

# Crouse Brothers HVAC, Inc.

(410) 398-1530 Office  
(410) 392-6849 Fax

Air Conditioning · Heating · Commercial Refrigeration  
Sales - Service - Installations

208 North Street  
Elkton, MD 21921

## LABOR ONLY RESIDENTIAL SERVICE CONTRACTS

- I. AIR CONDITIONER LABOR ONLY SERVICE CONTRACT (Ducted\* air-to-air only) .....
- II. HEAT PUMP LABOR ONLY SERVICE CONTRACT (Ducted\* air-to-air only) .....
- III. OIL FURNACE OR BOILER LABOR ONLY SERVICE CONTRACT .....
- IV. GAS FURNACE OR BOILER LABOR ONLY SERVICE CONTRACT .....
- V. AIR CONDITIONER OR HEAT PUMP WITH GAS FURNACE OR BOILER LABOR ONLY SERVICE CONTRACT (Ducted\* air-to-air systems only) .....
- VI. AIR CONDITIONER OR HEAT PUMP WITH OIL FURNACE OR BOILER LABOR ONLY SERVICE CONTRACT (Ducted\* air-to-air systems only) .....
- VII. GEOTHERMAL HEAT PUMP LABOR ONLY SERVICE CONTRACT .....

### **Coverage:**

This annual *Labor Only Contract* covers limited repair labor during the term of the contract, subject to the terms and condition below.

This contract also includes one annual cleaning and preventive maintenance servicing of your covered heating and/or air conditioning unit. Preventive maintenance will include:

- Check air filter; clean or replace standard, non-high-efficiency air filter as needed. *High-efficiency air filters will be invoiced at our standard material rates.*
- Check belt, if applicable; adjust or replace as necessary.
- Check drain and clean as needed.
- Check indoor and outdoor coils. Clean indoor coil, if needed and *if* cleaning does not require refrigerant reclamation.
- Check pressures and temperatures.
- Lubricate outdoor condenser motor and indoor fan motor (if non-sealed bearings), as needed.
- Check electrical connections.
- Check sensors (heat pump only).
- Check thermostat operation.
- Clean humidifier or air cleaner, if applicable.

*Contracts not available on equipment over fifteen (15) years old.*

*\*Ductless system pricing available on request.*

*Subject to terms and conditions on the second page.*

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### Terms and Conditions:

1. All covered units must be in good working order at the time contract takes effect. Systems that are excessively dirty due to not having been properly maintained in the past will not be covered.
2. Crouse Brothers HVAC, Inc. reserves the right to refuse coverage of any unit.
3. Coverage is effective for one year from the date that Crouse Brothers HVAC, Inc. receives payment for the coverage.
4. **Exclusions:**
  - This contract does **not** cover labor needed due to: Acts of God, fire, water, snow accumulation, freezing, vandalism, customer abuse, lack of fuel or electricity, switches or thermostats in the “off” position or improperly set, service calls on properly operating equipment, or service calls stemming from faulty carbon monoxide testers. This contract does **not** cover faulty external wiring, plumbing problems, venting problems, gas piping problems, water piping, thermostats, controls and other parts that are external to the unit (such as zone valves), ductwork, or mold. This contract covers only one preventive maintenance on a piece of equipment per year. Any additional maintenance needed will be invoiced at our standard time and material rates.
  - Contract does **not** cover labor for installation of new HVAC equipment, addition of refrigerant to the system, or for the repair or replacement of the following: refrigerant line sets, compressors, coils, motors, heat exchangers, combustions chambers, burners, cast-iron blocks, and field-installed controls that are not part of the original manufacturer’s equipment.
  - Labor in excess of two hours for replacement of expansion valves and reversing valves is excluded. Customer is responsible for the additional labor required for the replacement of these parts.
  - Geothermal heat pump systems are subject to the following additional exclusions: labor required for checking, adjusting or installing antifreeze, labor required for repairs or maintenance needed due to the introduction of contaminated water into the system, labor on the loop part of the system.
  - This contract does not cover service due to faulty system design or faulty installation.
  - No parts are covered by this contract. Refrigerant is not covered by this contract.
  - Crouse Brothers HVAC, Inc. the right to refuse repair of any equipment that we deem, at our sole discretion, to be non-repairable or condemnable.
5. Contract service hours are as follows: Monday thru Friday: 7:30 a.m.-4:00p.m. We will provide service after these hours on an emergency\* service basis only. Service visits at times outside the above-stated hours will incur an overtime charge of **\$100.00** per visit \*Emergency is defined **only** as NO HEAT at a time when the outside temperature is below 40 degrees Fahrenheit.
6. All service calls will be scheduled on a “first call, first serve” basis. When possible, service will be initiated within twenty-four hours of your request for service. Priority will be given to service contract customers, but there still may be a wait of up to 48 hours for a “no cool” call at a busy time. Service calls will be completed only as quickly as parts availability and labor scheduling permit.
7. Customer is responsible for scheduling preventative maintenance. Preventive maintenance will be scheduled on a first-requested/first-scheduled basis as Crouse Brothers HVAC, Inc.’s maintenance schedule permits. Requests to schedule maintenance visits should be made by April 30<sup>th</sup> for spring/summer scheduling and by September 30<sup>th</sup> for fall/winter scheduling to allow more likely accommodation of your scheduling preferences. Crouse Brothers HVAC, Inc. reserves the right to perform preventive maintenance on all covered equipment during *one* service visit.
8. This contract covers only residential equipment used in a non-commercial application.
9. Crouse Brothers HVAC, Inc. will not handle or remove suspected asbestos material.
10. Customer agrees that only authorized Crouse Brothers, Inc. personnel will provide service on the covered equipment during the term of the contract. If any other person or company services the covered equipment during the term of the contract, the contract will be null and void and the customer will not be eligible for any refund of the contract price.

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## LABOR ONLY RESIDENTIAL SERVICE CONTRACT

I would like to purchase the following service contract(s): (Please check the appropriate items and circle oil or gas as applicable to your heating system.)

- \_\_\_ I. AIR CONDITIONER LABOR ONLY SERVICE CONTRACT (Ducted\* air-to-air only) . . .
- \_\_\_ II. HEAT PUMP LABOR ONLY SERVICE CONTRACT (Ducted\* air-to-air only) . . . . .
- \_\_\_ III. OIL FURNACE OR BOILER LABOR ONLY SERVICE CONTRACT) . . . . .
- \_\_\_ IV. GAS FURNACE OR BOILER LABOR ONLY SERVICE CONTRACT . . . . .
- \_\_\_ V. AIR CONDITIONER OR HEAT PUMP WITH GAS FURNACE OR BOILER LABOR ONLY SERVICE CONTRACT ((Ducted\* air-to-air systems only) . . . . .
- \_\_\_ VI. AIR CONDITIONER OR HEAT PUMP WITH OIL FURNACE OR BOILER LABOR ONLY SERVICE CONTRACT (Ducted\* air-to-air systems only) . . . . .
- \_\_\_ VII. GEOTHERMAL HEAT PUMP LABOR ONLY SERVICE CONTRACT . . . . .

### Customer Information:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ (Home)  
          \_\_\_\_\_ (Cell)  
          \_\_\_\_\_ (Work)

### Equipment Location (if different):

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ (Home)  
          \_\_\_\_\_ (Cell)  
          \_\_\_\_\_ (Work)

I am enclosing a check in the amount of \_\_\_\_\_ as payment for the above contract(s).

**Approximate Age of Equipment:** \_\_\_\_\_  
(Contract not available on equipment over 15 years old.)

I certify that my heating and air conditioning equipment is in good working order.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_