



## Preventative Maintenance Agreement

DB Heating & Cooling, Inc. offers annual Preventative Maintenance Agreements, to help you get the most out of your HVAC system and ensure your home and family maintain a year round comfort level. Twice a year DB Heating & Cooling, Inc. will contact you to schedule your Preventative Maintenance, once in the spring to ensure your air conditioning equipment is ready for summer use, and once in the fall to make sure your heating system is safe to operate and perform at maximum level. When you sign up with us you and your family will benefit from:

- Lower Energy Bills
- Extended Equipment Life
- Improved Capacity
- Discount on Repairs
- Priority Customer Status
- Inflation Protection
- Agreement is Transferable
- No Overtime Charges
- We call you to Schedule your Annual Maintenance

### The Elite Comfort and Premier Comfort Agreement include the following guarantee:

- **Expert Heating Tune-Ups** – When we tune up your system, we ensure efficiency and performance by checking the complete operation of your system.
- **24-hour Emergency Service** – We're here for you 24 hours a day, 365 days a year. Plus, only service plan clients receive after-hours service during peak periods.
- **Priority Scheduling** – Calls from service plan clients move to the top of our list. In addition, we reserve the first and last appointments of the day for service plan clients.
- **No Subcontractors** – We use only our own certified technicians, who receive ongoing training and have all the resources they need to solve the most complicated problems.
- **Respect for your home or office** – We always clean our work area when we finish a job. To protect your home or office, we lay down drop cloths and wear protective footwear.
- **100% Satisfaction** – If you are not satisfied with a repair, we will return to fix it – and we won't leave until you're satisfied. I'd like to take this opportunity to tell you about the great advantages of signing up for our Maintenance Program and the number of beneficial features, including:

Please look over our Preventative Maintenance Agreement and if you would like to sign up please fill in the attached form and email or fax to our office.

If you have any questions about this product or any other services we offer please feel free to contact our office.

*Proudly Serving Bergen County, New Jersey & Rockland County, New York*

DB Heating & Cooling, Inc.

119 Franklin Turnpike, Waldwick, NJ 07463

Phone: 201-312-2627 • Fax: 201-857-5245

N.J. Master HVAC License #: 19HC00284000

N.J. Home Improvement Contractor License #: 13VH02223000

Rockland County Heating & Air Conditioning License #: P-1713

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## Preventative Maintenance Agreement - Pricing and Description

### Preventative Plan Terms and Conditions

Plan selection and pricing please indicate quantity and circle price of coverage desired

Qty	Heating & Cooling	Elite Comfort Agreement		Premier Comfort Agreement	
		Annual	Monthly	Annual	Monthly
	First Furnace & A/C System	\$497.00	\$43.17	\$297.00	\$26.50
	Each additional furnace & A/C System (10% discount)	\$451.10	\$39.43	\$271.10	\$24.43
	Heat Pump	\$576.00	\$49.84	\$301.00	\$26.92
	<b>Cooling Only</b>	<b>Annual</b>	<b>Monthly</b>	<b>Annual</b>	<b>Monthly</b>
	First A/C or single-zone ductless split system	\$357.00	\$31.54	\$180.00	\$16.82
	Each additional A/C system (10% discount)	\$321.00	\$28.63	\$162.20	\$15.35
	Each additional zone on a ductless split system	\$93.65	\$8.80	\$42.94	\$5.41
	<b>Heating Only</b>	<b>Annual</b>	<b>Monthly</b>	<b>Annual</b>	<b>Monthly</b>
	First Furnace	\$219.00	\$20.08	\$165.00	\$15.57
	Each additional furnace (10% discount)	\$197.30	\$18.28	\$148.70	\$14.23
	Boiler (two zones)	\$219.00	\$20.08	\$165.00	\$15.57
	Boiler additional zones	\$53.82	\$4.85	Included	Included
	<b>Accessories</b>	<b>Annual</b>	<b>Monthly</b>	<b>Annual</b>	<b>Monthly</b>
	Humidifier	\$74.76	\$8.06	\$48.11	\$5.84
	Air Cleaner (includes annual filter change)	\$97.23	\$9.93	\$97.23	\$9.93

Select Option:     Annual Billing                       Monthly Billing

Heating and/or Cooling Equipment ..... \$ \_\_\_\_\_

7% NJ Sales Tax ..... \$ \_\_\_\_\_

**YOUR TOTAL INVESTMENT:** ..... \$ \_\_\_\_\_

Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please fill out your payment information below and fax or mail. If you prefer to call us with your payment information please contact us at 201-389-6300

Credit Card:     VISA                       MasterCard                       Discover                       Cash                       Check # \_\_\_\_\_

Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ CID: \_\_\_\_\_

Purchaser's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## Elite Comfort Agreement

*Seasonal Tune-Up and Free Parts & Labor for Covered Components*

**Elite Comfort Heating Agreement** includes: annual heating tune-up, priority service, no overtime charges or diagnostic fees and free parts and labor coverage for the following: **CONTROLS:** aquastat, circulator relay, electronic ignition control, emergency switch, fuses, high limit control, limit control, low limit control, thermostat (standard). **BOILER SYSTEMS:** circulator coupling, circulator impeller, circulator motor, circulator relay, circulator wicking, draft inducer, dual control valve, feed valve, flame sensor, gas cock valve, ignition cable, pressure reducing valve, relief valve, temperature gauge, thermocouple. **FURNACE SYSTEMS:** blower bearings, blower belt, blower motor, blower motor pulley, blower wheel, condensate line, draft inducer, fan control, gas cock valve. **BURNER PARTS:** flame sensor, gas valve, hot surface ignitor, low voltage transformer, pressure switch, spark plug, sensor ignition module, thermocouple.

**Elite Comfort Cooling Agreement** for central air conditioners or heat pumps includes: annual cooling tune-up, priority service, no overtime charges or diagnostic fees and free parts and labor coverage for the following: air filters (1" disposable), blower bearings, blower drive belt, blower motor (up to 1/3 hp), blower motor drive pulley, blower shaft, blower wheel, condensate pump, condenser fan blade, defrost sensor, electric contractor, fan center, fan relay, high pressure switch, low pressure switch, low voltage thermostat (standard), low voltage transformer, rain shield, refrigerant, running capacitor, starting capacitor, time delay control.

## Premier Comfort Agreement

*Seasonal Tune-Up and 15% Discount on Diagnostic Charge and Service Parts & Labor*

**Premier Comfort Heating Agreement** includes annual heating tune-up, priority service, and two-year warranty on service repairs (twice our normal warranty). Tune-up includes: lubricate blower motor and bearings (if equipped), check condition and tension of belt (if equipped), install clean air filters, check that furnace flue is venting properly, adjust burner for proper flame (as necessary), check gas line pressure, check manifold pressure, check condensate (if necessary), check fan and limit control, check pilot safety, check heat anticipator, check pressure regulator, check burner operation, check heat relay, check safety controls, check thermocouple, check temperature rise, check fan speed for winter operation.

**Premier Comfort Cooling Agreement** for central air conditioners or heat pumps includes: annual cooling tune-up, priority service, two-year warranty on service repairs (twice our normal warranty). Tune-up includes: lubricate blower motor and bearings (if equipped), check condition and tension of belt (if equipped), install clean air filters, checking cooling coil and dry clean (as necessary), check system pressures, check temperature drop across coil, check refrigerant charge, check thermostat and controls, check condensate, check fan speed for summer operation, check safety controls for operation, check superheat and adjust charge, check voltage and amp draw, check for correct rotation of fans, check expansion valve, check contactors and starters, check start/run capacitors, check compressor, check condensate drain. Seasonal Tune-Up and 15% Discount on Diagnostic Charge and Service Parts & Labor

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## Agreement Descriptions

1. **Premier Comfort Agreement** offers a 15% discount off diagnostic and repair charges, PLUS scheduled routine maintenance.
2. **Elite Comfort Agreement** covers labor and most frequently replaced parts when you have a problem with your covered equipment, PLUS scheduled routine maintenance.
3. Service plans become effective only after inspection of equipment and systems by DB Heating & Cooling, Inc. All equipment must be brought up to standard before being accepted for a service plan. Advance payment does not make a plan become effective.
4. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. DB Heating & Cooling, Inc. will indicate its acceptance of a service plan by issuance of an invoice.
5. Service plans are transferrable to new owner at seller of property's option or voided at request, but no amount is refundable.
6. DB Heating & Cooling, Inc. responsibility 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 client's account is past due.
7. Priority Service – our plan agreement clients receive priority scheduling ahead of non-agreement clients. Most calls are answered within 24 hours. However, longer response time can be encountered during peak periods. DB Heating & Cooling, Inc. makes no guarantee of any specific response time.
8. To help hold down the price of our plans by eliminating unnecessary service calls, our clients are expected to: make sure the thermostat or humidistat is properly set and check all switches including circuit breakers or fuses. Clients are also expected to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.). We will clean/replace these filters as needed during our maintenance service.
9. Replacement of the entire unit or any of the following systems and devices are not covered under either plan: electrical service from breaker to unit, condensing coils, flues, duct systems, evaporator coils, radiators, gas and water leaks, registers and grilles, refrigerant leak tests and leak repairs and heating system piping other than near boiler piping.
10. The following items are not covered under either plan: compressors, heat exchangers, burners, refrigerant recovery, or filters (other than 1" disposable filters). If heat exchanger, compressor, or other parts are covered under a manufacturer's warranty DB Heating & Cooling, Inc. will handle the warranty process. Labor and materials for a replacement heat exchanger, compressor, condenser or evaporator coil, are not included.
11. The following items are not covered under either plan unless separate coverage is purchased for them: 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 billable calls.
14. The plans do not cover non-maintenance work or acts of God such as: work required because of lightning, explosion, flood, freezing or breaking of pipes, sabotage, or 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 or that does not arise solely and directly out of the operation of the equipment. If you request such service, it will be charged to you at prevailing rates.
15. DB Heating & Cooling, Inc. reserves the right to cancel any agreement without notice and refund the unused portion of the agreement.
16. DB Heating & Cooling, Inc. reserves the right to make all calls during regular working hours except for "No Heat" calls. "No Cool" calls must be made during daylight hours for safety reasons.
17. DB Heating & Cooling, Inc. will endeavor to render prompt and efficient service, but it is expressly agreed that DB Heating & Cooling, Inc., 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, DB Heating & Cooling, Inc. will make every attempt to schedule the tune-up; however, the responsibility is shared with the client who must make the unit accessible to be worked on during normal working hours.
20. The Loyalty Rewards Equipment Replacement Agreement gives each client with an Elite Comfort Agreement or Premier Comfort Agreement \$50 for each consecutive year that a plan is in place towards the purchase of a replacement furnace, heat pump, air handler, or condensing unit up to a maximum of \$500. It cannot be used for repairs, installation of accessories or any other purchases or to pay any outstanding balance to DB Heating & Cooling, Inc.
21. The Loyalty Rewards allowance is not transferrable and cannot be paid in any form in lieu of purchase.
22. The equipment being replaced must have been covered under a current service plan with DB Heating and Cooling, Inc.
23. DB Heating & Cooling, Inc. reserves the right to modify this program including terminating without prior notice. In the event of program termination all earned rewards will be available for use by our clients for a period of one year following program termination.

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