

# 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

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## DUCTED RESIDENTIAL SERVICE CONTRACT

### I. AIR CONDITIONER SERVICE CONTRACT:

This service contract provides **one** annual inspection and preventive maintenance service of one air conditioner and covers limited repair parts and labor during the one-year term of the contract. Refrigerant, compressors, coils, and motors are *excluded* from parts and labor coverage. Coverage of control boards/modules is subject to a \$100.00 maximum part allowance. Expansion valve parts are covered, but the labor coverage for replacement of expansion valves is limited to two hours; *customer is responsible for labor charges over two hours*. All other parts on the air conditioner indoor and outdoor units themselves are covered. This contract also covers, during the air conditioner preventive maintenance visit, a brief maintenance of any electronic air cleaner directly attached to your ductwork, but does *not* cover *any* air cleaner parts or repair labor.

### II. HEAT PUMP SERVICE CONTRACT (air-to-air heat pump only):

This service contract provides **one** annual inspection and preventive maintenance service of one electric air-to-air heat pump and covers limited repair parts and labor during the one-year term of the contract. Refrigerant, compressors, coils, and motors are *excluded* from parts and labor coverage. Coverage of control boards/modules is subject to a \$100.00 maximum part allowance; *customer is responsible for the excess of the retail price over \$100.00*. Expansion valve and reversing valve parts are covered, but the labor coverage for replacement of expansion and reversing valves is limited to two hours; *customer is responsible for labor charges over two hours*. All other parts on the heat pump indoor and outdoor units themselves are covered. This contract also covers, during the heat pump preventive maintenance visit, a brief maintenance of any humidifier or electronic air cleaner directly attached to your ductwork at the same time as the heat pump maintenance, but does *not* cover *any* humidifier or air cleaner parts or repair labor.

### III. GAS FURNACE SERVICE CONTRACT:

This service contract provides for **one** annual inspection and preventive maintenance of one gas furnace and covers limited repair parts and labor during the one-year term of the contract. The heat exchanger, combustion chamber, burners, gas valves and motors are *excluded* from parts and labor coverage. Coverage of control boards/modules is subject to a \$100.00 maximum part allowance; *customer is responsible for the excess of the retail price over \$100.00*. All other parts on the gas furnace itself are covered. This contract also covers, during the furnace preventive maintenance visit, a brief maintenance service of any humidifier or electronic air cleaner directly attached to your ductwork, but does not cover *any* humidifier or air cleaner parts or repair labor.

### IV. OIL FURNACE SERVICE CONTRACT:

This service contract provides for one annual inspection and preventive maintenance of one oil furnace and covers limited repair parts and labor during the one-year term of contract. The heat exchanger, combustion chamber, burners, and motors are *excluded* from parts and labor coverage. Coverage of control boards/modules is subject to a \$100.00 maximum part allowance; *customer is responsible for the excess of the retail price over \$100.00*. All other parts on the oil furnace itself are covered. This contract also covers, during the furnace preventive maintenance visit, a brief maintenance service of any humidifier or electronic air cleaner directly attached to your ductwork, but does not cover *any* humidifier or air cleaner parts or repair labor.

### V. GAS BOILER SERVICE CONTRACT:

This service contract provides for one annual inspection and preventive maintenance of one gas boiler and covers limited repair parts and labor during the one-year term of contract. The cast-iron block, combustion chamber, burners, gas valves and motors are *excluded* from parts and labor coverage. Control boards/modules, primary controls, and aquastats are each subject to a \$100.00 maximum part allowance; *customer is responsible for the excess of the retail price over \$100.00*. All other parts on the boiler itself are covered.

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## DUCTED RESIDENTIAL SERVICE CONTRACT

### VI. OIL BOILER SERVICE CONTRACT:

This service contract provides for one annual inspection and preventive maintenance of one oil boiler and covers limited repair parts and labor during the one-year term of contract. The cast-iron block, combustion chamber, burners, and motors are *excluded* from parts and labor coverage. Control boards/modules, primary controls, and aquastats are each subject to a \$100.00 maximum part allowance; *customer is responsible for the excess of the retail price over \$100.00*. All other parts on the boiler itself are covered.

### VII. AIR CONDITIONER OR HEAT PUMP WITH GAS FURNACE SERVICE CONTRACT:

This service contract provides for one annual inspection and preventive maintenance service of one air conditioner or heat pump and one annual inspection and preventive maintenance of one gas furnace. (At the discretion of Crouse Brothers HVAC, Inc. the preventive maintenance on both units may be performed in one visit.) Parts and labor coverage is as specified under Items I, II, and III above.

### VIII. AIR CONDITIONER OR HEAT PUMP WITH GAS BOILER SERVICE CONTRACT:

This service contract provides for one annual inspection and preventive maintenance service of one air conditioner or heat pump and one annual inspection and preventive maintenance of one gas boiler. (At the discretion of Crouse Brothers HVAC, Inc. the preventive maintenance on both units may be performed in one visit.) Parts and labor coverage is as specified under Items I, II, and V above.

### IX. AIR CONDITIONER OR HEAT PUMP WITH OIL FURNACE SERVICE CONTRACT:

This service contract provides for one annual inspection and preventive maintenance service of one air conditioner or heat pump and one annual inspection and preventive maintenance of one oil furnace. (At the discretion of Crouse Brothers HVAC, Inc., the preventive maintenance on both units may be performed in one visit.) Parts and labor coverage is as specified under Items I, II, and IV above.

### X. AIR CONDITIONER OR HEAT PUMP WITH OIL BOILER SERVICE CONTRACT:

This service contract provides for one annual inspection and preventive maintenance service of one air conditioner or heat pump and one annual inspection and preventive maintenance of one oil boiler. (At the discretion of Crouse Brothers HVAC, Inc., the preventive maintenance on both units may be performed in one visit.) Parts and labor coverage is as indicated under Items I, II, and VI above.

### XI. GEOTHERMAL HEAT PUMP SYSTEMS:

This service contract provides one annual inspection and preventive maintenance service of one geothermal heat pump and covers limited repair parts and labor during the one-year term of contract. Refrigerant, compressors, coils/heat exchangers and motors are *excluded* from parts and labor coverage. Coverage of control boards/modules is subject to a \$100.00; *customer is responsible for the excess of the retail price over \$100.00*. Expansion valve and reversing valve parts are covered, but the labor coverage for replacement of expansion and reversing valves is limited to two hours; *customer is responsible for labor charges over two hours*. All other parts on the heat pump indoor and outdoor units themselves are covered. This contract does *not* cover any antifreeze or labor installing antifreeze. This contract does *not* cover repairs and maintenance needed due to the introduction of dirty or contaminated water into the system. Loops are *not* covered under this contract.

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Elkton, MD 21921***DUCTED RESIDENTIAL SERVICE CONTRACT****All contracts are subject to the following terms and conditions:**

1. All covered units must be in good working order at the time contract takes effect.
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. Preventive maintenance will include, if needed, installation of standard, non-high-efficiency air filters only. *High-efficiency air filters will be invoiced at our standard material rates.*
5. This contract does *not* cover parts, equipment, or labor needed due to: Acts of God, fire, water, snow accumulation, freezing, vandalism, customer abuse, lack of fuel or electricity, introduction of contaminated fuel into system, 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 or oil piping problems, 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.
6. Repair or replacement of leaking refrigerant line sets are *not* covered by this contract.
7. ***This contract does not cover replacement of condensing units, coils, blowers, furnaces, boilers, or electric heat.***
8. ***For covered items that are over ten years old, Crouse Brothers HVAC, Inc. reserves the right to refuse repair of any equipment deemed non-repairable or condemnable by Crouse Brothers HVAC, Inc.***
9. Contract service hours are as follows: Monday thru Friday: 7:30 a.m.-4:00pm. We will provide service outside of these hours only on an emergency\* service basis. 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.
10. 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.
11. 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.
12. This contract covers only residential equipment used in a non-commercial application.
13. This contract does *not* cover service needed due to faulty system design or faulty installation.
14. Crouse Brothers HVAC, Inc. will *not* handle or remove suspected asbestos material.
15. Customer agrees that only authorized Crouse Brothers HVAC, 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 purchase price.
16. Multiple system discounts are available. Labor-only contracts are also available. Please call (410)398-1530 for details.

***Contracts are not available for equipment that is over fifteen (15) years old.***

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**DUCTED RESIDENTIAL SERVICE CONTRACT**

**RESIDENTIAL SERVICE CONTRACT**

I would like to purchase the following service contract(s): *(Please check the appropriate items.)*

- \_\_\_\_\_ I. *AIR CONDITIONER SERVICE CONTRACT* .....
- \_\_\_\_\_ II. *HEAT PUMP SERVICE CONTRACT (air-to-air heat pump only)* .....
- \_\_\_\_\_ III. *GAS FURNACE SERVICE CONTRACT* .....
- \_\_\_\_\_ IV. *OIL FURNACE SERVICE CONTRACT* .....
- \_\_\_\_\_ V. *GAS BOILER SERVICE CONTRACT* .....
- \_\_\_\_\_ VI. *OIL BOILER SERVICE CONTRACT* .....
- \_\_\_\_\_ VII. *AIR CONDITIONER OR HEAT PUMP WITH GAS FURNACE SERVICE CONTRACT* .....
- \_\_\_\_\_ VIII. *AIR CONDITIONER OR HEAT PUMP WITH GAS BOILER SERVICE CONTRACT* .....
- \_\_\_\_\_ IX. *AIR CONDITIONER OR HEAT PUMP WITH OIL FURNACE SERVICE CONTRACT* .....
- \_\_\_\_\_ X. *AIR CONDITIONER OR HEAT PUMP WITH OIL BOILER SERVICE CONTRACT* .....
- \_\_\_\_\_ XI. *GEOTHERMAL HEAT PUMP CONTRACT* .....

Customer Information:

Equipment Location (if different):

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ (Home)

Phone: \_\_\_\_\_ (Home)

\_\_\_\_\_ (Cell)

\_\_\_\_\_ (Cell)

\_\_\_\_\_ (Work)

\_\_\_\_\_ (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: \_\_\_\_\_