



JOIN THE MAINTENANCE PLAN

Your home comfort connection.

Customer Name _____ Account # _____
 Address _____ City _____ State NY Zip _____
 Home Phone _____ Work Phone _____ Cleaning Month _____

BENEFITS

- ★ 24 hour/7 day emergency service with no overtime charge
 - ★ Lower utility costs
 - ★ Extended equipment life
 - ★ Improved comfort
 - ★ Priority service on emergency breakdowns
 - ★ Keep your manufacturer's warranty valid (if applicable)
 - ★ Peace of mind
 - ★ Satisfaction guaranteed
 - ★ Free carbon monoxide test
 - ★ \$100 credit towards replacement for every year of continued coverage (maximum \$500)
 - ★ Up to 20% Off Repairs (Parts & Labor) associated with covered equipment
- *See back for list of specific exclusions.*

Each year we will inspect or adjust the following:

- HEATING**
- ★ Belts / Blower
 - ★ Air Filters
 - ★ Transformer voltage
 - ★ Blower Assembly
 - ★ Venting / flue pipes
 - ★ Fan & limit control
 - ★ Check antifreeze levels / boilers
 - ★ Manifold gas pressure
 - ★ Clean & Adjust burners
 - ★ Pump pressure
 - ★ Clean & Adjust pilot assembly
 - ★ Ignition safeties / gas valve
 - ★ Lubricate necessary parts
 - ★ Visually inspect heat exchanger
 - ★ Combustion analysis

- COOLING**
- ★ Belts / Blower
 - ★ Air Filters
 - ★ Contactor
 - ★ Drain lines / Checked & Cleaned
 - ★ Thermostat
 - ★ Motor amps
 - ★ Temperature drop
 - ★ Fan blade condition
 - ★ Clean condenser coil
 - ★ Compressor operation
 - ★ Indoor blower assembly
 - ★ All electrical connections
 - ★ System refrigerant pressure
 - ★ Lubricate necessary parts
 - ★ Remove debris from outdoor unit

EQUIPMENT	MAKE	MODEL #	SERIAL #	PRICE \$
COMMENTS:			Subtotal	
			Tax	
BILLING CYCLE: (circle one) Monthly Qtrly. Semi-Annual Annual			Total (See billing Cycle)	

THIS AGREEMENT MUST BE ACCEPTED WITHIN 30 DAYS.

Coverage starts upon acceptance. This agreement may be cancelled upon 30 days written notice by either party. No repairs or service will be made without your approval. Prices subject to change.

Date _____

Date _____

Signature _____
E & V Energy Team Member

Signature _____
Owner of Covered Equipment

11828 W. Main Street
Wolcott, NY 14590
(315) 594-8076

5700 State Route 34
Auburn, NY 13021
(315) 253-6522

3951 Route 11
Cortland, NY 13045
(607) 753-0567

365 N. 1st Street
Fulton, NY 13069
(315) 598-6778

2097 Route 14N
Geneva, NY 14456
(315) 789-1556

22925 State Route 12
Watertown, NY 13601
(315) 786-2067

614 Elmira Rd., Rt. 13
Ithaca, NY 14850
(607) 241-1010

COVERED BY THE MAINTENANCE PLAN

FREE:

- ❖ Yearly tune-up and inspection to insure peak operating efficiency.
- ❖ **20% OFF Parts and Labor** to Replace or Repair:

A. Furnace or Boiler:

- | | |
|---|--|
| 1. Air Ducts – Warm / Cold | 26. Flame Spreader |
| 2. Air Filters (One 1" Set) | 27. Fuel Pump |
| 3. Antifreeze (1 st Gallon) | 28. Gas Valve |
| 4. Aquastat / Relay | 29. Hot Surface Ignition |
| 5. Burner Couplings | 30. Hot Water Circulator Control |
| 6. Burner End Cone | 31. Hot Water Circulator and/or Zone Valve (1 st One Covered) |
| 7. Burner Fan | 32. Humidifier |
| 8. Burner Motor | 33. Low Water Cut Off |
| 9. Burner Transformer | 34. Manifold (Near Boiler Piping) |
| 10. CAD Cell Relay | 35. Nozzle |
| 11. Circulator Bearing Assembly | 36. Oil Filter |
| 12. Circulator Coupling | 37. Orifices |
| 13. Circulator Motor | 38. Piezo Ignition |
| 14. Circulator Relay | 39. Pressure Trol |
| 15. Combustion Chamber Liner | 40. Primary Operating Control |
| 16. Electrical Wiring (Connected With Burner) | 41. Solenoid Valve |
| 17. Electrodes | 42. Standing Pilot |
| 18. Electronic Air Cleaner | 43. Thermocouple |
| 19. Electronic Ignition | 44. Thermostat (Equivalent) |
| 20. Exhaust Venting* | 45. Transformer |
| 21. Expansion Tank | 46. Warm Air Fan Control |
| 22. Fan Belts | 47. Warm Air Limit Control |
| 23. Fan Motor | 48. Water Feed |
| 24. Fan Shaft / Bearings | 49. Condensate Pump/Drain |
| 25. Flame Rods / Flame Sensor | 50. Purging/Bleeding System |

B. Air Conditioner:

- | | |
|-------------------------|-----------------------------|
| 1. Blower | 8. Refrigerant |
| 2. Condensing Fan Blade | 9. Relay |
| 3. Condensing Fan Motor | 10. Service Valves |
| 4. Contacts | 11. Thermal Expansion Valve |
| 5. Fan Center | 12. Thermostat /Sub-Base |
| 6. Filter Dryer | 13. Disconnect/Whip |
| 7. Line Set | 14. Condensate Pump/Drain |

C. Water Heater:

- | | |
|--------------------------------|---------------------------------|
| a. Boiler Tankless Coil System | d. LP/ Natural Gas Water Heater |
| 1. Flow Restrictor | 1. Thermostat (gas valve) |
| 2. Tempering Valve | 2. Thermocouple |
| 3. Relief Valve | 3. Relief Valve |
| b. Indirect Tank System | 4. Pilot Assembly |
| 1. Circulator or Zone Valve | 5. Igniter |
| 2. Thermostat | 6. Pressure Switch |
| 3. Switching Relay | 7. Draft Inducer |
| 4. Relief Valve | 8. Electronic Module |
| c. Electric Water Heater | e. Oil Fired Water Heater |
| 1. Electric Element | 1. Thermostat |
| 2. Thermostat | 2. Burner Motor |
| 3. Relief Valve | 3. Ignition Transformer |
| | 4. Fuel Pump |
| | 5. Pump Coupling |
| | 6. Electrodes |
| | 7. Relief Valve |
| | 8. Relay |

* Specific Exclusions:

A. Furnace or Boiler:

1. Flow to Equipment
2. Base Boards/ Radiators/ Heaters
3. Fuel Tank
4. Heat Exchanger
5. Skimming Boiler
6. Boiler Sections

B. Air Conditioner:

1. Evaporator Coil
2. Condensing Unit

C. Water Heater:

1. Water Tank
2. Coil
3. Lime / Sediment Removal

E&V Energy Company and the Customer agree to the following terms and conditions:

1. The Maintenance Plan shall be subject to prior E&V inspection and approval of customer's equipment to insure suitability for this Plan. Customer's equipment must be in working condition to qualify for Maintenance Plan.
2. Maintenance Plan benefits cannot be applied to nonoperational units. However, E&V may allow a 10% discount on initial qualification repairs at its discretion. This discount does not apply to any cleaning.
3. E&V reserves the right to disqualify equipment for coverage due to its condition, age, design, type, or parts availability.
4. The Maintenance Plan covers only those repairs and replacement of parts specified during the effective period of the Plan.
5. All parts, equipment, and/or labor not covered under this Plan will be charged to the Customer at prevailing rates.
6. Any service (includes replacing covered equipment) performed by anyone not authorized by E&V will release E&V from all obligations under this contract rendering this agreement null & void. In the event the Customer fails to notify E&V (in writing) to renew the Plan due to the unauthorized changes, E&V will not be responsible for reimbursing any payments paid into the Plan as a result of the lapse in coverage.
7. E&V shall not be liable for failure or delay to provide service under the Plan if such failure or delay is caused by conditions beyond its control such as fire, flood, lightning, freezing, hard water (excessive lime & sediment build up), acts of God, supply shortages, supplier's inability to supply parts, governmental laws or regulations, or failure of Customer's supply of electricity, heating fuel, or water.
8. E&V will give a \$100 credit towards replacement of covered equipment for each continuous year Maintenance Plan is in effect (maximum \$500) If Maintenance Plan is cancelled by either party, any credit towards replacement accrued during qualifying coverage period will remain on account and honored by E&V.
9. E&V will make every effort to provide Standard 1" Furnace Air Filters and Standard Humidifier Water Panels during routine cleanings. In the event it is unable to provide this service due to stock shortage, availability, size, or type it is understood the Customer will be responsible for securing his/her own filter or water panel per notification by E&V Service Representative at time of cleaning.
10. The term of this agreement shall be for a period of one year from the effective date set forth and shall be **automatically renewed** for successive one year periods thereafter unless canceled by either party at any time by notice in writing mailed to the other party.
11. Customer will receive a Service Tune-up/Inspection each year the Maintenance Plan is in effect at no additional charge. Scheduling will be at the discretion of E&V.
12. E&V reserves the right to cancel this agreement at any time.
13. E&V's liability under this Plan is limited to the services specified. E&V shall not be liable for any consequential or incidental damages in any way arising out of performance or nonperformance under this Plan. E&V's liability is limited to the payments made by Customer.
14. E&V will mail to Customer a statement including the charge for the Plan, payment is then due by the 10th of the month. Customer's Maintenance Plan account must be maintained in current status at all times for the term of this agreement. If Customer's Maintenance Plan account becomes past due (payment not received by the end of the month due) this contract will be terminated. Customer at that time will have the option of bringing their Maintenance Plan account back into current standing and paying for any repairs needed to the equipment to renew the Plan.
15. E&V is not liable for defects originating from Installation Design by others.
16. If E&V encounters asbestos or polychlorinated biphenyl (PCB) on the site, E&V shall immediately stop work and report the condition to the owner or owner's representative. E&V shall not resume work in the affected area until the asbestos or polychlorinated biphenyl (PCB) has been removed or rendered harmless.