

Put your mind at ease with a SERVICE OR MAINTENANCE AGREEMENT

RESIDENTIAL SERVICE PLAN ORDER FORM



For Service Call: 215-6770600 or 215 884-7200 • Fax 215-425-2232



Name _____
 Address _____
 Telephone: _____

Sign up date _____
 Start date of coverage _____
 Customer Number **N9 27298**

	BRONZE PLAN Preventive Maintenance Only	SILVER PLAN Parts and Labor Only	GOLD PLAN Parts and Labor and preventive maintenance	Equipment Information (required)	Number of Units (25% off add'l Units)	AMOUNT
Hot air furnace only	\$ 79	\$ 125	\$ 199	Brand: _____ Approx. age: _____		\$
Heat pump	\$ 158	\$ 249	\$ 349	Brand: _____ Approx. age: _____		\$
Central air conditioner	\$ 79	\$ 149	\$ 209	Brand: _____ Approx. age: _____		\$
Hot air furnace & central air conditioner	\$ 158	\$ 249	\$ 329	Brand: _____ Approx. age: _____		\$
Furnace, central air & water heater	N/A	\$ 249	N/A	Brand: _____ Approx. age: _____		\$
Water heater	N/A	\$ 49	N/A	Brand: _____ Approx. age: _____		\$
Humidifier (must purchase heater Gold Plan)	\$ 49	N/A	\$ 69	Brand: _____ Approx. age: _____		\$
Electronic air cleaner (must purchase heater or air gold Plan)	\$ 49	N/A	\$ 69	Brand: _____ Approx. age: _____		\$
Media air cleaner (must purchase heater or air Gold Plan)	\$ 39	N/A	\$ 39	Brand: _____ Approx. age: _____		\$
Total amount due						\$

*Additional coverage needed for more than one unit

Bill my credit card for the one year pre-paid amount of \$ _____ 3 digit # _____
 Please make checks payable to:
 R & P Mechanical
 1425 Schirra Drive
 Ambler, PA 19002

VISA MasterCard Discover Card number _____ Expiration date _____
 Enclosed is my check/money order for the one year pre-paid amount of \$ _____ Check no. _____

Customer signature _____ Date _____

* Note: There is a 30 day waiting period from date of payment for coverage to begin.

TERMS AND CONDITIONS

This plan serves to protect the customer from parts and labor costs associated with repair or replacement of defective or worn parts as a result of normal usage of covered equipment. The manufacturer's original design of the equipment cannot be altered and the equipment must be maintained with original parts or manufacturer's specified replacement parts. The equipment must be in good operating condition on the date this plan becomes effective for coverage to apply. R & P reserves the right to inspect the covered equipment. R & P reserves the right to void plan and refund contract money at any time.

1.) GENERAL CONDITIONS

A. Our service contract does not cover maintenance and any problems caused by maintenance only are billable, unless customer purchases the maintenance plan. R & P has the right to cancel the contracts for any reason and refund the amount of coverage due to time elapsed. If any repair cost is greater than the value of the equipment R & P has the right to decline service and credits toward new equipment.

B. All service plans must be paid in full 14 days before the first service call. Coverage will begin 15 days after full payment is received. Plan is good for one year after original activation and renewal is available each year to follow.

C. R & P guarantees service within 24 hours of initial phone call excluding major Holidays, Sundays and weather beyond our control.

D. Due to possible unavailability of parts, degree of breakdown, or other circumstances beyond our control, actual or complete repair or replacement of covered equipment may not be accomplished at the initial service call. Parts will be obtained as quickly as possible. Interchangeable parts will be used when exact parts are not available. Exchanged parts retained by R & P become property of R & P.

E. If only the heating contract is purchased and the customer has central air conditioning, and there is a problem with the indoor heater in air conditioner mode, repair on the heater will not be made until the next heating season.

F. Summer/Winter hook-up systems require a combination plan (House Heater and Water Heater), as domestic hot water and house heating is produced by a single unit.

G. Heating equipment used to heat pool water is not covered.

H. This is a residential customer plan only. Commercial applications, small retail business and professional offices are not eligible for this residential plan.

I. The customer is required to provide the serviceperson with safe and reasonable access to the premises and to the equipment.

J. Plans are not transferable to another address.

IN NO EVENT WILL A PLAN BE ACTIVATED UNLESS FULL PAYMENT HAS BEEN RECEIVED AND PROCESSED.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. SEE ENCLOSED CONTRACT FOR PRICES AND DETAILS.

INDIVIDUAL EQUIPMENT COVERAGES

2. EQUIPMENT COVERAGES - ALL PARTS NOT LISTED BELOW ARE NOT COVERED UNDER THE PLAN(S).

A. HOUSE HEATER

If a plan covering a house heater is purchased, all parts and labor services required for the repair or replacement of the following house heater items will be covered at no additional charge, if they become defective as a result of normal wear and usage.

R & P will charge a service charge of \$50.00 on heaters where the equipment is found to be turned off.

Aquastat (dry well)	Fans & Limit Control	Pilot Shields
Belts & Pulleys	Forced Drafter (if original)	Pressure Switches
Blower Assembly	Fuses	Regulator
Burners	Gas Controls	*Standard Area/Room thermostat (non-electric/solid state)
Circulators (Mounts, Coupling,	Gauge Glass & Washers	Thermocouple Lead
Motor Only)	Ignition Systems	Transformer
Circulator Relay	Motor (Blower)	*As part of this plan, only

B. AUTOMATIC WATER HEATER

If a plan covering an automatic water heater is purchased, all parts and labor services required for the repair or replacement of the following automatic water heater items will be covered at no additional charge, if they become defective as a result of normal wear and usage.

Burners	Elect. Controls (if original)	Gas Controls	Relief Valve
Dip Tube	Forced Drafters (if original)	Pressure Switches	Thermocouple Lead
Drain Off cock (if Original)			

DOES NOT INCLUDE REPLACEMENT OF THE TANK.

C. AIR CONDITIONER OR HEAT PUMP

If a plan covering an air conditioner or heat pump is purchased, all parts and labor services required for the repair or replacement of the following items will be covered at no additional charge, if they become defective as a result of normal wear and usage.

Belts & Pulleys	Condenser Fan Motor	Pressure Switch	Thermostat (replacement type-standard area heating/cooling)
Capacitor (start & run)	Contactor	Refrigerant (up to 2 lbs. per season)	Time Delay Controls
Circuit Boards	Defrost Controls	Fan Motor	Sensors
Condensate line (if accessible)	Fan Motor	Fuses (cartridge type)	Solenoid
Cleaning of Condenser (only if A/C is inoperable)	Hard Start Kit (if original)	Low-Ambient Temp. Control	Solid State Controls
Condenser Fan Blade			Transformers
			Relays

R & P WILL NOT OPEN SEALED REFRIGERANT SYSTEMS. Systems empty of refrigerant will not be charged. Finish defects, rusting, corrosion and finish flaws on housings and component failure resulting from rust or corrosion of any product are not covered.