

Spring 2017

Dear Customer:

The ServicePlus Cares Club is intended to provide our existing loyal customers worry-free, preventative maintenance services in regard to your heating, cooling and plumbing needs. Please see below a pricing summary and scope of services that you are eligible to receive as a ServicePlus Cares Club customer:

ServicePlus Cares Club Highlights

1. Pricing Summary
 - Option A: \$249 for One Year Agreement
 - Option B: \$199 per year for Two Year Agreement (total payment of \$398; implies a 20% savings)
2. Monthly subscription pricing available for each option
 - \$21.95 a month for One Year Agreement
 - \$18.95 a month for Two Year Agreement
3. Club Benefits and Scope of Services⁽¹⁾:
 - 25-Point Air Conditioning Tune-Up during the Spring (normally, a \$129 value), plus
 - 25-Point Heating (incl. Water Heater Inspection) Tune-Up during the Fall (normally, a \$129 value), plus
 - No diagnostic fee and 15% discount off any heating, cooling or plumbing service call (normally, \$95 diagnostic fee + cost of repairs), plus
 - Priority Service 24x7 and free phone-based technical support or consultation, plus
 - \$50 per Unit Discounted Rate for Additional Units (normally, a \$75 value), plus
 - \$50 Coupon for completing five-minute customer satisfaction survey at the end of each tune-up or emergency service call (normally, a \$25 value; coupon valid for 6 months and needs to be applied towards next heating, cooling or plumbing repair)

Thank you for the opportunity to serve you. Please call us at 609.387.1637 should you have any questions.

Joe Landis
Field Manager

Note:

(1) Scope of services applies to: (A) up to two gas heating furnaces and (B) up to two A/C units

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ServicePlus Cares Club – Preventative Maintenance Agreement

<p>GENERAL TERMS AND CONDITIONS</p> <p>ServicePlus is pleased to provide you (the "Customer") with the following services in regard to your heating, cooling, and plumbing needs:</p> <p>A. Scope of Services</p> <ol style="list-style-type: none"> 25-point air-conditioning tune-up of up to two air-conditioning units during the month of April or May, plus 25-point heating (incl. water heater inspection) tune-up of up to two gas-based heating furnaces or one oil-based heating furnace during the month of September or October, plus Free diagnostic service visits and 15% discount off any heating, cooling or plumbing service calls (includes all parts, materials, and labor), and Priority service 24x7x365 and free phone-based technical support <p>B. Additional Units</p> <ol style="list-style-type: none"> Additional air-conditioning or heating units can be added to the scope at an incremental annual rate of \$50 per unit <p>C. Customer Satisfaction Promise</p> <ol style="list-style-type: none"> Your 100% total satisfaction is guaranteed. You will receive a \$50 coupon for completing a customer satisfaction survey at the end of each tune-up or service call that you can apply towards your next heating, cooling or plumbing repair within six months of issue. <p>D. Termination</p> <ol style="list-style-type: none"> Each party may cancel this Agreement at any time on 30 days' written notice. If terminated by Customer, Customer understands and acknowledges that the service fee is not refundable. The pro-rated portion of the service fee shall be refunded to Customer if Agreement is terminated by ServicePlus. <p>© 2017 ServicePlus. All Rights Reserved.</p>	<p>Name: _____ Phone: _____</p>																																																									
	<p>Address: _____</p>																																																									
	<p>City: _____</p>	<p>St: _____</p>	<p>Zip: _____</p>																																																							
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #004a80; color: white;"> <th style="width: 25%;">Equipment</th> <th style="width: 15%;">Make</th> <th style="width: 25%;">Model</th> <th style="width: 15%;">Serial</th> <th style="width: 20%;">Notes</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Equipment	Make	Model	Serial	Notes																																																				
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<p>ServicePlus and Customer agree that this written Agreement constitute the entire Agreement, and that Customer shall receive the services outlined in this Agreement during the period _____ to _____ for a total service fee of \$ _____. Full payment is due upon acceptance of this Agreement. Monthly subscription pricing available upon request.</p>																																																										
<p><input type="checkbox"/> Cash <input type="checkbox"/> Check (No: _____) <input type="checkbox"/> Credit Card (Type: _____)</p>																																																										
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25-Point Air-Conditioning Tune-Up – Checklist	25-Point Heating Tune-Up – Checklist
<ol style="list-style-type: none"> 1. Check operating pressures and charge, if necessary (Freon extra). 2. Check compressor voltage and amp draw. Rated _____Amps; Actual _____Amps 3. Check service port caps for leakage (must be locking caps as per code). 4. Check condenser and blower motor amp draw. Rated _____Amps; Actual _____Amps 5. Check if unit is level and base is sound. 6. Lube all motors and any moving parts. 7. Replace filter, if necessary; Disposable type only (media type extra). Size _____ 8. Clean Cells and pre filters on electronic air cleaners. 9. Check temperature drop across evaporator coil. 10. Check belt tension and adjust, if necessary 11. Inspect and test compressor run capacitors. Rated _____Mfd; Actual _____Mfd 12. Inspect the compressor terminals. 13. Inspect and test fan motor capacitor Rated _____Mfd; Actual _____Mfd 14. Check cabinet for excessive noise / vibration. 15. Inspect the compressor contactor. 16. Inspect all electrical connections. 17. Inspect the condenser and evaporator coils and clean, if necessary (chemical cleaning at additional cost) 18. Test the thermostat for proper operation. 19. Check condensate drain and condensate pump for free running and proper operation (recommend EZ Trap or pump overflow safety). 20. Inspect condenser fan blades for metal fatigue. 21. Test any pressure switches. 22. Tune the system for optimum efficiency using the “super heat” or “subcool” methods (Freon extra) and record settings _____ 23. Wipe down cabinets. 24. Check electrical disconnect, wiring, and fuses. 25. Provide owner or management with a written report on results and problems that require further attention. Place service stickers on inside and outside units. 	<ol style="list-style-type: none"> 1. Lube all motors and any moving parts. 2. Replace or clean air filters, as necessary (media type extra). 3. Check belt condition and tension, and adjust as necessary. 4. Inspect start and run capacitors. _____ Mfd 5. Inspect the compressor contactor (heat pump only). Rated _____ Mfd; Actual _____ Mfd 6. Inspect the evaporator and the condenser coils, and clean as necessary (heat pump only; chemical cleaning at additional cost). 7. Inspect gas burners and clean, as necessary. 8. If heat pump or electric heat: Test all electric heat elements for proper operation. 9. Inspect the heat exchanger for cracks and test flue gas crossing over into the conditioned air side. 10. Inspect condenser fan blades for metal fatigue (heat pump only). 11. Test the thermostat(s) for proper operation. 12. Inspect all electrical connections. 13. Test any pressure switches and check sampling hoses for cracks or splits. 14. Check compressor: voltage and amp draw (heat pump only). _____ Voltage _____ Amp Draw 15. Check blower and draft inducer motor. _____ Voltage _____ Amp Draw 16. Blow out the trap and drain lines on high efficiency units. 17. Check operating pressures and charge, as necessary (Heat pump only) _____ Pressures 18. Check temperature rise across indoor coil (heat pump only) and temperature rise across heat exchanger on furnaces (compare to rating plate specification). 19. Test all limits and safety devices. 20. Remove, check and clean the flame sensor. _____ Flame Signal 21. Test system oil / Freon for moisture & acidity (commercial heat pump application only). _____ OK _____ Acid 22. If this system is over 5 tons (2,000 CFM), it must have an induct smoke detector (S.D.) installed. <ol style="list-style-type: none"> a. Over 5 tons but no S.D.? _____ b. Over 5 tons with a S.D.? _____ Inspect, test, clean. 23. Inspect the venting system. Report on cracking, loose joints, discoloration, and condensate leaks at joints & fitting/joint separation. Note: An “HTPV Installation Survey” form must be filled out for each problem installation. 24. Provide owner or management with a written report on results and problems that require further attention. Place service stickers on inside and outside units. 25. Wipe down cabinets. <p>PLUS WATER HEATER INSPECTION</p> <ol style="list-style-type: none"> 1. Drain sediment from bottom of tank. 2. Test the safety relief valve. 3. Check for flue spillage and proper drafting. 4. Check combustion air intakes (clean inlet filter if present) 5. Test safeties and overall operation.

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