

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 Company.
2. Company service plan covers scheduled routine maintenance and provides a 20% discount on diagnostic and repair charges, including labor and parts.
3. 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 either party, within 30 days of billing date.
4. 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.
5. A service plan is transferrable 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.
6. 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.
7. Service plan customers receive priority scheduling ahead of nonplan customers.
8. 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/replaced, as needed, during scheduled routine maintenance.
9. Replacement of entire unit or the following items, systems and devices are not covered under plan: compressors, heat exchangers, burners, 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 circuit breaker to unit, water leak repairs and refrigerant leak tests and repairs. If the heat exchanger or compressor is covered under a manufacturer's warranty, labor and materials for replacement are eligible.
10. The following items are not covered under plan unless separate coverage is purchased: humidifiers, electronic air cleaners and other accessories not an integral part of the heating or cooling system.
11. Parts and labor not covered under a service plan will be billed at prevailing rates.
12. Calls to replace dirty filters, balance heat and/or cooling to individual rooms, perform air bleeding of hot water radiator systems and repair radiators will be considered chargeable calls.

(continued on reverse)

Terms and conditions (cont.)

13. Service plans include only repair and replacement of parts that are specifically listed in the plan and are defective due to ordinary use or wear and tear, based on the judgement of the Company. 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.
14. The Company reserves the right to cancel any plan without notice and refund the unused portion of the plan.
15. The Company reserves the right to make all calls during regular working hours. "No Cooling" calls will be made during normal working hours and will not be made at night or on weekends.
16. 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.
17. The obligation to furnish replacement parts is subject to availability through normal supply sources.
18. 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.
19. Under the Company service plan, customers will receive up to \$75.00 in Loyalty Credits for each consecutive year they renew their plan. Credits, up to a maximum of \$1,500, may be used toward 10% of total purchase price of a boiler, furnace, central a/c system, heat pump or zoning system. Credits are not transferrable 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.
20. It is the customer's responsibility to read and understand the terms and general conditions of this contract.

PLEASE KEEP FOR YOUR RECORDS

KENDERDINE'S

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PA LIC. # PA021978

215-968-2041

Kenderdines.com

Propane



KENDERDINE'S



*Plans for your
Comfort*

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

Choose the plan
that's right for you:

Assured Comfort

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

Preferred Comfort

- ✓ annual tune-up
- ✓ no charge for covered repairs
- ✓ priority service
- ✓ no diagnostic fee
- ✓ no after-hours charge for no-heat emergencies
- ✓ annual Loyalty Credits

High efficiency boiler additional cost language

CALL FOR PRICING ON COVERAGE FOR:

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

Propane

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. Inspect all appliances connected to propane tank
2. Perform gas safety leak test
3. Perform carbon monoxide test
4. Perform combustion efficiency test
5. Clean and inspect heat exchanger
6. Check thermostat operation
7. Clean pilot assembly
8. Check blower motor and belt (if applicable)
9. Clean and adjust burners
10. Clean or replace standard 1-inch filter (if applicable)
11. Inspect and clean/vacuum flue/vent
12. Test and tighten all wiring and connections
13. Inspect storage tank, supply lines and regulators
14. Inform customer of equipment condition and recommend necessary repairs

Covered Repairs (Preferred Comfort Plan only)

Kenderdine's will repair or replace, during the life of this agreement, at no extra charge, all parts listed that may become defective due to normal use or wear and tear.

GAS FURNACE

- appliance regulator
- belts
- blower bearings
- blower blades
- blower door switch
- blower housing
- blower motor²
- blower shaft
- burners
- draft diverter²
- emergency switches

- fan assemblies²
- fan & limit controls
- factory wiring
- gas controls¹
- gas valves^{2,3}
- heat only thermostat⁴
- hot surface & piezo igniter
- ignition transformers⁵
- internal fuses
- manual gas shut off valve
- pilot assemblies

GAS BOILER

Gas boiler coverage includes all applicable parts listed under "Gas Furnace" PLUS these repairs:

- aquastats^{2,6}
- circulator^{2,3}
- Extrol tank
- pressure & temperature relief valves
- water feeder valve
- zone valve^{2,3}

Loyalty Credits

For every consecutive year you renew your service plan you earn Loyalty Credits (\$50 for the Assured Comfort Plan; \$75 for the Preferred Comfort Plan). These credits may be used toward 10% of the total purchase price of any new or replacement equipment. See Terms and Conditions for further details.

1) includes safety limit, draft, proving switch, transformer, flame sensor, thermocouple and circuit board up to \$175 repair value

2) up to \$175 repair value
3) limit one per year

4) nonprogrammable
5) original equipment

6) cell type only