



Masciantonio^{LLC}
HEATING & AIR CONDITIONING

Maintenance and Service Agreement Plans

Terms & Conditions

*"Our Family Serving Yours
For Over 80 Years"*



Conshohocken* 610-828-5159

Collegeville* 610-584-0200

**And Surrounding Areas*

PO Box 381 • Conshohocken, PA 19428-0381



Masciantonio
Heating & Air Conditioning^{LLC}
Maintenance & Service
Agreement Plans

Call:

Conshohocken* 610-828-5159

Collegeville* 610-584-0200

**And surrounding areas*

For:

- ✓ Any Questions
- ✓ More Information
- ✓ To Enroll
- ✓ For Service Repairs



The Masciantonio family has been servicing the Montgomery County area with pride and integrity for over 80 years. We look forward to the continuing tradition of our family serving yours for all your heating and air conditioning needs.

Masciantonio Heating & Air Conditioning^{LLC} offers customers cost-effective, comprehensive plans for repair and maintenance of their house heating, water heating, and central cooling systems. The terms and conditions are outlined in this booklet. A sign-up form is provided for your convenience. Please review and complete the **Masciantonio Heating & Air Conditioning^{LLC} Maintenance and Service Agreement** sign-up form and return it by mail in the enclosed self-addressed envelope.

At Masciantonio Heating & Air Conditioning^{LLC}, we're available for you **24 hours a Day, 365 Days a Year with Unparalleled Emergency Response**. Our highly trained technicians understand that customer satisfaction is paramount and is the foundation for company policy.

We look forward to *"Our family serving yours"*.

Sincerely,

A handwritten signature in black ink that reads "Michael J. Masciantonio".

Michael J. Masciantonio
Owner

Table of Contents

Premium House Heater & Preseason Check-up Plan	4
House Heater Preseason Check-up Plan.....	5
Water Heater Repair Plan	6
Premium Air Conditioning / Heat Pump Repair Plan	7
CentralAir Conditioning/Heat Pump Preseason Check-up Plan.....	8
General Exclusions	8
Term For Plans.....	10
How to Request Service.....	10

**PREMIUM HOUSE HEATER REPAIR
AND 36 POINT PRESEASON CHECK-UP PLAN
(for Natural Gas, Electric, or Propane-Fired Units)
\$50.00 DEDUCTIBLE PER REPAIR INCIDENT**

This Premium plan includes both the annual House Heater Repair for natural gas, electric and propane heating units and the following 36-Point Operational checkup and cleaning. This Preseason check-up plan provides one 36-point operational checkup and cleaning per plan:

This is an annual parts and associated labor repair plan covering standard residential-type heating equipment. Each House Heater Repair Plan purchased will cover one standard residential furnace up to 150,000BTU input, or One Air Handler with up to 25 kw resistance heat, or One Boiler up to 200,000 BTU input (on nameplate). Additional heating units can be covered by purchasing additional house heater repair plans. Commercial, rooftop or hanging units are excluded.

WHAT IS COVERED:

Aquastat, Blower Bearing, Blower Belt, One Blower Motor, Blower Pulley, Blower Wheel, One Circulator (Which includes pump, motor, coupling) per heating season, Condensate Pump*, Draft Hood, All Internal Manufactured Wiring, Electronic Ignition System, Flame Sensor, Evaporator Coil**, Expansion Tank (including bladder type expansion tanks), Ignition Components, Fan & Limit Control, Fan Door Switch, Gas Manifold, Gas Pressure Regulator, Gas Shut-off Valve (Manual), Gas Valve-Main & Pilot, Gauge Glass (Including washers), Gauge (Temp/Press), Heat Strips, Induced Fan Motor, Induced Fan Pressure Switch, Low Water Cut-off, Main Burner (Excluding modular burner/heat exchanger unit), Pilot Assembly, Pilot Tubing, PowerVent (Original Equipment Manufacture Only) Primary Control Relay, Relief Valve (Drain piping not included), Spill Switch, Steam Pressure Control, Thermocouple, Thermostat***, Transformer, Sequencer, Vent Connector (Galvanized only), Vent Damper (When Original Equipment Manufacture), Water Fill Valve (automatic & manual).

This is not a replacement plan; however, in the event that your Masciantonio Heating & Air Conditioning^{LLC} authorized service technician has deemed that your house heater is not repairable (or is not cost effective to repair), you may receive up to \$200 to aid in the replacement of the unit that Masciantonio Heating & Air Conditioning^{LLC} installs.

*Pumps used for condensate condensing furnaces only.

**Evaporator Coil repair is covered only when both the Premium House Heater Repair Plan and Premium Air Conditioning/Heat Pump Repair Plan are purchased.

***Only one standard thermostat per house heater plan is covered. Routine battery replacement not covered. Electronic programmable thermostats will be replaced with a standard non-programmable thermostat. An upgraded thermostat can be provided at an additional charge.

WHAT IS NOT COVERED:

Drainage and/or refilling of hydronic systems is not covered, unless it is done in conjunction with a plan-covered part replacement. In addition, the following is not covered: Boiler Base Sections, Insulation, Complete Replacement of Heater, Cycle Limiting Controls (When not Original Equipment Manufacture), Field Wiring, Filter (Cleaning or replacing), Cleaning of Water Guage Glass, Flue Baffle, Heat Exchangers, Heat Transfer Modules, Heating Jacket & Trim, Fire Box, Humidifiers, Internal/External Coils, Maintenance or Repair of Ducts or Chimney/Vent, Gas Piping Upstream of Shutoff Valve, Water Piping, Zone Valves/Dampers, Air Handlers External to System (Unless associated with a covered A/C unit), Glycol Solution & Glycol Solution Units (or other modular burner units), Oil-Fired House Heating Units. Also please see the section on General Exclusions on pages 8 and 9.

HOUSE HEATER PRESEASON CHECK-UP PLAN

(for Natural Gas, Electric, or Propane-Fired Units)

This is a Preseason Check-up Plan only and provides one scheduled 36-Point Operational Checkup and Cleaning as listed in the 36-Points shown on page 5. It does not include any parts replacement and associated labor coverage.

1. Check thermostat operation
2. Calibrate thermostat (if necessary)
3. Level thermostat (if necessary)
4. Check fan and limit controls operation
5. Check blower operation
6. Lubricate fan and motor bearings as required
7. Check blower speed
8. Check belts
9. Clean motor as required
10. Clean and/or replace standard 1" air filter - (Customer supplied)
11. Check and repair all wiring connections
12. Identify heating fuse circuit on the panel
13. Check burner assembly input
14. Inspect and clean all burners
15. Check automatic gas valve operation
16. Check operation of safety system
17. Inspect pilot, pilot safety and electronic ignition system
18. Clean pilot (if necessary)
19. Clean flame sensor
20. Check vent connector
21. Remove debris from cleanout
22. Check all connections for tightness
23. Check for proper draft
24. Check pressure switch operation
25. Check all spill/rollout switches
26. Check manual gas valves for free turning and leakage

27. Check circulator water pumps
28. Check circulator motor/pump coupling
29. Check circulator motor and pump (oil if necessary)
30. Check circulator motor mounts
31. Check high limit control
32. Check pigtail piping and pressuretrol/vaporstat
33. Check the operation of low-water cut-off
34. Check blow down valve
35. Check low water controls gauge glass
36. Check safety relief valve operation

WATER HEATER REPAIR PLAN
(for Natural Gas, Electric, or Propane-Fired Units)
\$50.00 DEDUCTIBLE PER REPAIR INCIDENT

This is an annual parts and associated labor repair plan covering standard residential-type water heating equipment. Each Water Heater Repair Plan purchased will cover one water heater up to 50 gallons, under 51,000 BTU input (on nameplate) or one electric 4.5 kw input unit. Commercial units are excluded.

WHAT IS COVERED:

Burner Tubing, Draft Hood, Gas Shut-off Valve (Manual), Main Burner, Pilot Assembly, Pilot Tubing, Relief Valve (Drain piping not included), Spill Switch, Thermocouple, Thermostat Control (ECO, magnetic hood), Vent Connector (Galvanized only), Drain Valve, Electric Elements, Electric Thermostats, Power Vent (original equipment manufacture only).

This is not a replacement plan; however, in the event that your Masciantonio Heating & Air Conditioning^{LLC} authorized service technician has deemed that your water heater is not repairable (or is not cost effective to repair), you may receive up to \$75 to aid in the replacement of the unit that Masciantonio Heating & Air Conditioning^{LLC} installs.

WHAT IS NOT COVERED:

Maintenance or repairs to: Anode Rod, Chimney/Vent, Circulator, Combustion Chamber, Complete Replacement of Heater, Dip Tube, Drain Pan & Piping, Expansion Tank, External Covering, Power Vent/ Inducer Fan (And related operating part when not original equipment manufacture), Pressure Reducing Valve, Re-circulating Pump, Tank, Internal Flue & Baffle, Tempering Valve, Water Piping, Summer/ Winter Hookup Type Water Heaters Providing Domestic Hot Water, and oil-fired water heaters. Also please see the section on General Exclusions on pages 8 and 9.

PREMIUM CENTRAL AIR CONDITIONING/HEAT PUMP REPAIR AND 24 POINT PRESEASON CHECK-UP PLAN

\$50.00 DEDUCTIBLE PER REPAIR INCIDENT

This plan includes both annual Central Air / Heat Pump repair and the following 24 point operational check-up plan.

This is an annual parts and associated labor repair plan covering standard residential-type cooling equipment and covers the cooling and/or heating functions of the outdoor unit only. Each Central Air Conditioning/Heat Pump Repair Plan purchased will cover one standard residential condensing unit or one heat pump condensing unit (outdoor unit) up to 5 tons single phase, 240 volt. Separate gas, electric, or propane heating systems and air handlers can be covered under separate Premium House Heater repair plans.

WHAT IS COVERED:

The coverage includes all listed internal parts or components as supplied by the manufacturer, which fail through normal operation during the term of the plan. Listed parts are: Capacitor, Compressor*, Contactor, Defrost Controls, Evaporator Coil**, Expansion Valve, Fan Blade, Fan Motor, Metering Device, Pressure Switch, Refrigerant leaks on a covered part, Refrigerant when in conjunction with a covered repair (up to name-plate maximum), Relay, Reversing Valve, Sensors, Solid State Controls, Solenoid,

This is not a replacement plan; however, in the event that your Masciantonio Heating & Air Conditioning^{LLC} authorized service technician has deemed that your condensing unit or evaporator coil heat pump condensing unit is not repairable (or is not cost effective to repair), you may receive up to \$200 to aid in the replacement of the unit that Masciantonio Heating & Air Conditioning^{LLC} installs.

* Compressor replacement is covered only when the manufacture's warranty supplies the compressor.

**Evaporator Coil repair is covered only when both the Premium House Heater Repair Plan and Premium Air Conditioning/Heat Pump Repair Plan are purchased.

WHAT IS NOT COVERED:

All field piping and/or wiring, Cleaning Clogged Drains or Lines, Evaporator Drain Pan, Condensation leaks, Refrigerant Reclamation and/or Recovery, Refrigerant Leak Investigation. External Refrigerant Tubing, Complete Replacement of Condensing or evaporator coil Unit, Cleaning of Condenser or Evaporator Coil, Interior Air Handler Unit and associated parts, adding refrigerant to the sealed system when no permanent leak repairs are made to a covered unit, Geo-thermal, water source units, Gas units, Commercial rooftop units, ductless split and packaged terminal units are excluded. Also please see the section on General Exclusions on pages 8 and 9.

CENTRAL AIR CONDITIONING/HEAT PUMP PRESEASON CHECK-UP PLAN

(24 Point Operational Check-up up to 5 ton unit)

This is a Preseason Check-up Plan and provides one scheduled 24 point operational check-up as listed in the 24 points shown on page 8. It does not include any parts replacement and associated labor coverage.

1. Check thermostat operation
2. Calibrate thermostat (if necessary)
3. Level thermostat (if necessary)
4. Check fan relay contacts (if accessible)
5. Check blower operation
6. Lubricate fan motor and bearings as required
7. Clean motor as required
8. Check belts (if applicable)
9. Clean or replace standard 1" air filter (customer supplied)
10. Check high and low pressure switches (if required)
11. Check and tighten all wiring connections
12. Check system operating pressures
13. Check expansion valve
14. Check evaporator (if accessible)
15. Check condenser coil
16. Identify A/C electrical circuit on panel
17. Check compressor amperage
18. Check drain line and condensate pump
19. Clean any sediment from condensate drain line.
20. Check condenser fan motor and blade
21. Lubricate condenser fan motor (if needed)
22. Check reversing valve operation (heat pump only)
23. Check defrost control and operation (heat pump only)
24. Check refrigerant level*

***NOTE:** Adding/adjusting refrigerant and repairing refrigerant leaks are not part of this preseason check-up.

GENERAL EXCLUSIONS APPLICABLE TO ALL MASCIANTONIO HEATING & AIR CONDITIONING^{LLC} MAINTENANCE & SERVICE AGREEMENT PROGRAMS:

LIMITATION OF LIABILITY

Masciantonio Heating & Air Conditioning^{LLC} Maintenance & Service Agreement Programs exclude any liability for special, indirect or consequential damages. Liability and the Purchaser's sole remedy for performance or non-performance under these plans is limited to the cost of replacement parts and associated labor as would be required under the service agreement plans.

EXCLUSIONS:

Masciantonio Heating & Air Conditioning^{LLC} shall not be liable or responsible for any claims or charges associated with any loss of, or failure of the covered equipment that is directly or indirectly caused by or resulting from any of the following:

- Power surging, brownouts, blackouts, spikes or electrical circuit overloads; consequential damage resulting from loss of power, light, heat, steam or refrigeration.
- Law or ordinance.
- Nuclear reaction or radiation
- War, military or police action; insurrection, rebellion or revolution.
- Fire, smoke or explosion.
- Lightning
- Earth movement including landslide, mudslide, subsidence, earth quake or volcanic eruption.
 - Rust, corrosion and/or sediment damage.
- Flood
- Improper installation of the equipment or lack of preventative maintenance as recommended by the manufacturer.
- Manufacturer's recall due to error in formulae and/or design.
- Use of the equipment in a business or commercial application.
- Misuse and or tampering of the equipment for any purpose other than intended by the manufacturer or Masciantonio Heating & Air Conditioning^{LLC}.
- Failure to perform normal, routine or seasonal maintenance, adjustments and/or service as may be outlined in the installation and servicing instructions or owner's manual.

Masciantonio Heating & Air Conditioning^{LLC} Maintenance and Service Agreement Programs do not cover work resulting from equipment that is not in good working order at the time the plan takes effect, or damage caused by Purchaser abuse, vandalism, freezing, and other abnormal conditions. Masciantonio Heating & Air Conditioning^{LLC} reserves the right to reject coverage. Masciantonio Heating & Air Conditioning^{LLC} will not cover a part if it or an acceptable alternative part is no longer available through normal procurement practices. Masciantonio Heating & Air Conditioning^{LLC} will not handle or remove suspected asbestos material.

The services of more than one technician per service call are not included under the Masciantonio Heating & Air Conditioning^{LLC} Maintenance and Service Agreement Programs. Masciantonio Heating & Air Conditioning^{LLC} Maintenance and Service Agreement Programs do not cover start-up services, which include routine or seasonal turn on and/or turn off, inspections and operational checks. Operational checks are included under the Premium House Heater Plan, Pre-season Check-Up Plan for House Heater, Premium Air Conditioning / Heat Pump Plan and the Preseason Check-Up Plan for Central Air Conditioning/Heat Pump as specified under these options.

ANCILLARY EQUIPMENT NOT COVERED UNDER REPAIR PLANS:

All exterior components of the unit or appliance, including filters, lubricants, duct work, drain lines, humidifiers, dehumidifiers, and cabinetry and/or other aesthetics; supplementary power sources, such as batteries, etc.; Solar Heaters, Heat Pump Water Heaters, Water Heaters connected to Wood Burning Stoves, Geothermal and/or water source units, Commercial rooftop, ductless split and

packaged terminal units are excluded; Fuel Supplies; Interconnecting Tubing Fittings and Sensors; Any Lighting Fixtures or Bulbs, Power Cords, and/or other ancillary items accompanying the appliance or equipment.

RESIDUAL ALLOWANCE:

Masciantonio Heating & Air Conditioning^{LLC} Repair Plans are not replacement plans and do not cover replacement of a complete unit, even if the cause of the unit's malfunction can be traced to failure of a part or parts covered by the plan.

The products or equipment to be covered must be in good operating condition at the time of application, and you, the purchaser, must participate in the program for a minimum of ninety (90) days before any residual allowance associated with the replacement of a piece of equipment is covered.

	<u>Age of Equipment</u>	
	<u>1-6 yrs.</u>	<u>7+yrs.</u>
House Heater	\$200	\$150
Water Heater	\$ 75	\$ 50
Central Air/Heat Pump	\$200	\$150

TERM FOR REPAIR PLANS:

The term of coverage is 12 months. For new enrollees, there is a 30-day waiting period in which claims will not be covered on equipment failures during this period. For plans renewed prior to the expiration of the existing plan, no additional 30-day waiting period is required. In the event you sell your residence, your repair plan will be transferred to the new owner for the period remaining in the plan. Covered equipment must be in good operating condition when a repair plan is purchased.

TERM FOR PRESEASON CHECK-UP PLANS:

The Preseason Check-Up Plans cover a one-time visit to perform the operational checkup service and cleaning as listed under the specific Preseason Check-Up Plan.

HOW TO REQUEST SERVICE:

Just call 610-828-5159/ Conshohocken & Surrounding Area, 610-584-0200/ Skippack-Collegeville & Surrounding Area any time, night or day, 365 days a year. A representative will ask you a few diagnostic questions about the appliance. Sometimes a problem can be solved over the phone, but if not, the representative will dispatch a repair person to help you.

COMPLETING SERVICE CALLS:

Replacement of any parts may be made with parts of like kind and quality. Once the repair has been completed, the repair person will ask that you sign a completed claim form. Your signature states that the work listed was completed. Masciantonio Heating & Air Conditioning^{LLC} reserves the right to perform post installation inspections of the repaired equipment.

PAYMENT/CHARGES FOR NON-COVERED WORK:

It is the plan Purchasers responsibility to pay the service representative for any and all charges which are not covered under these

plans. This also includes payment for deductibles, service calls when no repairs are made, including cleaning and re-lighting of pilot lights, resetting of tripped safety devices, fuses and/or circuit breakers (internal or external), diagnostic assessments, overtime or premium and/or holiday rates as well as equipment charges or fees for use and/or rental of special equipment or tools. If equipment is inaccessible or unsafe for service by one technician, there is a charge for any additional personnel needed. Customer education visits are not covered.

TERM DEFINITIONS:

PURCHASER means you, the applicant for this coverage, and the owner of the Equipment and appliances covered under this plan.

Plan means Masciantonio Heating & Air Conditioning^{LLC} Maintenance and Service Agreement Programs.

EQUIPMENT means the heating and air conditioning equipment specifically listed as covered in the Purchaser's Confirmation Letter.

MANUFACTURER'S WARRANTY & INSURANCE:

Masciantonio Heating & Air Conditioning^{LLC} shall not be responsible for any repairs which may still be covered under the original equipment manufacturer's warranty and/or what is, or would be covered under a homeowner's or fire insurance policy.

CANCELLATION/NON-RENEWAL BY MASCIANTONIO HEATING & AIR CONDITIONING^{LLC}:

Masciantonio Heating & Air Conditioning^{LLC} shall have the right to cancel or not to renew any plan under the Service Agreement Plan by giving not less than 30 days prior written notice to the Purchaser (you) at the address designated in the Purchaser's confirmation letter. At the time of notification, Masciantonio Heating & Air Conditioning^{LLC} shall return to purchaser, the amount, if any, by which the remaining proportionate share of fees paid by purchaser to Masciantonio Heating & Air Conditioning^{LLC} exceeds the following: the amount of claims paid by Masciantonio Heating & Air Conditioning^{LLC} for covered repairs and/or replacement.

CANCELLATION BY THE PURCHASER:

This Plan applies only to the Purchaser (you) and equipment you have covered under plan. You may cancel the Plan at any time, for any cause, with prior written notice to Masciantonio Heating & Air Conditioning^{LLC} at the address listed below. A proportionate share of any unearned fees paid by you to Masciantonio Heating & Air Conditioning^{LLC}, less a \$25 administration fee, will be returned to you upon your request.

NO OBLIGATION EXAMINATION PERIOD:

Should you, for any reason, during the initial term of the plan be dissatisfied with a Masciantonio Heating & Air Conditioning^{LLC} Maintenance and Service Agreement Program, simply notify Masciantonio Heating & Air Conditioning^{LLC} in writing at the address below within 45 days for a full refund, less any claims paid.

CORRESPONDENCE ADDRESS

Please send any correspondence to:
Masciantonio Heating & Air Conditioning^{LLC}
P.O. Box 381
Conshohocken, PA 19428-0381

Masciantonio Heating & Air Conditioning^{LLC}
P.O. Box 381
Conshohocken, PA 19428-0381