



BRONZE SERVICE PLAN

The Bronze Service Plan includes a regularly scheduled tune-up and service coverage, which consists of a 15% repair discount on parts and labor.

- regularly scheduled tune-up
- 15% off parts and labor
- priority service

GOLD SERVICE PLAN

The Gold Service Plan covers just about anything that's likely to go wrong with your heating system, and it includes a regularly scheduled tune-up to increase your system's efficiency and longevity! Griffith Energy will repair or replace, during the life of this agreement, at no extra charge to our customer, all parts included in this agreement that may become defective due to normal use or wear and tear.

- total protection
- regularly scheduled tune-up
- comprehensive parts-and-labor coverage
- priority service

OUR COMPREHENSIVE GAS HEATING TUNE-UP

A regularly scheduled tune-up will be performed once during the service agreement term during regular working hours (8 am-5 pm, Mon.-Fri.) The tune-up includes the following:

- check pilot, clean and adjust as necessary
- check burner, clean and adjust as necessary
- check flame sensor, clean and adjust
- check thermocouple, clean and adjust
- check draft inducer motor
- check and adjust flam
- check base of chimney
- lubricate bearings where applicable
- safety check all operating controls, wiring and thermostat(s)
- check the operation cycle upon completion of inspection
- conduct carbon monoxide test

BOILER SYSTEMS ONLY:

- drain expansion tank as necessary

PARTS COVERED

- | | |
|----------------------------|-----------------------|
| ■ aquastat | ■ low voltage fuses |
| ■ blower bearings | ■ orifices |
| ■ blower belt | ■ pilot burner |
| ■ blower motor | ■ pressure switches |
| (up to 1/2 hrs pwr)* | ■ run capacitor |
| ■ blower pulley | ■ snap disk limits |
| ■ blower shaft | ■ thermocoupler |
| ■ blower wheel | ■ thermostat sub-base |
| ■ burner | ■ thermostat standard |
| ■ emergency switches | ■ transformer |
| ■ fan control | |
| ■ fan timer | |
| ■ flame sensor | |
| ■ gas valves | |
| ■ hot surface igniter | |
| ■ ignition control module | |
| ■ inducer motor assembly** | |

*ECM excluded
**psc only

ADDITIONAL COVERAGE

You can add these items to your service plan. Call for prices.

- Additional Heating Unit
- Air Conditioner
- Water Heater
- Multiple Zones

LOYALTY CREDITS

For each consecutive year you are enrolled in a Gold or Bronze Service Plan, you earn \$50 in Loyalty Credits. You can accumulate up to \$500 in credits and apply them to the following equipment purchased from us.

- burner..... \$100
- furnace..... \$300
- boiler..... \$300
- central air..... \$300
- heat pump..... \$300



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TERMS AND CONDITIONS

1. BRONZE PLAN offers a 15% discount off diagnostic and repair charges, PLUS scheduled routine maintenance.
2. GOLD PLAN covers labor and listed parts when you have a problem with your covered equipment, PLUS scheduled routine maintenance.
3. Service plans become effective only after inspection of equipment and systems by GRIFFITH All equipment must be brought up to standard before being accepted for a service plan. Advance payment does not make a plan become effective.
4. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. GRIFFITH will indicate its acceptance of a service plan by issuance of an invoice.
5. Service plans are transferrable to new owner at seller of property's option or voided at request, but no amount is refundable.
6. GRIFFITH'S responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan is procured from another source or if a client's account is past due.
7. Priority Service—our plan agreement clients receive priority scheduling ahead of non-agreement clients. Most calls are answered within 24 hours. However, longer response periods can be encountered during peak periods. GRIFFITH makes no guarantee of any specific response time.
8. To help hold down the price of our plans by eliminating unnecessary service calls, our clients are expected to: make sure the thermostat or humidistat is properly set and check all switches including circuit breakers or fuses. Clients are also expected to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.). We will clean/replace these filters as needed during our maintenance service. It is the customer's responsibility to supply the appropriate filters.
9. Replacement of the entire unit or of the following systems and devices are not covered under either plan: condensing coils, flues, duct systems, evaporator coils, radiators, registers and grills and heating system piping other than piping near boiler. The following services are not covered: electrical service from breaker to unit, gas and water leak repairs: refrigerant leak tests and repairs.
10. The following items are not covered under either plan: compressors, heat exchangers, burners, refrigerant recovery or filters.
11. The following items are not covered under either plan unless separate coverage is purchased for them: humidifiers, electronic air cleaners and other accessories not an integral part of the air conditioner or furnace.
12. Parts and labor not covered under a service plan will be billed at prevailing rates.
13. Calls to replace dirty filters and to balance heat and/or cooling to individual rooms, air bleeding of hot water radiator systems and repairs to radiators themselves will be considered chargeable calls.
14. The plans do not cover non-maintenance work or acts of God such as: work required because of fire, lightning, explosion, flood, freezing or breaking of pipes, sabotage, or shortage of electrical, gas or water supply, electrical work beyond the units, cleaning of ducts, painting, moving of equipment or correction of installation or design deficiencies, or expense caused by improper operation, negligence or misuse of the equipment or damage from any cause that is external or that does not arise solely and directly out of the operation of this equipment. If you request such service, it will be charged to you at prevailing rates.
15. GRIFFITH reserves the right to cancel any agreement without notice and refund the unused portion of the agreement.
16. GRIFFITH reserves the right to make all calls during regular working hours except "No Heat" calls. "No Cool" calls must be made during daylight hours for safety reasons.
17. GRIFFITH will endeavor to render prompt and efficient service, but it is expressly agreed that GRIFFITH shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this agreement.
18. The obligation to furnish replacement parts is subject to availability through normal supply sources
19. Annual tune-ups may be scheduled at any time during the service plan year. Through a regular program of postcard reminders and follow-up phone calls, GRIFFITH will make every attempt to schedule the tune-up; however, this responsibility is shared with the client who must make the unit accessible to be worked on during normal working hours (Mon-Fri., 8 am- 5 pm)
20. The Loyalty Reward Equipment Replacement Program gives each client with a BRONZE or GOLD Plan \$50 for each consecutive year that a plan is in place towards the purchase of a replacement furnace, heat pump, air handler or condensing unit, up to a maximum of \$500. It cannot be used for repairs, installation of accessories or any other purchases to pay any outstanding balance to GRIFFITH
21. The Loyalty Reward allowance is not transferrable and cannot be paid in any form in lieu of purchase.
22. The equipment being replaced must have been covered under a current service plan with GRIFFITH
23. GRIFFITH reserves the right to modify this program, including terminating it without prior notice. In the event of program termination all earned rewards will be available for use by our clients for a period of one year following programming termination.
24. This agreement does not cover sidewall vented equipment.
25. GRIFFITH is not obligated to perform rooftop service.