



PALLETT

HEATING & COOLING

Prompt • Affordable • Local

757-545-5569

P.O. Box 5097

3321 Bainbridge Blvd

Chesapeake, VA 23324

www.pallettheatingandcooling.com

HEAT PUMP/CENTRAL AIR ANNUAL SERVICE PLANS (self-renewing)

SILVER PLAN

The Silver Plan offers you basic protection.

- annual precision tune-up
- priority service
- 15% off repairs

GOLD PLAN

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

- annual precision tune-up
- free repairs*
- no diagnostic fee
- priority service
- no after-hours charges

**Pallett Heating and Cooling will repair or replace, during the life of this agreement, at no extra charge, all of the following parts that may become defective due to normal use or wear and tear. (Parts not listed may be eligible for a 15% discount.)*

PARTS

- | | | | |
|-------------------------|-------------------------|-----------------------------|--------------------------|
| • accumulator | • evaporator coil* | • potential relay | • starting relay |
| • blower wheel | • expansion valve | • primary drain pan* | • terminal block |
| • compressor* | • fan relay | • PSC blower motor | • thermistor |
| • condensate pump | • fusible links | (up to 1/2 hp) | • thermostat |
| • condenser coil* | • hard start capacitors | • PSC condenser fan | (stock digital or manual |
| • condenser fan | • high-pressure control | motor | non-programmable) |
| • contactor | • holding relay | • rain shield | • thermostat subbase |
| • crankcase heaters | • internal condensing | • refrigerant (up to 2 lbs. | • time-delay control |
| • defrost sensor | unit wiring | per year) | • time relays |
| • electric heat package | • low-pressure control | • reversing valve | • transformers |
| complete | • motor protectors | • running capacitors | |
| | • outdoor unit relays | • sequencer | |
| | | • starting capacitors | |

**If covered under manufacturer's part warranty*

PRECISION TUNE-UP

The Silver Plan and Gold Plan both include one annual precision tune-up, which will be performed during regular working hours. The tune-up includes the following:

- lubricate blower and motor bearings
- check temperature across coil
- check refrigerant charge and operating pressures
- check fan speed
- check all controls
- check voltage draw
- check amperage on compressor
- clean condensate line and condenser coil
- check condensate pump
- check fan and housing
- check belts and tension
- check evaporator coil
- check thermostat
- check expansion valve
- check contactors
- inform customer of equipment condition, recommend necessary repairs

ADDITIONAL GOLD PLAN

COVERAGE

Part Allowance (Labor is covered) for the replacement of the following:

- Electronic Control Module (ECM)\$250.00
- ECM or Variable Speed Motor.....\$250.00
- Circuit Boards.....\$250.00
- Stock Programmable Thermostat.....\$50.00

KEEP FOR YOUR RECORDS - See Other Side for Terms & Conditions

TERMS & CONDITIONS

1. We reserve the right to inspect and approve the equipment to be covered before accepting the 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, 8a.m. - 4:30p.m. Monday through Friday. After-hours calls for Silver Plan Customers will incur our standard service fees (less 15% discount).
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.)
 - Circumstances other than normal wear and tear
 - Depleted thermostat batteries (It is the Customer's responsibility to check or replace batteries as needed.)
4. Labor is covered only for the repair and replacement of listed parts. Upgrades are additional. All other repairs, including extensive searches for refrigerant leaks, if approved by Customer, will be performed at our normal rates, less a 15% discount.
5. Compressors, Condenser Coils, Evaporator Coils and Primary Drain Pans still under manufacturer's parts warranty will be replaced with no labor charge. If out of warranty, a 15% discount will be applied to the total replacement cost.
6. It is the responsibility of the Customer to call and schedule an appointment for annual maintenance.
7. Pallett Heating and Cooling agrees to render service to the Customer's equipment for one year from the month in which the Customer enrolls (the effective date). This service plan will be renewed automatically each year unless terminated in writing by either party 60 days prior to its expiration.
8. Upon approval, acceptance and payment, the plan will be effective immediately. Preventative maintenance will be performed during the period the plan is in effect at the mutual convenience of the Customer and Pallett Heating and Cooling.
9. This service plan is not written on a prorated basis, and no refunds will be made if the Customer cancels it prior to its normal expiration date. If a precision tune-up has already been performed in advance and the Customer cancels the plan, the Customer will be billed for the tune-up, which will be payable upon receipt. This service plan is transferrable to another homeowner, subject to credit approval but not from one system to another. This service plan is void if anyone other than a Pallett Heating and Cooling employee works on the equipment.
10. Pallett Heating and Cooling's obligation to furnish parts shall be subject to their availability through normal supply sources. This service plan does not cover replacement of a complete central air or heat pump system or any parts or services not mentioned explicitly in the service plan.
11. This service plan is designed and available to Pallett Heating and Cooling customers with a properly maintained account. A finance charge of 1.5% per month (an annual percentage 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 specifically listed herein that are defective due to ordinary use or wear and tear based on the judgment of Pallett Heating and Cooling.
13. Pallett Heating and Cooling 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. Pallett Heating and Cooling shall be released from liability for loss of heat or any damage resulting from a freeze-up in an occupied or unoccupied dwelling. It is the Customer's responsibility to arrange for a daily house check if the Customer is away from the premises.
15. It is the Customer's obligation to ensure that system is accessible for service. If it is inaccessible, service will not be performed.
16. This is the entire plan. This plan cancels and supercedes all prior plans.

OPTIONAL COVERAGE

WATER HEATER PLAN*

Your water heater will be inspected and cleaned annually during the heating and/or cooling system tune-up. Water heater coverage includes the replacement of the following parts:

- aquastat (well type only)
 - blast tube
 - burner motor
 - draft hoods
 - drain valves
 - electrodes
 - end cone
 - factory wiring (power vent only)
 - flame spreader
 - gas valve
 - heating element
 - ignition devices
 - limit control
 - main burner
 - manifold
 - nozzle
 - oil pump
 - pilot burner
 - pressure and temperature relief valves
 - primary control
 - safety pilots
 - thermocouples
 - thermostat control
 - transformer
 - vent connector
 - vent damper
- *Tank leaks are not covered under this plan.*

LOYALTY CREDITS

For each consecutive year you are enrolled in our Gold or Silver Plan, 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
- ❖ **burner** \$100
- ❖ **furnace** \$350
- ❖ **central a/c system** \$250
- ❖ **heat pump** \$350

**A maximum of \$50 in Loyalty Credits Are Awarded each year, regardless of how many service plans you have.*