

1. This agreement is between the customer and Surner Heating Co., Inc., herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the oil/gas, air conditioning, or heat pump system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable.

2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's contract coverage will be canceled and a prorated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Air Conditioning Service Plan invoice. This agreement is effective for a 12-month period and will automatically renew. If the customer cancels the plan for any reason before the end of the service period, the customer is responsible for any remaining balance on the service plan. The plan and billing will renew automatically at the annual start date unless canceled by either party with written notice at least 30 days prior to the anniversary date.

4. Priority Service is defined as first available service and will be billed at normal business hour rates (M–F 8:00 a.m.–4:30 p.m.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1.5 times with a minimum of one hour of labor.

5. Only EMERGENCY SERVICE will be performed outside of normal working hours. Emergency Service shall be defined as a heat or air conditioning problem creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.

6. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze-up, acts of God, or civil disturbance.

7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources.

8. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.

9. The 15% service repair discount associated with the Air Conditioning Service Plan is only eligible toward the replacement/repair on the existing cooling system in place. The respective plan discount will not be valid toward service work associated with upgrading equipment, converting energy sources, or new equipment installations.

10. This agreement contains the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.

11. Customer will receive an annual \$25 discount on applicable bundled Service Plans upon renewal.



413-253-5999

413-773-5999

[www.surnerheat.com](http://www.surnerheat.com)

60 Shumway Street • Amherst, MA 01002  
34 Montague City Road • Greenfield, MA 01301



## AIR CONDITIONING SERVICE PLAN

## WHY IS ANNUAL MAINTENANCE A GOOD IDEA?

### Benefits include:

**% 15% Discount on Service Repairs**  
Air Conditioning Service Plan customers receive a 15% discount on service repairs (parts & labor). Excludes system replacements.

**🔧 Annual Cooling System Efficiency Tune-Up**  
Keep your cooling system running at peak efficiency for reliable comfort and energy savings all year long.

**\$ \$200 New Cooling System Discounts**  
Should you need to replace your central air conditioning system, when installed by Surner Heating Co., Inc., you will receive a discount for being enrolled in our Air Conditioning Service Plan.

**★ Priority Service & Scheduling**  
Air Conditioning Service Plan customers will receive daytime priority service from our highly skilled and licensed technicians (at a 15% discount).

Properly maintaining your equipment will help maximize efficiency and lower your energy costs. We offer convenient scheduling of your tune-up which is included with your Air Conditioning Service Plan. When the heat arrives, your cooling equipment will be tuned to run at its best, providing you with cooling and comfort all summer long.

### Our Annual Cooling System Efficiency Tune-Up includes:

- ✓ Check refrigerant charge and measure operating pressures and temperatures.
- ✓ Test compressor operating voltage and amperage.
- ✓ Lubricate and check all motors.
- ✓ Check fan belts and adjust if needed.
- ✓ Check condenser coil.
- ✓ Check and flush condensate drain.
- ✓ Check electrical connections and wiring.
- ✓ Check crank case heater.
- ✓ Check and flush condensate pump.
- ✓ Test pressure cutout switches.
- ✓ Check thermostat for proper operation.
- ✓ Check compressor-starting contactor.
- ✓ Check condenser blade and motor bearings.
- ✓ Check blower wheel and bearings.
- ✓ Check condenser electrical disconnect switch.
- ✓ Check evaporator coil (if accessible).
- ✓ Check controls and safety switches.



## COMBINE & SAVE

Combine our AIR CONDITIONING Service Plan with any of the following and **SAVE \$25!**

**Multiple Units • Propane  
Gold or Silver Oil Heat**