system for example. No one wants to sweat it out waiting for a repair or replacement of an Air Conditioning system.



Our comprehensive Air Conditioning and Heat Pump Savings Plan can help alleviate issues with our thorough Annual tune-up and safety inspection.

If a problem should arise, being an SOS service plan member launches us into immediate action with our VIP Priority Service.

## Service Plans Save Money!

SEE BACK FOR TERMS & CONDITIONS

1. Lubricate all moving parts, such as blower motor and condenser fan.
2. Check suction line temperature and pressure.
3. Evaluate condition of air filter. Replace with customer supplied filter.
4. Test temperature drop between return and supply air.
5. Flush condensate drain to protect against overflow.
6. Check blower motor (and belt, if applicable).
7. Safety test all controls for proper operation.
8. Meter voltage and amperage in all motors.
9. Test for worn bearings.
10. Test operation and condition of compressor contacts.
11. Inspect, start and run capacitors and relays for bulges, rust and leaks.
12. Tighten and safety test all wires and connections.
13. Talk to customer about improving system efficiency and indoor air quality.
14. Inform customer of equipment condition; recommend necessary repairs.

PLEASE KEEP FOR YOUR RECORDS!

## TERMS & CONDITIONS

1. We reserve the right to inspect and approve the equipment to be covered before accepting this service plan. Initial repairs required to put the equipment in acceptable condition are not covered.
2. This plan is in effect during regular service hours, 8 a.m. – 3 p.m., Monday through Friday, based on time phone call is received. Phone calls received on or after 3:00 p.m. are deemed after hours. After hours service calls will incur after hours Repair Fee less 10% and Trip Charge less 10%. Weekends and holidays are deemed after hours.
3. Exclusions: This plan does not cover parts or labor when failure is due to:
  - customer setting thermostat too high to call for cooling or too low to call for heating.
  - customer leaving emergency switch in “off” position.
  - tripped circuit breakers or blown fuses.
  - dirty air filters. (It is the customer’s responsibility to change or check air filters every month.)
4. Any equipment installed and/or replaced under manufacturer’s warranty will receive 10% off labor and parts if applicable.
5. It is customer’s responsibility to call and schedule an appointment for annual tune-up. In the event customer misses an annual tune-up in a calendar year, the value of the tune-up shall not be reimbursed.
6. SOS Xtreme Comfort agrees to render service to customer’s equipment for one year from the month in which customer enrolls in the plan (the effective date). This service plan will renew automatically each year unless terminated in writing by either party 30 days prior to its expiration.
7. Upon approval, acceptance and payment, the plan will be effective immediately. Preventive maintenance will be performed during the period the plan is in effect, at the mutual convenience of customer and SOS Xtreme Comfort.
8. SOS Xtreme Comfort is not responsible for high and low voltage wiring after the air conditioning maintenance is performed.
9. This service plan is not written on a prorated basis, and no refunds will be made if customer cancels it prior to its normal expiration date. If a precision tune-up has already been performed in advance and customer cancels the plan, customer will be billed for the tune-up, payable upon receipt. This service plan is transferable to another homeowner, subject to credit approval, but not from one system to another. The plan is void if anyone other than an SOS Xtreme Comfort employee works on the equipment.
10. SOS Xtreme Comforts’ obligation to furnish parts shall be subject to their availability through normal supply sources.
11. This service plan is designed and available to SOS Xtreme Comfort customers with a properly maintained account. A finance charge of 1.5% per month (annual rate of 18%) will be charged on items not paid 30 days from invoice date. If this account is referred to an attorney for collection, a charge for interest and attorney fees will be included. Said fee will be 33.33% plus interest. SERVICE PLANS ARE NOT IN FORCE IF ACCOUNT IS 60 DAYS OR MORE OVERDUE.
12. The service plan includes only repair and replacement of parts that are defective due to ordinary use or wear and tear based on the judgment of SOS Xtreme Comfort.
13. SOS Xtreme Comfort shall be released from liability for failure or delay to provide, within a reasonable time, the service called for under this plan when failure or delay may result from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortages; government regulations; extreme weather conditions; or unavailability of parts.
14. This is the entire plan. This plan cancels and supersedes all prior plans.