

*Air Conditioning/  
Heat Pump*



**KENDERDINE'S**



*A Plan for your  
Comfort*

**Propane • Heating Oil • Motor Fuels  
Heating & Air Conditioning Sales & Service**

## Additional Coverage

### CALL FOR PRICING ON COVERAGE FOR:

- ❖ additional heating/cooling units
- ❖ pool heaters ❖ water heaters

## Loyalty Credits

For every consecutive year you renew your service plan, you earn \$50 in Loyalty Credits. These credits may be used toward 25% of the total purchase price of any new or replacement equipment.

*See Terms and Conditions for further details.*

## Terms and conditions

1. Employees of Kenderdine's Heating Oil and HVAC are approved representatives authorized to perform required services. Kenderdine's Heating Oil and HVAC is hereinafter referred to as The Company.
2. The Company's service plan covers scheduled routine maintenance and provides a 20% discount on diagnostic and repair charges, including labor and parts.
3. These plans are designed and available to The Company's customers only.
4. Customer MUST be on automatic delivery for fuel. The Company reserves the right to cancel any contract, without refund, if a customer discontinues automatic delivery of fuel supplied by The Company.
5. The term of this contract shall be one year from the date of initial acceptance or yearly anniversary of such date and shall automatically be renewed for each succeeding year thereafter, unless The Company is notified. This agreement must be canceled in writing by customer, within 30 days of billing date.
6. This plan is offered subject to inspection and approval of your HVAC equipment. Any repairs required to place this equipment in acceptable condition are excluded from this plan and will be charged separately.
7. A service plan is transferable to a new owner at the option of property seller, or the plan may be voided at seller's request. However, there will be NO refund of the unused portion of the plan. Loyalty Credits are transferable.
8. The Company's responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan are procured from another source or if the customer's account is past due.
9. Service plan customers receive priority scheduling ahead of nonplan customers.
10. To help avoid unnecessary service calls, plan customers are expected to make sure thermostats or humidistats are properly set. Customers are to check all switches, circuit breakers and fuses. Customers are expected to monitor condition of all filters (heating, cooling, humidifier, air cleaner, etc.). Filters will be cleaned, as needed, during scheduled routine maintenance.

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# Assured Comfort

- ✓ annual tune-up
- ✓ 20% off all repairs
- ✓ priority service
- ✓ 20% off diagnostic fee
- ✓ annual Loyalty Credits

## Annual Tune-Up

**A tune-up will be performed once during the service agreement term during regular working hours. Please call or email to schedule.**

### The tune-up includes the following:

1. Test the thermostat and check the air temperature
2. Inspect and clear the condensate drain line and drain pan and test wet switch
3. Test and lubricate the condenser and evaporator fan motors and blades
4. Test all safety controls
5. Inspect electrical components and wiring connections
6. Check the compressor
7. Inspect the compressor contactor and capacitor
8. Inspect the condenser and evaporator coils when accessible
9. Test the refrigerant charge for optimum cooling level
10. Check the defrost cycle
11. Check heat strips
12. Inspect blower motor and wheel
13. Inspect filter (will replace if customer has available)

## **Terms and conditions (cont.)**

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- 11.** Replacement of entire unit or the following items, systems and devices are NOT covered under plan: compressors, condensing coils, duct systems, evaporator coils, registers and grills. The following services are NOT covered: electrical service from circuit breaker to unit, water leak repairs. If the compressor is covered under a manufacturer's warranty, labor and materials for replacement are eligible.
- 12.** The following items are NOT covered under plan: humidifiers, electronic air cleaners and other accessories not an integral part of the heating or cooling system.
- 13.** Calls to replace dirty air filters or to balance heat and/or cooling to individual rooms will be considered chargeable calls.
- 14.** The Company shall be released from liability for failure or delay to provide, within a reasonable period, service called for under the plan when failure or delay results from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortage of electricity, gas or water; freezing or breaking of pipes; government regulations; extreme weather conditions; unavailability of parts; or improper operation, negligence or misuse of covered equipment. If such service is requested, it will be billed at prevailing rates.
- 15.** The Company reserves the right to cancel any plan without notice and refund the unused portion of the plan.
- 16.** The Company reserves the right to make all calls during regular working hours. "No Cooling" calls will be made during normal business hours, Monday–Friday.
- 17.** The Company will endeavor to render prompt and efficient service, but it is expressly agreed that The Company shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this plan.
- 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 and may be combined with another service call. Through a regular reminder program The Company will make every attempt to schedule the tune-up; however, this responsibility is shared with the customer. Customer must also make the unit and area accessible to be worked on during normal working hours.
- 20.** Under The Company's service plan, customers will receive up to \$50 in Loyalty Credits for each consecutive year they renew their plan. Credits, up to a maximum of \$1,500, may be used toward 25% of total purchase price of a boiler, furnace, central a/c system or heat pump. Credits are not transferable and may only be used to add a new system to the home or replace the existing equipment covered by this plan. Credits may not be used to pay for repairs, installation of system accessories, maintenance, service, fuel or other purchases or for any outstanding balance to The Company.
- 21.** It is the customer's responsibility to read and understand the terms and general conditions of this contract.

**PLEASE KEEP FOR YOUR RECORDS**

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# **KENDERDINE'S**

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**Kenderdines.com**