



# Maintenance Plan

752 NJ-36, Belford, NJ

Please select the plan you'd like to enroll in by checking the boxes below.

## HVAC SERVICE

**Comfort Plus Protection Plan with Parts & Labor Included:** Preventive maintenance, 100% off covered repair, priority service, and NO diagnostic fee.

**Comfort Basic Maintenance Plan Includes:** Preventative maintenance, 15% off repairs, priority services, and 50% off diagnostic fee.

All Heat/Cool combo packages help you earn loyalty points to use towards the purchase of future equipment and accessories!

**ALL PRICES ARE MONTHLY & PER SYSTEM**

## GENERAC GENERATOR SERVICE

Generac Only, Air Cooled up to 22K  \$30.16

**Generator Maintenance Includes:** New oil filter, synthetic oil, spark plugs, air filter & operational check. A 15% discount on future service calls

(Valid for 1 year from date of maintenance)

**\*Only Generac/Honeywell brand, no portable**

**\*Same perks as Basic Plan**

## PLUMBING SERVICE

**Residential Plumbing Inspection:** \$16.00  per month

Includes the Inspection of: water pressure, exposed piping, toilet operations, DWV, drains, main water valves, hot water heaters, sump pumps, faucets, conventional tank style water heater. Includes: tank flush, burner cleaning and safety inspection.

**\*We will not flush tanks over 8 years old**

**\*Plumbing protection plan includes same perks as Basic Plan**

## PAYMENT INFORMATION

Enclosed is my check for the full amount.

**\*PLEASE ADD NJ SALES TAX. CHECKS MUST BE PAID IN FULL (MONTHLY PAYMENTS ON CREDIT CARD ONLY)**

Please charge my credit card

Monthly  Total Amount Due

**Card Number:** \_\_\_\_\_

**Exp.** \_\_\_\_\_ **CVC:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

Your signature acknowledges that you have read and agree to the terms and conditions explained in the accompanying service plan. Service plan coverage goes into effect after your system is given a satisfactory rating by C & C service technician.

## PACKAGES

## BASIC QTY PLUS QTY

Ductless A/C	\$12.91 <input type="checkbox"/>	
Ductless Heat	\$12.91 <input type="checkbox"/>	
Ductless Multi-Zone	\$33.57 <input type="checkbox"/>	
A/C Condenser	\$12.91 <input type="checkbox"/>	\$22.59 <input type="checkbox"/>
Gas Furnace	\$12.91 <input type="checkbox"/>	\$22.59 <input type="checkbox"/>
Heat Pump Condenser	\$29.17 <input type="checkbox"/>	\$43.75 <input type="checkbox"/>
Gas Boiler (up to 2 zones)	\$13.55 <input type="checkbox"/>	\$22.78 <input type="checkbox"/>
Gas Boiler Multi-Zone	\$20.66 <input type="checkbox"/>	\$35.01 <input type="checkbox"/>
Tankless/Combi/Modcon Boiler (up to 2 zones)	\$32.33 <input type="checkbox"/>	\$55.74 <input type="checkbox"/>
Combi/Modcon Multizone	\$39.40 <input type="checkbox"/>	\$66.77 <input type="checkbox"/>

(Includes: Clean Magna Filter & 1 Chemical cleaning per year)

## ADD ONS

## With a Basic QTY With a PLUS QTY

Bypass Humidifier	\$5.00 <input type="checkbox"/>	\$7.10 <input type="checkbox"/>
Steam Humidifier	\$14.16 <input type="checkbox"/>	\$24.84 <input type="checkbox"/>
Steam Humidifier with Canister	\$27.89 <input type="checkbox"/>	\$49.49 <input type="checkbox"/>
Media Air Cleaner	\$5.00 <input type="checkbox"/>	\$5.00 <input type="checkbox"/>
Best Carbon Clean Filter	\$9.16 <input type="checkbox"/>	\$9.16 <input type="checkbox"/>
Dehumidifier	\$6.50 <input type="checkbox"/>	\$11.50 <input type="checkbox"/>
Energy Recovery Ventilator	\$6.50 <input type="checkbox"/>	\$11.50 <input type="checkbox"/>
Boiler	\$9.80 <input type="checkbox"/>	\$17.15 <input type="checkbox"/>
Furnace	\$8.16 <input type="checkbox"/>	\$14.28 <input type="checkbox"/>
A/C	\$8.16 <input type="checkbox"/>	\$14.28 <input type="checkbox"/>
Heat Pump	\$21.87 <input type="checkbox"/>	\$32.80 <input type="checkbox"/>
Tankless/Combi/Modcon	\$29.55 <input type="checkbox"/>	\$41.80 <input type="checkbox"/>



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## COMFORT BASIC MAINTENANCE PLAN

Our Comfort Basic Maintenance Plan includes 50% off diagnostic fees and \$25 per year in Loyalty Points with combined coverage. It also provides an annual heating and cooling maintenance for maximum efficiency. The maintenance will be performed during regular working hours.

## REPAIR DISCOUNTS: HOW YOU SAVE

The Comfort Basic Maintenance Plan discount on labor will save you 50% on diagnostic fees and provide you with 15% off repairs.

## COMFORT PLUS PROTECTION PLAN

Our Comfort Plus Protection Plan provides all the coverage of the Comfort Basic Maintenance Plan, **PLUS** comprehensive parts coverage on the items listed below, as well as \$50 per year in Loyalty Points with combined coverage. It also includes an annual heating and cooling maintenance for maximum efficiency. **There are also NO DIAGNOSTIC fees.**

During the life of this agreement, C&C Air, Heat and Plumbing, will repair or replace, at no cost, any of the following parts, which may become defective due to normal wear and tear. We reserve the right to inspect and approve the equipment to be covered before accepting the service.

## MASTER HEATING MAINTENANCE AND SAFETY CHECK

### Furnace

1. Confirm equipment works before beginning maintenance.
2. Inspect venting system for signs of improper combustion & discoloration. Inspect for proper support & slope.
3. Inspect burner and flue for signs of corrosion or blockage.
4. Test main burner and inducer ignition sequence and flame safeties.
5. Verify ground.
6. AMP blower motor. Confirm results with nameplate.

7. Inspect ignitor for cracks, white spots. Measure ohms within range.
8. Clean/blowout condensate drain and traps. Verify drainage.
9. Change or clean filter. One-inch standard only.
10. Measure and record temperature rise across heat exchanger. Refer to nameplate on unit for parameters.

### Hot Water Boiler

1. Confirm equipment works before beginning maintenance.
2. Inspect cabinet for discoloration.
3. Inspect burner and flue for signs of corrosion or blockage.
4. Measure line voltage reading.
5. Inspect pressure switches and tubing. Clean and blow out tubes and connection points.
6. Inspect piping for signs of leaks.
7. Test low water cutoff operating properly.
8. Confirm boiler pressure is minimum 12psi and max 20psi.

### Steam Boiler:

1. Confirm equipment works before beginning maintenance.
2. Confirm boiler is filled to water line.
3. Inspect venting system for signs of improper combustion & discoloration.
4. Measure line voltage reading.
5. Drain water off bottom of boiler and hartford loop to remove sludge.
6. Test auto feed valve operating properly.
7. Test pressure control operating properly.
8. Inspect piping for signs of leaks.
9. Inspect cabinet for discoloration.

11. Turn exposed dampers to heating position if marked (no balancing).
12. Inspect cabinet for discoloration which could be caused by a cracked heat exchanger.
13. Measure line voltage reading.
14. AMP combustion blower. Confirm with nameplate.
15. Clean flame sensor and measure flame signal within range.
16. Inspect pressure switches and tubing. Clean and blow out tubes and connection points.
17. Inspect, clean and test condensate pump and main drain line.
18. Inspect blower wheel and motor. Verify clean with no obstructions.
19. Test for CO, test with both water heater and heating equipment operating.
20. Inform customer of equipment condition. Recommend necessary repairs.

9. Test for CO, test with both water heater and heating equipment operating.
10. Inspect venting system for signs of improper combustion & discoloration.
11. Verify ground.
12. Inspect and clean boiler ignitor and flame sensor.
13. Inspect radiators/baseboard for signs of leaks.
14. Confirm boiler feed valve, expansion tank and relief are in working order.
15. Test operation of pumps and zone valves.
16. Inform customer of equipment condition. Recommend necessary repairs.

10. Inspect burner and flue for signs of corrosion or blockage.
11. Test main burner and inducer ignition sequence and flame safeties.
12. Inspect and clean sight glass if necessary.
13. Skim boiler to remove any sediment from boiler.
14. Test low water cutoff operating properly
15. Inspect radiators/baseboard for signs of leaks.
16. Test for CO, test with both water heater and heating equipment operating.
17. Inform customer of equipment condition. Recommend necessary repairs.

## MASTER COOLING MAINTENANCE AND SAFETY CHECK

1. Confirm equipment works before beginning maintenance.
2. Inspect RGD's clear from obstruction. Inspect filter housing is sealed.
3. Inspect piping for signs of leaks.
4. Verify ground.
5. Check motor capacitor within range.
6. Inspect, clean and test condensate pump and main drain line.
7. Inspect outdoor unit for fin damage and cleanliness. Perform mild cleaning if necessary.
8. Measure line voltage reading.
9. Inspect and test contactors, relays capacitors within range.

10. Inspect compressor for loose or burnt wires.
11. Check coil temperature difference

12. Change or clean filter. One-inch standard only.
13. Measure line voltage reading.
14. AMP blower motor confirms results with nameplate.
15. Clean/blowout condensate drain and traps. Verify drainage.
16. Inspect secondary drain line, drain pan and overflow protection devices.
17. Inspect service disconnect box fuses.
18. Verify ground.

19. Inspect condenser fan motor for loose or burnt wires.
20. Conduct operational check of unit. Measure run load amps are within range indicated on nameplate.
21. Inform customer of equipment condition. Recommend necessary repairs.



# Maintenance Plan

752 NJ-36, Belford, NJ 07718

COMFORT PLUS COVERED PARTS\*



## GAS HEATING SYSTEM

### Controls

- ◆ Electronic ignition control
- ◆ Ignition module
- ◆ Re-lite control
- ◆ Fan control
- ◆ Fuses
- ◆ High limit
- ◆ Secondary limit

### Furnace/Air Handler

- ◆ Blower motor
- ◆ Capacitor
- ◆ Condensate pump
- ◆ Draft inducer
- ◆ Draft inducer motor
- ◆ Condensate trap

### Burner

- ◆ Pilot tubes
- ◆ Pilot assembly
- ◆ Spark ignitor
- ◆ Flame sensor

### Central AC/Heat Pump

- ◆ Control board
- ◆ Condenser fan motor
- ◆ Condensate pump
- ◆ Contractor
- ◆ Run capacitor
- ◆ Dual run capacitor
- ◆ Start capacitor
- ◆ Start assist booster
- ◆ Crankcase heater
- ◆ Defrost board

### Boiler

- ◆ Circulator pump
- ◆ Zone valve
- ◆ Expansion tank
- ◆ Auto vent

## GAS HEATING SYSTEM

### Controls

- ◆ Roll out limit
- ◆ Control board
- ◆ Ignition leads
- ◆ Thermostat
- ◆ Aqua-stat
- ◆ Relay

### Furnace/Air Handler

- ◆ Cold end header box
- ◆ Transformer
- ◆ Pressure switch
- ◆ ECM module
- ◆ Choke coil

### Burner

- ◆ Ignitor
- ◆ Gas valve
- ◆ Thermocouple

### Central AC/Heat Pump

- ◆ Defrost sensor
- ◆ Fan relay
- ◆ High pressure control
- ◆ Low pressure control
- ◆ Thermostat
- ◆ Start relay
- ◆ Time delay relay
- ◆ Transformer
- ◆ Potential relay
- ◆ Indoor metering device (TXV) No recovery of refrigerant included

### Boiler

- ◆ Auto feeder
- ◆ Low water cutoff
- ◆ Relief valve
- ◆ 3 way valve

**\*Shipping costs if applicable are not covered and will be an additional charge\***

**LOYALTY POINTS (COMFORT BASIC and COMFORT PLUS)**

Our goal is to reward your loyalty. You will earn \$25 in Loyalty Points for each consecutive year you purchase a Comfort Basic Plan and \$50 in Loyalty Points with the purchase of a Comfort Plus Plan with combined Heating and air conditioning coverage. Credits are not transferable and have value only for the purchase of the following equipment from C&C Air, Heat and Plumbing.

- ◆ Reme-Halo
- ◆ Pure Air Cleaner
- ◆ Media Air Cleaner
- ◆ Central Humidifier
- ◆ Whole-House Dehumidifier

- ◆ Heat Recovery Ventilator
- ◆ Replacement Condensing Unit
- ◆ Complete A/C Systems
- ◆ Gas Furnaces
- ◆ Gas Boilers
- ◆ Zoning Systems



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- 1. Customer agrees to notify C & C Air, Heat and Plumbing immediately of any unusual operating conditions of subject equipment. Customer further agrees to notify C & C Air, Heat and Plumbing promptly of any suspected malfunction or defect in the equipment and to report the same promptly to C & C Air, Heat and Plumbing at its office. Regular working hours are 7 a.m. to 6 p.m., Monday through Friday and 8 a.m. to 1 p.m. on Saturday.
- 2. After hours emergency visits will be charged 50% of our after hours rate for Basic Plan customers and no charge for Plus Plan customers. If a non-emergency visit is requested, our normal after hours service rate will apply for both Basic and Plus plan customers.
- 3. C&C Air, Heat & Plumbing reserves the right to prioritize or designate an emergency status.
- 4. C&C Air, Heat & Plumbing requires the property owner to be onsite to provide access to the home and approval of repair. If not, the decision maker defaults to tenant and payment will be the responsibility of the property owner.
- 5. Plan coverage does not pertain to Wi-Fi connection to router or internet provider. Please contact Lennox, Nest or internet provider.
- 6. Plan coverage does not pertain to return trips for intermittent issues or declined repairs.
- 7. Purchase of this contract does not guarantee that the covered equipment will not fail.
- 8. Refrigerant is not covered.
- 9. Any changes, adjustments or repairs made by others, including the customer, unless preapproved by C & C Air, Heat and Plumbing in writing, shall terminate C & C Air, Heat and Plumbing's obligations hereunder.
- 10. C & C Air, Heat and Plumbing shall not be required to furnish any items of equipment, labor or other services which are recommended or required by insurance companies, home inspection companies or any governmental agency, including the conducting of any test required by the foregoing.
- 11. Filters supplied by C & C Air, Heat and Plumbing are standard fiberglass one-inch filters. Any other size is additional cost. We care about our technicians health, for that reason, filters and humidifier pads will not be taken from site, disposal will be in residents trash receptacle.
- 12. This agreement applies to the equipment enumerated on the equipment list and not to fixtures in which they are contained, nor to hardware, trays, pans, ducts, plumbing, electrical wiring, or casings, nor to deterioration of housings, castings, frames or other items due to corrosion. This agreement does not include repairs made necessary as a result of fire, water, accident, negligence, acts of God, labor disputes, or freeze-ups of any kind. C & C Air, Heat and Plumbing assumes no liability for delays or failures hereunder caused by any of the foregoing or for any causes whatsoever for damage resulting from delays in performing the service hereunder or for any consequential damage whatsoever. If repairs or adjustments require any alterations or additions to structure or property, the customer will obtain written consent from the owner thereof prior to the performance.
- 13. C & C Air, Heat and Plumbing shall not be liable for any loss, damage, consequential damages, negligence, breach of contract or any damages of any nature based upon expressed warranty, implied warranty, or other legal theory, due to the nonoperation or malfunction of the equipment, including damage to property or personal injury caused by the equipment.
- 14. The expressed warranties contained herein are in lieu of any and all other warranties, expressed or implied, including any warranty for merchantability or fitness for a particular use. There are now warranties that extend beyond the description on the face hereof. Without limitation, C & C Air, Heat and Plumbing shall not be liable upon any warranty theory, expressed or implied, regarding the manufacture or operations of any equipment installed by it. The customer hereby accepts all equipment 'as is'.
- 15. C & C Air, Heat and Plumbing shall not be responsible for any delay or failure to render services or to make delivery of any merchandise as set forth herein due to federal, state or municipal actions or regulations; strikes or other labor troubles, fires, embargoes, accidents, war, or any other causes, contingent to or circumstances beyond the control of C & C Air, Heat and Plumbing and/or which make the fulfillment of this agreement impractical. On removal of the cause of such failure of interruption, performance shall be resumed pursuant to the terms as set forth herein.



# Maintenance Plan

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- 16. The full contract price shall be due and payable immediately upon execution of this agreement, except that the customer may make 12 installments. If customer terminates this agreement for any reason before all installments are paid, customer is immediately liable for full payment of the balance. There are no prorated refunds.
- 17. C & C Air, Heat and Plumbing reserve the right, in its sole discretion, to schedule maintenance dates.
- 18. This plan will automatically renew unless cancelled by customer within 30 days of renewal date, or it may be cancelled or changed any time before service is rendered. C&C Air, Heat and Plumbing reserves the right to determine a systems sustainability throughout the renewal period and exclude any dilapidated units that should be replaced from the plan.
- 19. Heat exchangers, evaporator/condensing coils, refrigerant and compressors are not covered under this agreement. Any repairs not included will be performed at our normal rate.
- 20. Replacement of compressors, heat exchangers, refrigerant and coils are not covered, nor is work on related systems such as chimneys, ducts, household gas/electric supplies, or system modifications. Adjusting of airflow will be done at the time of maintenance service. Balancing of the system is additional.
- 21. C & C Air, Heat and Plumbing reserve the right to advise the customer if a system is not repairable or cannot be repaired so as to be reliable thereafter, and to discontinue repair work at that time. Repairs that have been previously recommended, and for which the customer would have been obligated to pay at the time of recommendation, are not covered. C & C Air, Heat and Plumbing are responsible for electricity from the switch on the side of the furnace to the furnace and water from the back flow preventer to the boiler. C & C Air, Heat and Plumbing are not responsible for power or water supply to the unit. C & C Air, Heat and Plumbing are also not responsible for obsolete parts that cannot be obtained through normal channels.
- 22. For new service plan customers, C & C Air, Heat and Plumbing reserve the right to decline a service agreement at the time of the first maintenance call. In that case, payment will be refunded and invoices cancelled.
- 23. Only systems with prior history or refrigeration leaks or some malfunction that could be due to lack of refrigerant will have refrigerant charge checked.
- 24. Prior to calling C & C Air, Heat and Plumbing for a service call, customer should check emergency switches and thermostats for correct positions, programming and settings. These conditions are not covered under our policies, and our standard diagnostic and service charges will apply.
- 25. We will not be responsible for any damages caused by mold, or by some other agent, that may be associated with any HVAC or plumbing work performed, to include but not limited to property damage, personal injury, loss of income, emotional distress, death, loss of use, loss of value, and adverse health effects, or any other effects. We are also not responsible for investigating or testing your home for any possible mold or mold related problems. Should you desire such an investigation or testing, you must hire a professional in the mold remediation industry.
- 26. Many residential, commercial and industrial buildings contain contaminants or pollutants which originate from a variety of sources, including but not limited to, building materials, insulations, furnishings, moisture processes and activities from within the building and outdoor sources. These contaminants or pollutants may become airborne as a result of the air distribution process which is basic to the operation of an HVAC system. It is expressly agreed and understood that C & C Air, Heat and Plumbing has not been retained to identify, investigate or test for the presence of any such contaminants or pollutants. We will not be responsible for any damage caused if any such contaminants or pollutants become airborne as a result of the air distribution process associated with the HVAC system. Should you desire and investigation or testing to determine the presence of contaminants or pollutants, you must hire an indoor environmental professional.
- 27. Contract is not transferable to new address and will stay with equipment.

By signing below, you acknowledge that you have read, agree and understand the Terms and Conditions provided by C&C Air, Heat and Plumbing.

\_\_\_\_\_ Customer Signature

\_\_\_\_\_ Date

\_\_\_\_\_ Customer Name

\_\_\_\_\_ Date of Next Service