

# APPLETON CAMPBELL

## PLUMBING • HEATING • AIR CONDITIONING • ELECTRICAL

### Membership Terms

Appleton Campbell will perform maintenance safety inspections on your homes heating and/or cooling systems. Your MVP (Membership Value Program) includes 15% savings on any HVAC, plumbing and electrical repairs, priority service dispatching, as well as a 2 year limited repair warranty. Your membership also allows a plumbing and/or electrical safety inspection.

1. Appleton Campbell Inc. will endeavor to render prompt and efficient service hereunder, however it is expressly agreed that we shall in no event be liable for damages or loss caused by delays of the performance of this membership.
2. All equipment must be in operating order before acceptance of this Membership Value Program.
3. Appleton Campbell Inc. reserves the right to reject or cancel this membership by refunding the payment; refund will be prorated minus any discounts taken, if in their opinion it is impossible to provide a service satisfactory to both parties.
4. Appleton Campbell Inc. offers emergency repair service after hours, weekends and holidays. Members will receive a discounted emergency trip fee as well as no trip fees Monday through Friday 8am – 5pm.
5. Appleton Campbell Inc. will make a concerted effort to contact you to schedule your maintenance safety inspections, if Appleton Campbell Inc. is unable to contact you; we ask that you the customer make a concerted attempt to schedule your maintenance safety inspection.
6. Unnecessary or nuisance calls beyond the scope of this membership will be charged to and paid by the purchaser at the current service rates.
7. Appleton Campbell Inc. strongly recommends monthly filter check/ change and visual inspections to the system by owner.
8. Non-payment means automatic cancellation. All accounts must be current for service to be rendered and to receive all benefits of this membership.
9. This membership is based on a 12 month payment either monthly auto-pay or in full at beginning of the membership.
10. This membership is an annual membership that renews automatically each year.
11. This membership may be terminated with 30 day notice. Payment for services performed will be adjusted accordingly.
12. It is understood that this proposal sets forth the entire membership.

Maintenance Safety Inspections include the following:

#### Indoors

- Check indoor coil
- Check primary drain for dirt, cracks, rust
- Flush condensate drain
- Check auxiliary drain pan (if applicable)
- Check blower for dirt, balance
- Check blower motor bearings, amperage
- Check for proper airflow
- Check filters
- Check thermostat
- Check wiring & connections

#### Gas Furnaces Only

- Check heat exchanger condition
- Check draft inducer motor & fan
- Check flue pipe condition
- Check drain on condensing furnace
- Clean flame sensor
- Test furnace safety switches:
  - pressure switch
  - temperature limit switch
  - draft switch
  - rollout switch
- Check gas valve operation
- Measure gas pressure and adjust if needed
- Check condition of burners
- Check operating temperatures

#### Outdoors

- Check condition of outdoor coil
- Check outdoor fan for balance
- Check fan motor bearings
- Check relays for contact wear
- Check capacitors for proper capacitance
- Check reversing valve operation
- Check defrost cycle (fall check only)
- Check compressor voltage & amperage
- Check operating temperatures and pressures
- Check that all covers, caps & seals are in place

#### Electric Heat Only

- Check relay/sequencer operation
- Check heater voltage & amp draw
- Check operating temperatures

#### Oil Furnaces Only

- Service burner and adjust for maximum efficiency
- Clean and adjust electrode and nozzle assembly
- Replace oil nozzle and filter
- Test oil pump operation
- Inspect flue pipe and barometric damper
- Test and adjust all safety and operating controls
- Perform electronic combustion analysis for peak performance

#### Additionally

- Check any parts/operation unique to equipment

**2 Year Limited Repair Warranty is for current and active memberships only.**

Warranty Exclusions include but are not limited to:

drain cleaning, patch repairs, non-best recommended repairs, equipment serviced by others, refrigerant, electrical issues beyond our control, misuse or abuse, act of nature, water quality & water pressure issues, and repairs to equipment older than 7 years