

# General Conditions

1. This agreement is between the customer and Walter A Dwyer, Inc. herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the gas heating system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable. The Company reserves the right to inspect equipment before providing coverage.

2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's contract coverage will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Maintenance Plan invoice. This agreement is effective for a twelve (12) month period and will automatically renew itself, unless either party gives 30-day written notice of termination, or there is a termination under the provisions of condition #2. No refunds will be made if cancelled before termination date; Prices subject to change.

4. **Priority Service is defined as first available service and will be billed at normal business hour rates (8:00 A.M. - 4:30 P.M.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1-1/2 times, minimum 1 hour. Customer will receive 30% discount on applicable labor rate with the Plan. Service will be performed as promptly as possible under normal conditions; however, we do not assume responsibility for secondary damages or damage resulting from delays or failure to render service due to conditions beyond our control.**

5. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: NO heat, creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.

6. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lighting, freeze up, acts of God, civil disturbance, or any other abnormal cause that may affect the normal operation of units.

7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.

8. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss of damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.

9. Customer will receive an annual 10% discount on the lower-priced option of any bundled Maintenance Plans upon renewal of the combined Plans.

10. The 30% replacement coverage towards parts and labor is not eligible towards new equipment installations.

11. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.



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## GAS HEATING SYSTEM MAINTENANCE PLAN

For Natural Gas or Propane Systems



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**One Plan. No Nonsense.**

**(215) 248-4300**

**[www.dwyerhomecomfort.com](http://www.dwyerhomecomfort.com)**

152 S. Main Street • Ambler, PA 19002

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## Why is a Natural Gas or Propane Annual Maintenance Plan a Good Idea?

Preventative maintenance is the easiest way to prolong the life of your home energy system. Assure that your home receives an annual gas safety check as well as increased equipment efficiency. The result is a system that can help lower your energy bills and keep your family safe. Our Gas Heating System Maintenance Plan not only includes an annual gas safety check from our certified and highly trained technicians, you can rest assured that Dwyer will be there for you year round with top class service and discounts towards unexpected repairs.

### GAS HEATING SYSTEM MAINTENANCE PLAN



Natural Gas

or



Propane

\$22.50 per month

\$269.95 annually

#### Includes the Following:



##### Gas Safety Check

A certified and highly trained Dwyer Heating & Cooling Expert will conduct a safety check of the heating system based industry best practices.



##### Heating System Efficiency Tune-Up

The heating system efficiency tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.



##### 30% Discount for Replacement Parts & Labor

Parts and labor will be discounted at 30%. (This does not apply to a system replacement.)



##### Cleaner Indoor Air

New air filters each year can make a big difference in the amount of dust and particulates blowing through a hot air system.



##### Priority Service

Rest assured if your system needs unplanned repair we will be there for you!



#### Dwyer HVAC Services:

- Oil
- Air Conditioning
- Heat Pumps
- Polarized-Media Electronic Air Cleaners
- UV Air Purifiers
- Humidifiers
- Duct Work
- Sump Pump
- Sewers
- Pool Heaters
- Solar Panels
- Water Softeners
- Gas Heaters

#### Plumbing Services

### BUNDLE MAINTENANCE PLANS AND SAVE 10%!

- Multiple Unit Discount
- Air Conditioning • Heat Pump • Heating Plans

Dwyer is dedicated to ensuring your home comfort year round.  
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