



Heating & Cooling, Inc.

Self Heating & Cooling, Inc.
219 Keith Valley Rd • Horsham, PA 19044
(267) 803-4840 • www.self-hc.com • PA 5702

PREVENTIVE MAINTENANCE AND SERVICE PLANS
(Oil or Gas Furnace, Oil or Gas Boiler, Heat Pump, Air Conditioner, and Humidifier)

SERVICE PLAN ACCEPTANCE BASED ON PASSING EQUIPMENT INSPECTION

Please check appropriate box below, sign, and mail to our office. (Payment must accompany this card).

Table with 4 columns: Plan Type, Plan Price, # Units, Total. Rows include Comprehensive Energy Conservation Plan (Oil, Gas, Electric), Basic Energy Conservation Plan (Oil), Annual System Tune-Up (Customer Pricing) (Oil, Gas, Electric), Oil-Fired Hot Water Heater Coverage (Energy Conservation Plan, Annual System Tune-Up), and Electric A/C & Heat Pump Coverage (Comprehensive Plan A/C, Comprehensive Plan Heat Pump, Annual Tune-Up A/C or Heat Pump, Bi-Annual Tune-Up Heat Pump Only).

UNDERGROUND OIL TANK COVERAGE Please Call

Check if you would like the following included at the time of your service:

Humidifier \$67 Electronic Air Cleaner \$72 Media Filter \$90

I would like to pay in full - Amount Enclosed \$

I would like to pay monthly

ABOVE TOTAL: [Box]

Signature _____ Print Name _____ Date _____

Daytime Phone _____ Email _____

Payment Method: Credit Card Check Credit Card Type: Visa Master Card Discover American Express

Credit Card Number _____ Security Code _____ Expiration Date _____

*All prices above include PA Sales Tax
**Buyer must purchase all fuel oil requirements from Self Heating & Cooling to be eligible for the benefits of any and all oil related Service Plan coverage. (This does not include our annual tune-up.)



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GENERAL TERMS & CONDITIONS

1. These plans are available only to Self Heating & Cooling, Inc. (referenced as "Company" throughout these terms and conditions) customers provided their account is kept current. It will automatically terminate if account is in arrears. There shall be no obligation upon the Company to perform any service or provide parts after termination of the Service Plan.
2. Acceptance of any equipment depends on said equipment passing an initial inspection. Any repairs recommended by Self Heating & Cooling, Inc. must be done prior to acceptance of equipment. If customer elects not to have repairs done, inspection will be billed at regular service rates.
3. The cleaning, service and inspection will be performed at our convenience, between 8:00 am & 4:00 pm weekdays, during the one-year term of this Service Plan, unless a specific date is requested by the customer.
4. The Company and customer hereby expressly agree that the Company's entire liability and the customer's exclusive remedy under this Plan are limited to the replacement of parts as listed and any labor or material necessary to fulfill this Service Plan. The Company shall not be liable for any loss, damage or injury caused by defective material or parts purchased and installed by the Company or any material or parts not installed by the Company.
5. Our obligation to furnish any part is subject to its availability through normal sources of supply, obsolete equipment additional charge.
6. Further, the Company shall not be liable for personal injury arising from the performance of services mentioned herein unless caused solely by its negligence; nor shall the Company be liable for any loss, damage or injury caused by failure or delay in performing services when such failure or delay arising from caused beyond its control. In no event shall sequential damages to property or to contractual or commercial rights, as those terms are defined in Section 2-715 of the Pennsylvania Uniform Commercial Code.
7. The Company will not assume any responsibility for any equipment serviced by anyone other than duly authorized by the Company and the customer agrees to accept responsibility for any loss, damage or injury caused by such unauthorized service.
8. This plan does not include the cost of labor and/or material resulting from the acts of God (floods, lighting, fire, etc.) or electrical failure, water damage or any description, (including infiltration of underground storage tanks) labor or transportation difficulties, wars, riots, or local State or Federal Acts or requests.
9. This Service plan covers one oil burner only (maximum 3 G.P.H.), or one cooling unit only (maximum 60,000 BTU's), or one furnace only (maximum 200,00 BTU's) for a period of one year unless termination or there is a termination under the first paragraph of these conditions. Upon termination there shall be no refund or credits allowed.
10. Service calls resulting from blown fuses or circuit breakers, emergency switch turned off, thermostat not properly set, or electrical power failure are not covered.
11. Effective period of plan is one year from receipt of payment.
12. Only customers who purchase all their heating oil from Self Heating & Cooling, Inc. are eligible for any and all oil related Service Plan coverage (this does not apply to "system tune-up only" customers).
13. The Company will pay up to \$1,000 towards the replacement of your tank, once tested and qualified by an ultrasonic oil tank inspection, if a tank leak occurs subsequent to this test due to internal corrosion, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. Accidental damage is not covered by ultrasonic oil tank inspection program. The program does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested and qualified ultrasonically and is enrolled in the ultrasonic oil tank inspection program.
14. Service Plans may be billed monthly or annually, in both cases the Plans renew annually. If the customer cancels the Service Plan for an reason before the end of the service period, then all work previously covered by the Plan will be billed at prevailing rates. The Plan and billing will renew automatically at the annual start date unless cancelled by either party.

This Service Plan will be renewed yearly unless notified otherwise. Please contact our office should changes be required.

Customer agrees that the equipment covered by this Service Plan is now in good working order. Damages resulting from heat failure in a vacant or unoccupied home are not covered, whether it be burner failure or lack of fuel, as vacant property should be checked daily by owner or owner's agent. Service Plans do not apply to heaters with an input of over 200,000 BTU's. Inaccessible and/or rooftop units may incur an additional charge.

To help protect our ozone layer, Self Heating & Cooling, Inc. recovers and reclaims refrigerant.

CUSTOMER AGREES TO...

1. Provide free access to all equipment.
2. Accept judgment of Self Heating & Cooling, Inc. as to the best means and methods to correct, repair or replace above mentioned equipment.
3. Release Self Heating & Cooling, Inc. from this Service Plan should alterations, additions, adjustments or repairs to equipment be made by others.

SELF HEATING & COOLING AGREES TO...

1. Provide preventive maintenance during normal working hours.
2. Provide preferential service over non-Service Plan customers.
3. File a detailed maintenance report on all equipment.