



WE LOVE WHAT WE DO,
AND NO ONE DOES IT BETTER!



Visit us on-line at www.rrmechanicalhvac.com


SERVICE PLANS

Contract No: _____


Complete & Return a Copy of this form to the office or Call (215) 744-3217 to Sign-Up Today!

Automatic MONTHLY PLAN


(Prices are shown for one full year of protection. For equipment plan coverage, see back for details)

|  Gold Plan | ➤ Parts & Labor Coverage | ➤ Priority Service | ➤ No Service Call Fees | Gold Plan & Tune-Up | Automatic MONTHLY PLANS |
|---|--------------------------|----------------------|------------------------------------|-------------------------------------|--------------------------------|
| | ➤ No Overtime Fee | ➤ Annual Maintenance | ➤ Replacement Allowance (See Back) | | |
| <input type="checkbox"/> Furnace & Air Conditioner Combo (Gas or Electric) | | | | \$ 507.00 | \$44.00 Per month \$ _____ |
| | | | | (one heating & one cooling tune-up) | |
| <input type="checkbox"/> Heat Pump & Gas Furnace Combo (Gas) | | | | \$ 547.00 | \$48.00 Per month \$ _____ |
| | | | | (one heating & one cooling tune-up) | |
| <input type="checkbox"/> Heat Pump & Air Handler Combo (All Electric) | | | | \$ 507.00 | \$44.00 Per month \$ _____ |
| | | | | (one heating & one cooling tune-up) | |
| <input type="checkbox"/> Furnace or Boiler (Gas or Electric) | | | | \$ 278.00 | \$24.00 Per month \$ _____ |
| | | | | (one heating tune-up) | |
| <input type="checkbox"/> Air Conditioning (Excludes Heating System) | | | | \$ 319.00 | \$28.00 Per month \$ _____ |
| | | | | (one cooling tune-up) | |
| <input type="checkbox"/> Hot Water Heater (Gas or Electric) | | | | \$ 99.00 | \$ 9.00 Per month \$ _____ |
| | | | | (one tune-up) | |
| <input type="checkbox"/> UV Light (Includes Repairs and Bulb Replacement) | | | | \$ 147.00 | \$13.00 Per month \$ _____ |
| | | | | (one tune-up) | |

INCLUDES: All labor and parts in the equipment (Furnace, Air conditioner or Heat Pump). Coverage also includes non-programmable thermostat. The only exclusion are (out of warranty) coils, Heat Exchanger, Compressor, Hot Water Tank and Piping

|  Annual Maintenance Plan | ➤ 15% off on Parts & Labor | ➤ Annual Tune-up | ➤ Priority Service | Annual Maintenance Plan | Automatic MONTHLY PLANS |
|---|----------------------------|--------------------------------|--------------------|--------------------------------------|--------------------------------|
| | ➤ No Overtime Rate | ➤ Discounted Service Call Rate | | | |
| <input type="checkbox"/> Gas Furnace, Air Conditioner, Heat Pump, or Gas Boiler Only..... | | | | \$ 129.00 | \$11.00 Per month \$ _____ |
| | | | | (one heating or one cooling tune-up) | |
| <input type="checkbox"/> Gas Furnace & Air Conditioner or Heat Pump & Air Handler Combo | | | | \$ 218.00 | \$19.00 Per month \$ _____ |
| | | | | (one heating & one cooling tune-up) | |
| <input type="checkbox"/> Heat Pump & Gas Furnace Combo..... | | | | \$ 238.00 | \$21.00 Per month \$ _____ |
| | | | | (one heating & one cooling tune-up) | |

(See back for details of what is performed for heating and cooling annual maintenance)

|  Comfort Accessory Coverage (Optional) | Must be purchased with any of the above heater | | Repair Plan | Tune-up Only | Repair Plan | Tune-up Only |
|---|--|--|--------------------|---------------------|--------------------|---------------------|
| <input type="checkbox"/> Humidifier (Repair plan includes Tune-up)..... | | | \$ 69.00 | \$40.00 | \$6.00 Per month | \$4.00 \$ _____ |
| <input type="checkbox"/> Electronic Air Cleaner (Repair plan includes Tune-up)..... | | | \$ 99.00 | \$50.00 | \$9.00 Per month | \$5.00 \$ _____ |
| <input type="checkbox"/> 4" Media Air Cleaner (10 Merv) (Two Filter Changes per Year)..... | | | \$ 69.00 | | \$6.00 Per month | \$ _____ |

Reminder: If you have two or more heaters or air conditioning units, please call for multiple system discounts. Prices include applicable sales tax. Equipment must be in good working order at the time of enrollment.

Note: Gold Contract takes effect 30 days after we received your enrollment. R&R Mechanical Services, Inc existing customers are waived from the 30 day waiting period. Prices are subject to change.

Total Amount \$ _____

METHOD OF PAYMENT Cash Credit Card (Discover, Visa, MC or Amex) Expires _____/_____/____ V-Code _____
 Check Card # _____ (3 digit code on back of card or 4 digit code in front for Amex)

LOCATION Name _____ Signature _____ Date _____
 Address _____
 If billing is different than location, indicate here I agree to the terms and conditions for the R&R Mechanical Services, Inc Service Plan (s) I am purchasing.
 City _____ PA Zip _____
 Email _____
 Phone _____

I agree to the terms and conditions of Automatic Monthly plans and allow R&R Mechanical Services, Inc to bill my credit card (above) monthly

For easy ordering or questions about our service plans, Call
215-744-3217



Visit us on-line at www.rrmechanicalhvac.com

Preventative Maintenance Plan Coverage, Exclusions, and Provisions

Gold Plan Coverage - Air Conditioner, Gas Furnace, Heat Pump, Gas Boiler, and Fan Coil.

Coverage includes the following repair coverage

| | | | | | | |
|--|--|---|---|---|---|--|
| Accumulator Blower Motor/Wheel Capacitors Condenser Coil* | Condenser Motor Contactor Compressor* Defrost Control | Drain Pail Drier Evaporator Coil* Electrical Heat Pkg. | Expansion Valve Fan Blade Fan Belts Fan Controls | Gas Pilot Gas Valve Heat Exchanger* Orifices | Overload Switches Pulleys Press Controls Refrigerant | Relays Safety Controls Sheaves Strainer |
|--|--|---|---|---|---|--|

Ultra Violet Light - Replace UV Bulb and check electrical connections once per year. All parts and labor covered on equipment.

Electric Hot Water Heater - Clean & check operation of wiring & elements & flush sediment out of tank. All parts & labor covered on equipment

Gas Hot Water Heater - Clean & check operation on pilot assembly & flush sediment out of tank. All parts & labor covered on equipment

*Manufacturer's Warranty Coverage on the following: **Compressor, Coils, Hot water tank and heat exchanger**

Gold Plan Terms

The plan term twelve (12) months. The effective date for any new plan shall be communicated to you in a Purchase and Confirmation Letter within thirty (30) days after R&R Mechanical Services, Inc receipt from you of the applicable fee. There is no coverage for any equipment failures that occur during the 30-day waiting period. If, however, R&R Mechanical receives from you a renewal fee prior to expiration of your existing applicable Plan, no 30 waiting period applies and coverage of the Equipment does not lapse; the renewal terms and conditions apply as the expiration of the existing applicable Plan. In the event you sell your residence during a Plan's Term, that plan will be transferable to the new owner for the remainder of its term.

Tune-Up Coverage-Air Conditioner, Gas Furnace, Heat Pump, Gas Boiler, and Fan Coil.

21 Point Clean and Check

| | | |
|---------------------------------------|--|--|
| 1. Operating Pressures | 8. Operation of Compressor Contactor | 15. Proper Refrigerant Charge & Visual Leaks |
| 2. Flue Pipe & Check Proper Draft | 9. Capacitor & Relays | 16. Pilot & Check Gas Burner |
| 3. Superheat/Sub Cooling | 10. All Wiring & Connections (Unit Only) | 17. Lubricate all moving parts where accessible |
| 4. Temperature at Return & Supply Air | 11. Electric Heat Pkg. (Heat Pump Only) | 18. Inspect Thermostat |
| 5. Belt & Adjust Tension | 12. Condensing Coil | 19. Perform Proper CO Test (Gas Furnaces) |
| 6. Safety Controls | 13. Evaporator Coil (If Accessible) | 20. Wax Outdoor Unit to protect finish from rust |
| 7. Voltage & Amperage to All Motors | 14. Condensate Drain & Traps | 21. Replace 1" Standard Filter & Recommend Maintenance |

Tune-Up Coverage Terms

R&R Mechanical Services, Inc Tune-Up Coverage plans cover a one time visit to perform the operational checkup service as listed under the specific Tune-Up Coverage.

Comfort Accessory Coverage

Coverage for Tune-Up

Humidifier— Replace water panel, clean screen, and clean drain on humidifier once a year. **Electronic Air Cleaner**— Take out and clean pre-filters and electronic cells as recommended by manufacturer. **Media Air Cleaner**— Replace 4" media (Merv 10) Filter twice per year

| Equipment Life-Expectancy | Average Life Expectancy |
|------------------------------------|-------------------------|
| Furnace (Gas/Oil) | 18 yrs |
| Air Conditioner | 15 yrs |
| Heat-Pump/Electric Back-up | 12 yrs |
| Boiler (Hot Water or Steam or Gas) | 21 yrs |
| Water Heater (Gas) | 9 yrs |
| Water Heater (Electric) | 10 yrs |

| Allowance Schedule (years)(Gold Plan Only) | Age of Equipment | | | |
|--|------------------|--------|-------|-------|
| | 1-5 | 6-9 | 10-14 | 15+ |
| House Heater | \$1500 | \$1000 | \$500 | \$200 |
| Water Heater | \$500 | \$200 | \$100 | \$50 |
| Central Air/Heat Pump | \$1200 | \$900 | \$500 | \$200 |
| Humidifier | \$300 | \$200 | \$100 | \$50 |
| Electronic Air Cleaner | \$400 | \$200 | \$100 | \$50 |

The chart above shows the replacement value that will be given if the equipment is deemed unreparable or if replacement part is no longer available. The purchase can use the replacement allowance above only towards a new replacement of the Purchaser's current equipment under their current R&R Mechanical Coverage Plan.

No Obligation 45 Day Examination Period

Should you, the Purchaser, for any reason, during the first 45 days of the plan be dissatisfied with a R&R Mechanical Service Plan, simply notify R&R Mechanical in writing at the address below within 45 days for a full refund, less any claims paid by R&R Mechanical for covered repairs, annual maintenance, service, and/or replacement.

Attn: Office Manager 4313 Factory St Philadelphia, PA 19124

Terms and Conditions

R&R Mechanical Services, Inc. (R&R Mechanical)

Replacement Allowance

R&R Mechanical Service Plan (s) are not replacement plans and do not cover replacement of a complete unit, even if the cause of the unit's malfunction can be traced to failure of a part or parts covered by the contract. If the estimate cost of repair exceeds the actual cash value of the unit covered or if the unit is deemed not repairable, **R&R Mechanical reserves the right to not repair the unit, and to provide you an allowance toward the purchase of a new unit under the Gold Plan only, in accordance with the schedule listed above.** You may receive an allowance to aid in replacement of the unit based on the age of the Equipment and current market value, up to \$1500. **R&R Mechanical must install the new unit. A replacement allowance can not be given to the customer if the replacement is performed by another company or person.** See allowance schedule chart. The products or Equipment to be covered must be in good operating condition at the time of application, and you, the purchaser, must participate in the program for a **minimum of ninety (90) days** before any residual allowance associated with the replacement of a piece of Equipment is covered.

Limitation of Liability

R&R Mechanical excludes any liability for special, indirect or consequential damages. Liability and the Purchaser's sole remedy for performance or non-performance under these plans is limited to the cost of replacement parts and associated labor as would be required under each plan.

Exclusions

R&R Mechanical shall not be liable or responsible for any claims or charges associated with any loss of, or failure of, the covered equipment that directly or indirectly arises out of any of the following: Power surging, burnouts, black-outs, strikes or electrical circuit overloads; consequential damage resulting from the loss of power, light, heat, steam or refrigeration. Fire, smoke, explosion, lighting, hail, wind, exposure to weather and other acts of nature, earth movement including landslide, mudslide, subsidence, earth quake or volcanic eruption, rust, corrosion, and/or sediment damage, flood, freeze, water or other abnormal conditions. Improper installation of the covered equipment or lack of preventative maintenance as recommended by the manufacturer's recall due to error in formula and/or design. Use of the covered equipment in a business or commercial application. Misuse of the covered equipment for any purpose other than intended by the manufacturer. Failure to perform normal, routine or seasonal maintenance, adjustments and/or service as may be outlined in the installation and servicing instructions or owner's manual. Vandalism and rodent, animal, or insect damage is not covered. Additional equipment not covered under service plans are as follows: all exterior components of the equipment, including filters and air cleaners, lubricants, ductwork, air flow, drain lines, humidifier, dehumidifiers, and cabinetry and/or other aesthetics; supplementary power sources, such as batteries, etc.; solar heaters, heat pump water heaters, water heaters connected to wood burning stoves, geothermal and/or water source units, commercial rooftop and packaged terminals units; fuel supplies; interconnecting tubing fittings and sensors; any lightning fixtures or bulbs, power cords, and/or other additional items accompanying the equipment.

Additional Exclusions on parts and services not covered

R&R Mechanical service plans only cover equipment that is in good working condition at the time the plan takes effect. R&R Mechanical service plan contracts do not cover damage caused by Purchaser abuse. R&R Mechanical reserves the right to reject the coverage. R&R Mechanical will not cover a part if or an acceptable alternative part is no longer available through normal procurement practices. R&R Mechanical will not handle or remove suspected asbestos material or lead. R&R Mechanical service plans only cover the services of one service technician per service call. Drainage and/or refilling of hydronic systems are not covered, unless it is done in conjunction with a plan-covered part replacement. R&R Mechanical service plans do not cover start-up services, routing or seasonal turn on/turn off, inspections and operational checks, or cleaning and relighting of pilot lights. Operational and safety checks are included under the Central Air Conditioning/Heat Pump Tune-up Coverage plans as specified under these options. R&R Mechanical will not cover Lennox Pulse or Hydro Pulse Heating units. R&R Mechanical reserves the right to reject any Agreement if upon inspection by our serviceman, equipment is found in such condition that service will be unsatisfactory to both parties.

Cancellation/Non-Renewal by R&R Mechanical Services, Inc.

R&R Mechanical shall have the right to cancel or not to renew any service plan under the R&R Mechanical Service Plan (s) by giving not less than 30 days prior written notice to you, the Purchaser at the address designated in the Purchaser's confirmation letter. At the time of notification, R&R Mechanical shall not return to Purchaser, the amount, if any by which the remaining proportionate share of fees paid by Purchaser to R&R Mechanical exceeds the following amount of claims paid by R&R Mechanical covered repairs and/or replacement. **No service will be rendered under the R&R Mechanical service plan (s) if the customer has a past due account.**

Service Call Terms

Replacement of any parts may be made with the parts of like kind and quality. Once the repair has been completed, the service technician will ask that you sign a completed form. Your signature states that the work listed was completed. R&R Mechanical reserves the right to perform post installation inspection of the repaired equipment. R&R Mechanical reserves the right to make all calls during regular working hours. Any calls performed after normal working hours (8 am—5 pm) will be billed at the standard rate of the Purchaser's service Plan. R&R Mechanical will obtain Purchaser's authorization to perform work not covered by R&R Mechanical's service plan. Purchasers agrees to give R&R Mechanical prompt authorization to make repairs recommended by a service technician, if the equipment is to be under the Service Plan.

Manufacturer's Warranty & Insurance

R&R Mechanical Manufacturer's warranty Plan covers manufacturer's parts and labor for the warranty product only. If a repair or replacement is needed outside the warranty, then charges will apply accordingly. R&R Mechanical shall not be responsible for any repairs which may still be covered under the original equipment manufacturer's warranty or would be covered under homeowner's, fire, or other insurance.

Payment/Charges for Non-Covered work

It is the Purchaser's responsibility to pay the service technician for any and all charges which are not covered under these contracts. This includes, without limitation, payment for service calls when no repairs are made, cleaning and relighting pilot lights, resetting of tripped safety devices, fuses and/or circuit breaker (internal and external) and diagnostic assessments. In the event the service technician determines that the repair required is a non-covered part, the Purchaser may choose to have the repair done at the price quoted by the service technician, but any such repair is not covered under the R&R Mechanical service plan fee. If the equipment is inaccessible or unsafe for the service by one service technician there is a charge for any additional service technician needed. **Customer education visits are not covered.**

Customer Cancellation

This plan applies only to you, the Purchaser and Equipment you have covered under the plan. You may cancel the Plan at any time after 45 days, for any cause, with prior written notice to R&R Mechanical, R&R Mechanical shall return to Purchaser the amount, if any, after the 45 day obligation expires and the remaining proportionate share of fees paid by Purchaser to R&R Mechanical exceeds the following: the amount of claims paid by R&R Mechanical for covered repairs, annual maintenance, service, and/or replacements and a \$25 administration fee.