

Gold Heating Plan

The Gold Heating Plan includes: annual precision heating tune-up • priority service
15% discount on parts and labor • 15% off diagnostic fees • no overtime charges

precision heating tune-up

1. Test carbon monoxide levels.
2. Clean and adjust burners and inspect heat exchanger.
3. Check thermostat operation.
4. Lubricate all motors, bearings, fans and circulator pumps.
5. Clean pilot assembly.
6. Install one one-inch filter.
7. Test and adjust operation of safety and operating controls.
8. Inspect flue pipe and gas valve.
9. Check blower motor (and belt if applicable).
10. Test and tighten all wiring and connections.
11. Turn exposed dampers to heating position if marked (no balancing).
12. Inform customer of equipment condition. Recommend necessary repairs.
13. Flush condensate drain to protect overflow.
14. Check temperature rise.
15. Check fan speeds.
16. Check gas pressure at gas valve.

Gold Cooling Plan

The Gold Cooling Plan includes: annual precision cooling tune-up • priority service
15% discount on parts and labor • 15% off diagnostic fees • no overtime charges

precision cooling tune-up

1. Lubricate all moving parts.
2. Install gauges; record operating pressures and temperatures.
3. Measure refrigerant superheat.
4. Flush condensate drain to protect against overflow.
5. Clean outdoor condenser coil.
6. Check blower motor (and belt if applicable).
7. Safety test all controls for proper operation.
8. Meter voltage and amperage in all motors; test for worn bearings.
9. Test condition of compressor contacts.
10. Inspect start and run capacitors and relays for bulges, rust and leaks.
11. Tighten and safety test, all wires and connections.
12. Clean thermostat.
13. Replace one standard-size filter.
15. Check compressor amperage.
16. Check expansion valve operations.
17. Check temperature drop across evaporator coil.
18. Check blower motor speeds.
19. Add refrigerant at no charge (up to 2 lbs.).
20. Inform customer of equipment condition.

Platinum Heating Plan

The Platinum Heating Plan includes: annual precision heating tune-up
priority service • no overtime charges or diagnostic fees

Free parts-and-labor coverage for the following:

CONTROLS

- aquastat (single)
- circulator relay
- combination control
- draft regulator
- emergency switch
- fan and limit control
- high limit control
- low limit control
- main circuit board
- pressuretrol
- primary control
- reverse aquastat
- thermostat (clock)
- thermostat (manual)
- thermostat subbase
- triple aquastat

WARM AIR SYSTEMS

- blower bearing
- blower belt
- blower motor
- blower motor pulley
- blower pulley
- blower shaft
- fan inducer circuit
- fan inducer motor
- fan inducer motor assembly
- fan wheel

HOT WATER SYSTEMS

- circulator coupling
- boiler feeder
- boiler valve
- circulator bearing assembly
- circulator complete

- circulator impeller
- circulator motor
- circulator motor mount
- circulator wicking
- expansion or diaphragm tank
- flow valve
- gauge glass
- low water cut-off
- mixing valve
- relief valve
- zone valve

GAS BURNER PARTS

- burner orifice
- burner tube
- gas cock valve
- gas valve
- gas valve orifice

- low voltage transformer
- pilot burner
- pilot tube
- pressure switch
- sensor
- sensor ignition module
- thermocouple

OTHER

- air valve
- altitude and temperature gauge
- automatic flue damper
- flue pipe
- flue damper
- isolated gas pipe
- purge valve
- pyrostat

Platinum Cooling Plan

The Platinum Cooling Plan covers central air conditioning systems or heat pumps.
Plan includes: annual precision cooling tune-up • no overtime charges or diagnostic fees

Free parts-and-labor coverage for the following:

- accumulator
- blower motor
- blower pulley
- blower wheel
- compressor (under warranty)
- condensate pump
- condenser coil (under warranty)

- condenser fan
- condenser fan blade
- condenser fan motor
- condenser motor
- contactor
- crankcase heater
- expansion valve
- high pressure control
- holding relay

- low pressure control
- motor protector
- motor starter
- outdoor fan blade
- outdoor fan motor
- outdoor unit relay
- potential relay
- running capacitor
- standard air filter

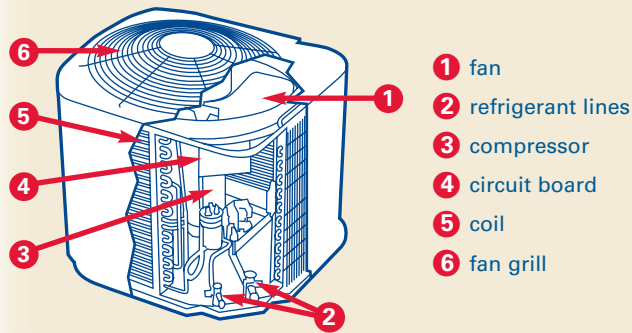
- starting capacitor
- starting relay
- thermostat
- thermostat subbase (standard)
- time delay control
- timer relay
- transformer
- wiring in condensing unit

Understanding your system

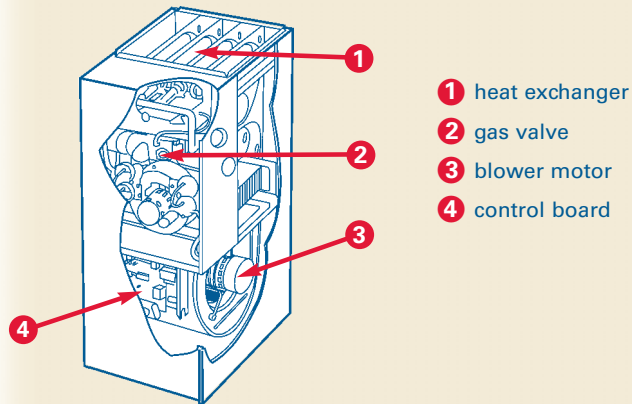
These diagrams will help you understand some of the important components of your heating and cooling systems.

Your service plan covers many parts in your system.
A complete list can be found in this contract.

central air/heat pump



gas furnace



Terms & Conditions

1. The Gold Plan offers a 15% discount on diagnostic and repair charges, PLUS scheduled routine maintenance.
2. The Platinum Plan covers labor and listed parts when you have a problem with your covered equipment. The plan also covers scheduled routine maintenance.
3. Service plans become effective only after inspection of equipment and systems by **Masters Heating Cooling**. All equipment must be brought up to standard before being accepted for a service plan. Advance payment does not make a plan effective.
4. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. **Masters Heating Cooling** will indicate its acceptance of a service plan by issuance of an invoice.
5. Service plans are transferrable to a new property owner at seller's option or voided at request, but no amount is refundable.
6. The responsibility of **Masters Heating Cooling** under a service plan will automatically cease if service or any parts or equipment covered by the plan is procured from another source or if a client's account is past due.
7. Service plan customers receive priority scheduling ahead of non-plan customers. Most calls are handled within 24 hours. However, longer response periods may be encountered during peak periods. **Masters Heating Cooling** makes no guarantee of any specific response time.
8. To help hold down the price of our plans by eliminating unnecessary service calls, customers are expected to make sure their thermostat is properly set and to check all switches, circuit breakers or fuses. Customers are also expected to monitor the condition of all filters (heating, cooling, etc.). We will clean/replace these filters as needed during our maintenance service.
9. Replacement of the entire unit or of the following systems and devices are not covered under either plan: 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 breaker to unit, gas and water leak repairs; refrigerant leak tests and repairs.
10. The following items are not covered under either plan: compressors, heat exchangers, burners, refrigerant recovery or filters (other than standard one-inch disposable filters). If heat exchanger or compressor is covered under a manufacturer's warranty, then labor and materials for a replacement system is included.
11. The following items are not covered under either plan unless separate coverage is purchased: humidifiers, electronic air cleaners and other accessories not an integral part of the air conditioner or furnace.
12. Parts and labor not covered under a service plan will be billed at prevailing rates.
13. Calls to replace dirty filters and to balance heat and/or cooling to individual rooms, air bleeding of hot water radiator systems and repairs to radiators themselves will be considered chargeable calls.
14. The plans do not cover nonmaintenance work or work required because of fire, lightning, explosion, flood or other acts of God; freezing or breaking of pipes; sabotage; shortage of electrical, gas or water supply; electrical work beyond the units; cleaning of ducts; painting; moving of equipment or correction of installation or design deficiencies; or expense caused by improper operation, negligence or misuse of the equipment or damage from any cause that is external to or does not arise solely and directly out of the operation of this equipment. If customer requests such service, it will be charged at prevailing rates.
15. **Masters Heating Cooling** reserves the right to cancel any agreement without notice and refund the unused portion of the agreement fee.
16. **Masters Heating Cooling** reserves the right to make all service calls during regular working hours with the exception of "no heat" calls. For safety reasons, "no cool" calls will be made only during daylight hours.
17. **Masters Heating Cooling** will endeavor to render prompt and efficient service, but it is expressly agreed that **Masters Heating Cooling** shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this agreement.
18. The obligation to furnish replacement parts is subject to availability through normal supply sources.
19. Annual tune-ups may be scheduled at any time during the service plan year. Through a regular program of postcard reminders and follow-up phone calls, **Masters Heating Cooling** will make every attempt to schedule the tune-up; however, this responsibility is shared with the customer, who must make the unit accessible for service during normal working hours.
20. The Loyalty Credits Equipment Replacement Program gives each customer with a Gold Plan or Platinum Plan \$50 for each consecutive year that a plan is in place. Credits, up to a maximum of \$500, can be used towards the purchase of a replacement furnace, heat pump, air handler or condensing unit. They cannot be used for repairs, installation of accessories, any other purchases or to pay any outstanding balance to **Masters Heating Cooling**.
21. The Loyalty Credits allowance is not transferrable and cannot be paid in any form in lieu of purchase. The equipment being replaced must have been covered under a current service plan with **Masters Heating Cooling**.
22. **Masters Heating Cooling** reserves the right to modify the Loyalty Credits program, including terminating it without prior notice. In the event of program termination, all earned credits will be available for use by customer for a period of one year following termination of the programming.