

Air Conditioning Service Plan



RELIABLE OIL & HEAT

“Dependable Hometown Service”



203-324-2141 • 203-866-3400

ANNUAL TUNE UP

Our **Annual Tune Up and Preventative Maintenance** is specifically designed to keep your air conditioning system running at maximum efficiency – keeping you and your family comfortable *all summer long!*

A/C Tune Up & Maintenance Includes:

- ✓ Check refrigerant levels
- ✓ Lubricate blower motor & bearings
- ✓ Lubricate condenser fan motor
- ✓ Check & clean air filters
- ✓ Clean indoor & outdoor coils as needed
- ✓ Check voltage & wiring
- ✓ Check blower assembly
- ✓ Check fan belts, pulleys & bearings
- ✓ Check pressure switches
- ✓ Check electrical starting and connections
- ✓ Check operation of thermostat
- ✓ Check condensate pump & water drain

*For Terms and Conditions of this Service Plan see reverse side.

Reliable's® Air Conditioning Service Plan Keeps You Cool All Summer!

Regardless of the season, Reliable Oil is committed to your comfort. That is why we also offer an Air Conditioning Service Plan. Our comprehensive three-part plan includes the annual efficiency tune up, priority service, and 15% off on commonly used parts and labor. We maintain and repair all makes and models of central air conditioning equipment. Our air conditioning service plan ensures that your system operates smoothly and efficiently— keeping you comfortable all summer!



PARTS PROTECTION

15% Discount On Parts & Labor

As an added benefit, our plan provides the parts listed below and associated labor at a **15% discount** below our prevailing rates. See Terms & Conditions.

Discount On Replacement Parts Include:

- Accumulator
- Blower Motor
- Blower Pulley
- Blower Wheel
- Condensate Pump
- Condensate Fan
- Contactors
- Crankcase Heater
- Defrost Relay
- Defrost Switch
- Defrost Timer
- Expansion Valves
- High Pressure Controls
- Motor Starters
- Outdoor Fan Blades
- Outdoor Fan Motor
- Outdoor Unit Relays
- Potential Relay
- Reversing Valve
- Running Capacitors
- Starting Relay
- Thermostat (Standard)
- Time-Delay Control
- Timer Relays
- Transformers
- System Wiring

Energy Saving Tips

- **Proper Maintenance:** An annual pre-season check-up can go a long way in preventing heating and cooling system problems.
- **Clean Air Filter:** A dirty air filter reduces your A/C's efficiency, making it use more energy. Check your HVAC system's air filter bimonthly and expect to change it every three to four months.
- **Close the Blinds:** Windows letting in a lot of sunlight heat up your home. During the warmest part of the day, close your blinds.
- **Lower A/C at Night:** Turn your A/C up during sleep hours or, if your unit has one, utilize the "sleep mode" which lowers the output on a timer.
- **Get a Programmable Thermostat:** Programmable t-stats save energy, allowing you to preset your desired temperatures. When home, aim to set the temperature to 78°, balancing comfort with energy and cost savings. Together with winter energy savings, a programmable t-stat can save you up to \$150 a year.

PRIORITY SERVICE

Prompt & Professional Hometown Service!

Reliable Oil prides itself on the personal care we provide to each of our customers. As a preferred "A/C Service Plan" holder, you receive priority service during regular business hours. (8AM - 3:30PM, Monday - Friday)



CONTACT INFORMATION

Mailing Address: Reliable Oil & Heat
P.O. Box 2128
351 Courtland Avenue
Stamford, CT 06906


Phone: (203) 324-2141
(203) 866-3400

Fax: (203) 324-5930

Office: Monday - Friday
7:30am - 3:30pm

Visit: www.reliableoilandheat.com

Email: info@reliableoilandheat.com

 **(203) 324-2141**



TERMS AND CONDITIONS

PRE-EXISTING CONDITIONS We require your air conditioning system to have no pre-existing conditions before coverage goes into effect. During the first service call at your residence after you request service coverage by one of our licensed service technicians, our service department may determine that your system has a pre-existing condition and may decline your coverage. If you request us to rehabilitate your air conditioning system we will charge you our regular prices for both parts and labor.

AUTOMATIC OIL DELIVERY REQUIRED We will not extend coverage to any air conditioning system at an address to which we do not deliver oil using our Automatic Delivery method. If you have coverage and cancel Automatic Delivery, we will cancel service plan coverage. If you do not pay your bill on time, we will also suspend coverage.

LENGTH OF COVERAGE This Plan is Effective April 1 - October 31. To assure continuing coverage, Reliable will automatically bill subsequent plans on March 15th unless first canceled by either party. Plan pricing is subject to change. The terms and extent of coverage is subject to change when this plan brochure is revised and reprinted. You agree to be bound by such changes until you cancel coverage.

DAMAGES We will not be held responsible for damages caused by leaking or plugged condensate drains, lines, pumps, or tubing.

PAYMENT Payment is due, in full, within 30 days after we bill you for any service plan. If payment is not made within that time period, we reserve the right to cancel your plan and bill you for any parts or services that we provided to you under the plan.

LIMITED REFUNDS We will not refund any of the cost of your plan after it has been in effect for 30 days or if we have provided you with any parts or services whatsoever when your plan was in effect.

CANCELLATIONS Either party may cancel coverage at any time and for any reason by mailing written notice to the other party. Our written notice to you will specify why we are canceling coverage and the circumstances, if any, under which we will renew it. We reserve the right to cancel or suspend plans if you do not purchase at least 400 gallons of oil each year; if your air conditioning system becomes obsolescent or unreliable; or if you neglect to keep non-covered parts of your air conditioning system in good repair. If we consent to perform services for you when plan coverage is canceled or suspended, you agree to pay our normal charges for parts and labor for those services.

NORMAL BUSINESS HOURS Normal business hours are from 7:30 a.m. to 3:30 p.m., Monday through Friday, except major holidays.

GENERAL CUSTOMER AGREEMENT By enrolling in this service plan, customer specifically agrees to the terms and conditions of the General Customer Agreement (under separate cover).

****Each additional Air Conditioning unit will be covered at a 25% discounted rate.***

None Of Our Service Plans Will Provide Coverage:

- If plan coverage has been canceled or suspended.
- If you have misused your air conditioning system or have attempted repairs or installations yourself or have hired an outside party to attempt repairs or installations.
- If you do not provide safe and unimpeded access to your air conditioning system.
- If your air conditioning system's operation has been impaired for any reason not directly attributable to the wear and tear of ordinary use or has been damaged by vandalism, fire, flood, power fluctuations, units running on generators, lightning strikes, your failure to keep non-covered parts in good repair, or any other reason including acts of God or nature.
- If you make an appointment and our serviceman arrives to find no one home, that the driveway is impassable, or that there is nothing wrong.
- If you request us to perform simple homeowner tasks that require no special tools, training or abilities such as resetting your circuit breakers or changing fuses; turning down your thermostat; turning on your emergency switches; changing air filters; and replacing batteries.

*Chargeable Services rendered to you include travel time, trips to supply houses and the completion of associated paperwork.

"Reliable Oil ~ Cools Best"



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"Hometown Service since 1922"

Contact Information & Hours

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P.O. Box 2128
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