

GENERAL CONDITIONS FOR A/C & HEAT PUMP SERVICE PLANS

1. These Service Plans (Plan) are available to all customers of Scott Energy Co., Inc. Customer agrees that all of Scott Energy Co., Inc's Terms and Conditions and Customer Responsibilities apply to the Service Plan. Service Plans are automatically void and non-refundable if the customer terminates their account.
2. Service Plans will not be prorated. If the customer selects monthly billing for their Service Plan and they cancel their account for any reason before the end of the 12-month period, the customer will be billed for the remaining balance and payment in full will be due immediately.
3. The term of the Plan is for one (1) year and will renew automatically every year unless terminated by either the customer or company. Either party may cancel the renewal of the Plan with written notice prior to the expiration date.
4. This agreement is transferable to a new customer should you sell your property during the term of the Plan and the new owner is accepted as a customer under the Terms & Conditions and Customer Responsibilities of Scott Energy Co., Inc.
5. We reserve the right to inspect equipment prior to or during the term of the Service Plan. If, on inspection, customer's equipment is found to be obsolete or otherwise unacceptable, the contract coverage will be cancelled and a prorated refund will be returned to the customer. Any repairs required to bring equipment up to acceptable condition are excluded and will be charged separately.
6. A system tune-up is offered as part of the Plan and is included once during the term of the Plan. Our service department performs tune-ups during regular service hours (Monday-Friday 8:00 am to 3:30 pm excluding holidays). Tune-ups for air conditioning can only be set up when the outdoor temperature is above 60 degrees and heat pumps should be scheduled in the fall. Scheduling is the customer's responsibility, and there will be no refunds for tune-ups not performed. It is the customer's responsibility to provide adequate access to the equipment. The company reserves the right to charge the customer for a half hour of labor (at our normal hourly billing rate) for missed appointments.
7. Service Hours: Service is available 24 hours a day, 365 days a year. Labor for repair services provided during regular service hours of 8:00 am to 3:30 pm Monday through Friday (excluding holidays) will be discounted off our prevailing hourly rate, and labor for emergency service provided outside regular service hours will be discounted off our overtime hourly rate. It is the customer's responsibility to provide adequate access to the equipment.
8. This agreement only covers system parts and components that fail due to normal wear and tear. Scott Energy is not liable for the inability to supply parts that are no longer available due to obsolescence. Nor does it cover the replacement of the complete system, air handler, refrigerant, frozen condensate drain lines, domestic plumbing, domestic wiring or ductwork. Replacement of obsolete parts or complete systems will be done on a non-discounted time and material basis.
9. Scott Energy Co., Inc. shall not be liable for damage from flood, fire, storm, acts of God or other abnormal causes beyond our control, such as freezing, improper electrical supply or loss of electricity, which may affect the normal and customary operation of the equipment. Scott Energy Co., Inc. will not assume responsibility for loss of heat or any damage resulting from a freeze-up in an occupied, unoccupied or vacant dwelling. It is the customer's responsibility to arrange for temperature monitoring if customer is away from the premises.
10. The 15% service discount associated with the Plan is only available on the replacement of parts or repair of the existing A/C or heat pump system in place. It will not be applicable toward work associated with upgrading equipment, converting energy sources or new equipment installations.
11. There shall be no liability, for any reason, on the part of the company for work done by anyone else, unless such person is authorized, in writing, by the company to perform such work or furnish parts.
12. This is not an agreement to sell or deliver fuel by Scott Energy Co., Inc. This document contains the entire agreement of the parties hereto and there are no promises, warranties, terms, conditions or obligations other than printed herein.



A/C & HEAT PUMP SERVICE PLANS



UNMATCHED SERVICE



WITH EVERY PLAN



800-736-4929 ~ 978-526-4929
PO Box 1429, Gloucester, MA 01931
ScottEnergyCo.com

Central Air Conditioning (A/C) or Heat Pump Plan

System Tune-up & Safety Check (A \$270 value!)

A periodic system tune-up and inspection will assure that your air conditioning or heat pump system is running at maximum efficiency. As part of the plan, one of our technicians can perform a tune-up, system inspection and safety check. See General Conditions for details.

- ✓ Check System Pressure to Detect for Leaks
- ✓ Inspect Outside Condenser Coil for Damage and Abnormalities
- ✓ Assess Amp Readings on Both the Compressor and Condenser to Ensure Proper Power Usage
- ✓ Inspect and Clean (if necessary) Condenser Coil
- ✓ Inspect (if accessible) and Clean (if necessary) Evaporator Coil
- ✓ Add up to 1 lb. of refrigerant (R410A only) to the Unit (as needed)
- ✓ Check & Wash Air Filter or Replace 1" Standard Media Filter (as needed)
- ✓ Inspect Blower Belt for Cracks and/or Deterioration (Belt Drive Motors Only)
- ✓ Check Amp Readings on Blower Motors
- ✓ Inspect Evaporator Coil for Damage and Abnormalities
- ✓ Evaluate Condition of Condensate Pump
- ✓ Check Drain Line for Blockages and Holes
- ✓ Blow Out Drain Line (if necessary)
- ✓ Test Compressor Operating Voltage and Amperage
- ✓ Inspect Contactor in Compressor
- ✓ Check Backup Electric Heat (Heat Pump Only)

15% Discount on Service Repairs

Customers will receive a 15% discount off all parts and labor related to repair work on the A/C or heat pump system (excluding system replacements).

Priority Service & Scheduling

Air Conditioning & Heat Pump Service Plan customers will receive daytime priority service from our highly skilled and licensed technicians.

24-Hour Emergency Service

Service is available 24 hours per day, 7 days a week. Labor during regular service hours (Monday-Friday 8:00 am to 3:30 pm excluding holidays) will be discounted 15% off the prevailing hourly rate. Labor provided outside regular service hours, weekends and holidays will be discounted 15% off the prevailing overtime rate.

\$100 Toward Condenser Replacement

\$200 Toward New Central A/C or Heat Pump Installation

Ductless Air Conditioning (A/C) or Heat Pump Plan

System Tune-up & Safety Check (A \$200 value!)

A periodic system tune-up and inspection will assure that your air conditioning or heat pump system is running at maximum efficiency. As part of the plan, one of our technicians can perform a tune-up, system inspection and safety check. See General Conditions for details.

- ✓ Inspect and Clean Air Filters (if necessary)
- ✓ Check electrical connections
- ✓ Check and blow out condensate lines (as necessary)
- ✓ Check Fan Wheel and Blower
- ✓ Check Evaporator Coil for Damage
- ✓ Clean Evaporator Coil (if necessary)
- ✓ Inspect and Clean Outdoor Condenser

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\$100 Toward Condenser Replacement

\$200 Toward New Ductless A/C or Heat Pump Installation

