

Heat Pump Protection Plan N

Priority Service: Contract customers will receive priority over non-contract customers. There also is no trip charge during normal working hours. Normal working hours are 7am to 7pm Monday thru Friday. For service after normal working hours there will be \$99.95 trip fee.

Annual 17 Point Heat Pump Inspection & Tune-Up

To maintain optimum efficiency and prolong equipment life our technicians will perform the following:

1. Check with customer about system.
2. Check operation of unit from thermostat.
3. Compressor - Wiring and contactor will be checked for condition and operation. Compressor will be ohmed out.
4. Condenser Coil - Fins will be cleaned as required.
5. Refrigerant Charge - Will be checked for proper pressure and temperature.
6. Air Filter - When accessible, customer provided filter will be replaced/cleaned.
7. Service Valves - All exposed refrigerant lines will be checked for condition and leaks.
8. Lubrication - Motors and bearings will be lubricated.
9. Thermostat - Will be checked and calibrated as required when accessible.
10. Controls & Safeties - Will be inspected and tested.
11. Condensate Drain - Will be checked to insure it is open.
12. Unit Disconnect - Will be inspected.
13. Evaporator Coil - Fins will be cleaned as required where accessible
14. Check reversing valve operation.
15. Check strip heat and emergency heat mode.
16. Condenser and Evaporator Motors - Will be ohmed out.
17. Discuss with you our findings.
18. Report any additional work needed to your dispatcher and arrange with customer and dispatcher a convenient time to do the work.

Annual Safety Check

Check fuse/circuit breaker connection.

Service Parts & Labor

All heat pump service will be billed at 20% off our standard rates. All work is guaranteed for one year. Our standard day rates are the same as our after hour rates—there is no additional charge for overtime.

General Conditions

1. Eligibility for coverage will be determined by an inspection of your Heating and/or Air Conditioning System by an E.T. Lawson Service Technician. We reserve the right to decline acceptance of order after inspection of the System and/or to bring the System up to standards prior to accepting agreement. Repairs required to place the System in acceptable condition initially are NOT covered. Labor exceeding 2 hours will be billed at prevailing rates. There shall be no charge to you for this inspection if the System is not coverable. Any service performed at your request after you have been advised of ineligibility, shall be billed on a flat rate basis only and will be payable by you.
2. Damages caused by delays or failure to render service due to situations and/or conditions beyond our control are not covered. Service under this agreement does not provide for labor or parts required as a result of fire, water or other abnormal conditions.
3. This agreement does not cover ductwork, structural supports or other sheet metal components which may deteriorate due to corrosion or rust.
4. This agreement does not cover external power wiring, circuit breakers and disconnects supplying electrical service for the units.
5. This agreement does not cover refinishing or replacement of cabinets, cabinet parts and housings, bases and mountings, painting, decorations and trim.
6. This agreement does not include refrigerant tubing that is inaccessible. Some examples of inaccessibility are, but not limited to tubing in a concrete slab or tubing in a finished wall.
7. Obligation to furnish replacement parts is subject to availability from our NORMAL sources of supply.
8. During the Annual Preventive Maintenance service, air filters will be checked and cleaned when possible. Periodic (monthly) cleaning and/or replacement of air filters is recommended and is your responsibility.
9. This agreement cancels and supersedes all prior agreements and will remain in force for one year from the effective date and will automatically be renewed unless notified in writing 30 days in advance by either party. It will be renewed at our prevailing rates, terms and conditions. If you move, you may assign the agreement to the new owners subject to General Condition #10 and provided all your outstanding bills with us are paid and you give us a written notice at least 20 days prior to closing.
10. In the event you elect to cancel the agreement a pro-rata refund not to exceed 50% will be made only if the Annual Preventive Maintenance has not been performed or if no service call was rendered and/or there is no outstanding balance on your account.
11. All Service provided and not included in this agreement will be charged to you at 20% off our prevailing rates. We shall notify you of our estimated charge prior to making such repair.
12. E.T. Lawson will declare this agreement null and void if the covered Heating and/or Air Conditioning System is serviced by anyone other than personnel fully authorized by us; or you add components to or remove components from the existing System without notifying us; or you fail to pay, when due, any invoice rendered by us. In the event we cancel the agreement (due to reasons listed above); no refunds will be made.
13. Annual Preventive Maintenance will be performed at a time mutually convenient to the homeowner and E.T. Lawson.