engel air conditioning & heating

HEATING •COOLING• HUMIDIFIERS
SERVICE CONTRACTS • AIR CLEANER

518 Hazel Ave.
Feasterville Pa 19053
(215) 364-3522 (215) ENGEL-AC
www.engelair.com Fax: (215) 364-3533

Frequently Asked Questions and Answers

Understanding our contracts is imperative to making the right decision for your family and your home. Before choosing your plan, please take a minute to answer the following questions. These answers will enable you to make an educated decision.

1 .What type of system is in your home? (See plan coverage below for each system we cover)
2. What is the Premier Service Plan and what does it cover? It covers both parts & labor for that respective season.
3 .What is the Maintenance Plan and what does it cover? You will receive a pre-season tune-up and 10% off any service call and parts during that respective season.
4.What does multi-system mean? This means you have two (2) Heaters and/or two (2) air conditioners at the same home. 10% off each.
5.Do you need to add additional appliances or accessories to your plan? (Water Heaters, Humidifiers, etc.)

Homeowners are responsible for scheduling the preventative maintenance service calls

Premier Service Policy

These plans are highly recommended if the manufacturer's warranties have run out on your system. This complete piece of mind service agreement is a comprehensive insurance policy covering both parts and labor for the entire season. You will receive priority service and pay no overtime charges. * (*SEE REVERSE SIDE FOR PARTS COVERED UNDER THIS AGREEMENT)*

If You have a contract already please accept this as a remnder to schedule your maintenance

	Premier Plan Coverage	Cost of Coverage	Quantity Needed	Total
1	Furnace & Air Conditioning (Gas, Propane, or Electric)	**$240.00**	X _____=	$
1a	***ADD Annual Maintenance *(Spring & Fall)* YOU SAVE $10.00**	**$400.00**	X _____=	$
2	Furnace Only (Gas, Propane, or Electric)	**$120.00**	X _____=	$
2a	***ADD Annual Maintenance *(Fall only)* YOU SAVE $12.00**	**$205.00**	X _____=	$
3	Boiler Only (Gas or Propane)	**$139.00**	X _____=	$
3a	***ADD Annual Maintenance *(Fall only)* YOU SAVE $12.00**	**$224.00**	**X** =	**$**
4	Heat Pump & Air Handler (All Electric)	**$250.00**	X _____=	$
4a	***ADD Annual Maintenance *(Spring & Fall)* YOU SAVE *$20.00***	**$424.00**	X _____=	$
5	Heat Pump & Furnace Hy-Brid (Gas or Propane)	**$315.00**	X _____=	$
5a	***ADD Annual Maintenance *(Spring & Fall)* YOU SAVE $24.00**	**$485.00**	X _____=	$
6	Air Conditioning Only (excluding Heat Pump)	**$120.00**	X _____=	$
6a	***ADD Annual Maintenance *(Spring only)* YOU SAVE $12.00**	**$205.00**	X _____=	$

Annual Maintenance Only Plans

*This maintenance policy entitles you to our thorough 20 point pre-season tune up of your system. This check up assures you that your system will be running at its peak efficiency, which is extremely important with the rising energy costs. Regular maintenance is not only recommended by Engel Air Conditioning & Heating but most manufactures require an annual tune up in order to maintain the warranty status of your equipment. You will receive 10% off any service call and parts you may need during that particular season. This plan is also ideal for customers with parts that are still under warranty. *(SEE REVERSE SIDE FOR PLAN COVERAGE)*

Maintenance Plan Coverage	Maintenance Plan	Quantity Needed	Total
7 Heating/ Gas Furnace Boiler Maintenance Plan (*Fall only*)	**$97.00**	X___ =	$
8 Air Conditioning Maintenance Plan (*Spring only*)	**$97.00**	X___ =	$
9 Heating & A/C Maintenance Plan (*Spring & Fall*)	**$188.00**	X___ =	$
10 Heat Pump & Furnace Maintenance Plan (*Spring & Fall*)	**$195.00**	X___ =	$

Service Plan Add-On's

This plan enables you to add additional appliances or accessories to any Premier Service Policy listed above.

	Additional Plan Coverage	Service Plan	Quantity Needed	Total
11	Gas or Electric Water Heater	**$35.00**	X _____=	$
12	Humidifier excluding Aprilaire model 110	**$45.00**	X _____=	$
13	Additional Circulators (*only main circulator covered under plan)*	**$75.00**	X _____=	$
14	**Additional Zone Valve** (***only main zone valve covered under plan)***	**$75.00**	**X** _____ =	**$**

Reminder: If you have two or more furnaces, boilers, air conditioning units, or heat pumps you need to purchase multiple plans to have coverage for all of your systems. If you are only taking out one plan and have more than one system you must specify which system you are covering. Equipment must be in working condition at time of contract acceptance. **There is a 30 day waiting period after we receive your acceptance and payment. Existing plan holders are waived the 30 day waiting period.**

4/2021

Grand Total $

Terms and Conditions on Back

METHOD OF PAYMENT

Customer Name: Phone # : _____

Address: _____City: _____ State: _____ Zip:

Email Address: _____

Visa ____ Master Card ____ Discover _____ American Exp ___ Check ___ Chk #

Credit Card Number_____Exp

Customer Acceptance _____Date

1	1a	2	2a
3	3a	4	4a
5	5a	6	6a
7	8	9	10
11	12	13	14

Engel Air Conditioning and Heating offers a fully staffed NATE certified service team to meet your immediate service demands. Our installation teams are fully trained to install TRANE, RHEEM, LENNOX, and a variety of hot water systems. We also have the ability to service and install all of your indoor air quality needs. Free in home consultations and free financing available through Engel Air Conditioning and Heating.

Premier Service Plan Coverage

The following parts are covered with the purchase of a Premier Service Policy

Heating Parts: Blower Motors, Blower Wheels, Belts, Capacitors, Gas Pilots, Gas Valves, Overload Switches, Relays, Safety Controls, Control Boards, Electronic Control Boards, Ignition Systems, Thermocouples, Flue Piping, Draft Hood, Inducer Fan Motors, Inducer Fan Assemblies, Flame Sensors, Fan Limit Controls, Transformers, Pilot Tubing, Pilot Shields, Non- Programmable Thermostats, Vent Dampers, Air Switches. Zone valve head only.

Air Conditioning Parts: Condenser Fan Blade, Condenser Fan Motor, Blower Motor, Blower Wheel, Belts, Capacitors, Start Assist Parts, Contactor, Fan Relay, Non-Programmable Thermostat, Disconnect Switches, Control Boards, Solid State Control, Low Pressure Switch, High Pressure Switch, Time Delays

Heat Pump Parts: Same as the heating and air conditioning parts list above including the following parts: Defrost Control, Electric Heat Sequencers and Electric Back up Heat

Air Handler Parts: Blower Motors, Blower Wheels, Capacitors, Overload Switches, Safety Controls, Control Boards, Electronic Control Boards, Non-Programmable Thermostats, Disconnect Switches

Gas / Electric Water Heater Parts: Gas Valves, Electric Heat Elements, Thermocouples, Pressure Relief Valves
does not include the replacement of the tank. or Tankless systems.

Humidifier Parts: Saddle Valves, Solenoid Valves, Humidistat's, Humidifier Motors, Transformers and Circuit Boards Aprilaire 110 no longer covered

All premiere plans are covered for the respective season of the equipment. Fall coverage is Oct 1 to March 31. Spring coverage is April 1 to September 30. Example of coverage; Heater plan covers parts during heating season, if a part fails during air conditioning season and you do not have air conditioning coverage, then the part is not covered. All plans are transferable to new owners. Any preventative maintenance's performed on a weekend are subjected to a $15.00 charge.

Maintenance Plan Coverage

Your system tune up includes the following

Heating: Inspection of flue pipe, flue draft, temperature rise, safety controls, voltages , amperages, wire connections, pilot system, heat exchanger, blower wheel, capacitors, relays, thermostat, lubricate motors, check C0 levels, clean burners, check air filters and check operation.

Air Conditioning System: Inspection of operating pressures, super heat and sub cooling, contactors, relays, thermostat, blower wheel, lubricate motors, fan blade, safety controls, capacitors, condensate drains, clean condenser coil with hose, and check operation

Heat Pump Systems: Same as air conditioning service with the addition of, inspection of defrost board, defrost sensors, heat sequencers and electric heat strips.

Terms and Conditions

Limitations of Liability: Engel Air Conditioning & Heating is only responsible for the parts listed in the above covered plan. Engel Air Conditioning has the right to reschedule pre-season checkups due to weather conditions. Engel Air Conditioning will perform emergency services within 24 hours. Any system covered by a premier plan must have had preventative maintenance performed within the last two years. Any service call on a piece of heating or air conditioning equipment that has not had a preventative maintenance performed in the past two years will be charged additional service fee. All ECM- Variable speed motors will require an additional expense of $200.00 for replacement.

Exclusions: Engel Air Conditioning & Heating shall not be liable or responsible for any claim or a charge associated with any loss or failure of the covered equipment that directly or indirectly arises out of any of the following conditions. Power surges, brownouts, blackouts, electrical spikes, electrical overloads, losses due to loss of power, light, heat, fire, smoke, explosions, lightning, hail, wind, exposure to weather or other acts of God,rust

Corrosion, flood, water or any other abnormal condition. Improper installation of the covered equipment or lack of maintenance as recommended by the manufacturer. Any manufactures recall due to errors or design. This contract is for residential applications and not commercial use. Excluded parts are not limited to the following; air cleaners, filters, ductwork, drain lines, condensate pumps, adding refrigerants, batteries, fixing Freon leaks. All equipment must be in working condition. Damage caused by owner, draining hydronic systems, refilling hydronic systems, doing routine seasonal start ups, relighting pilots, replacing equipment fuses or switches that are off. Engel Air Conditioning & Heating will not extend coverage to Lennox Pulse heaters and Aprilaire model 110 Engel Air Conditioning & Heating reserves the right to cancel any agreement if a service technician deems the equipment unrepairable; if the
system is deemed unrepairable then the cost of the agreement, if any work has been performed during the year than that amount will be prorated, the cost or balance may be used as a deposit toward replacement or the technician deems it is an unhealthy working environment. Engel Air Conditioning has the right to not renew any service policy.

Payment/Charges for Non-Covered work: It is the customer's responsibility to pay the service technician for any and all charges that are not covered under the agreement plan. This includes without limitations, payment for service call where no repair are made, relighting pilot, resetting tripped safety device, turning on switch , fuse or breakers. We will provide one visit to show customer how to use a newly installed thermostat. All other customer educational visits will be charged. A service charge of $97.00 dollars will be applied for service not covered under the agreement. ENGEL AIR MAY TERMANATE THIS POLICY AT WILL AND REFUND UNUSED MONEY

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