

## Annual Preventative Maintenance Plan Terms & Conditions


Think of your heating and cooling system like a car. Your car needs oil changes, brake pads, and tune-ups on a regular basis for it to run its best and to avoid some of the expensive repairs that can occur when you do not service it regularly. Your HVAC equipment is the same way. You want to ensure that your equipment is running at its best and this requires regular cleaning with an experienced technician inspecting the equipment to spot any potential problems.

The great thing about an Annual Preventative Maintenance plan is the peace of mind. You pay for the plan up front each year, then you get a call, text, or email to remind you that it is time for the maintenance, and we take care of the rest! Our preventive maintenance package helps extend the life of your furnace, air conditioner, or heat pump, and stave off costly repairs while keeping energy bills as low as possible.


Contact us at (615) 90-TNAIR and ask us about our Annual Preventative Maintenance Plan.

### **Our fall Visit includes our furnace/heater 20 point tune up. It includes:**

- Inspect/Adjust thermostat
- Inspect heat exchanger for cracks/rust
  - Lubricate any motors, if necessary
- Inspect blower motor, blower wheel, and capacitor
- Replace filters with customer-provided filters (free of charge) or replace filters with our filters for \$15.00 each (for industry standards sizes, non-industry standards sizes may incur additional fees)
  - Clean/Adjust Burner Assembly
  - Inspect/Test Safety Controls
- Measure Heat Rise to prevent overheating heat exchanger
  - Test for carbon monoxide
  - Check/Adjust gas pressure
  - Inspect gas piping for gas leaks
  - Inspect exhaust venting system
    - Inspect Ignition Assembly
- Inspect Heating Elements • Inspect Flame Sensor
  - Clean condensate drain/pump
    - Measure Amp Draws
- Inspect/Tighten electrical connections
  - Inspect ductwork
- Perform Sequence of Operations

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### **Our Spring visit includes our air conditioning 30-point tune-up. It includes:**


- Inspect thermostat
- Check refrigerant pressures, if necessary
- Inspect /Tighten all electrical connections
- Inspect and obtain readings of all start and run capacitors
  - Inspect Safety Controls
  - Inspect Evaporator Coil
  - Inspect/Clean condenser coil
  - Clean out condensate drain/pump
- Test Condensate Kill Switch • Inspect outdoor fan motor/blade
  - Inspect indoor blower motor, blower wheel, and capacitor
    - Lubricate all motors that require it
  - Measure temperature difference across indoor coil
- Inspect ductwork for leaks, damage, and determine if sized correctly
  - Inspect Contactor/Measure voltage drop.
- Replace filters with customer-provided filters (free of charge) or replace filters with our filters for \$15.00 each (for industry standards sizes, non-industry standards sizes may incur additional fees)
  - Measure Amp Draws
  - Measure temperature drop across dryer
  - Perform Sequence of Operations

### **More benefits of the Annual Maintenance plan:**

- 15% discount on any repairs and labor costs needed throughout the year. (Excludes refrigerant costs, the purchase of a new HVAC unit/equipment, ductwork, and extended warranties).
- Priority Customer Care (You are serviced before non-maintenance customers during busy times).
- Lower utility bills.
- Extended equipment life.
- Fewer repairs.

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### Benefits of the Annual Preventative Maintenance plan continued:

•Improved capacity.

•**We call, text or email to let you know it is time to schedule maintenance. After that, it is the customer's responsibility to schedule the appointment.**

•Waived service call fee when your system experiences an unexpected breakdown between visits on an issue/repair **that we could have prevented or caught during your maintenance visit** such as a weak capacitor or visible cracks in the heat exchanger. \*\*\*Some exclusions apply & a service call fee will be incurred in some instances including **if the issue is caused by something outside of our control that we could not have foreseen or prevented** during your maintenance visit. See some examples below. These examples are not all inclusive. \*\*\*

1. **Declined Repairs:** If the breakdown is caused by any denied recommendations of preventive maintenance presented to you at any time of any previous maintenance inspection(s), a service charge of \$100 (or applicable current rate may be added to repair cost)
2. **Acts of Nature:** This includes damage caused by severe weather events such as thunderstorms, lightning, ice from winter storms or power outages, etc.
3. **Damages/Issues Caused by insects & rodents:** mechanical failure caused by bugs/insects (i.e.: bug on the contactor) or any failure caused by rodents.
4. **Faulty Thermostat:** If the reason for the service call is due to your thermostat going out unexpectedly.
5. **No issues/repairs found:** After a thorough inspection/diagnosis by the technician has been made and deemed the system is working properly & no repair needed, the service call fee would apply. (i.e.: system not working efficiently due to a dirty filter only or flipped breaker).

At your preventative maintenance visit, you will receive a recommendation for any further maintenance or repair needs for your system, if applicable.

The Annual Plan pricing is for the year, paid upfront on the first visit, and includes two visits: an A/C check and clean and a heat check and clean. **Residential Pricing:** \$150 for the first unit and \$100 for each additional unit at the same property. **Commercial Pricing:** \$250 for the first unit and \$200 for each additional unit at the same property. All prices listed are current as of the date this document was posted. *TN AIR reserves the right to increase or adjust prices at any time in the future without prior notice. Any price changes will apply only to new enrollments or renewals of existing plans. Customers who have already purchased an annual plan will continue to receive services at the price in effect at the time of their original purchase for the full 12-month term of that agreement.*

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### Scheduling Seasonal Visits


Due to the large number of visits we have to conduct during each season, we schedule these visits by city/location, as much as possible, to lessen travel times for our techs and increase appointment time efficiency. TN AIR will call, text or email you to let you know when we will be in your area and when it is time to schedule your seasonal visit. After that, it is the customer's responsibility to schedule the appointment. Spring and fall tune-ups are weather dependent meaning it needs to be warm enough in the spring to properly check your refrigerant levels on your A/C and cool enough in the fall to properly check your heating elements. With keeping weather conditions in mind, we try to begin spring maintenance visits at the end of March and early April and aim to complete all spring appointments by the end of May. Spring maintenance must be scheduled & completed by June 1<sup>st</sup> as it is essential to complete this maintenance by June 1st to ensure your system is in optimal condition before the peak of our busy season. Once June arrives, we experience a high volume of service requests due to increased temperatures, and our scheduling priority shifts to customers requiring repairs to their air conditioning systems. With keeping weather conditions in mind, we try to begin fall preventative maintenance visits in September and October, and we aim to complete all appointments by the end of November or early December. Fall maintenance must be scheduled & completed by mid-December as it is essential to complete this maintenance by mid/end of December to ensure your system is in optimal condition before the peak of the winter season. Once December and January arrive, we experience a high volume of service requests due to below freezing temperatures and potential snow/ice storms, and our scheduling priority shifts to customers requiring repairs to their heating systems. Of course these are general guidelines, but we all know Tennessee weather can be unpredictable.

### Missed Preventative Maintenance Visits

The Annual Preventative Maintenance Plan provides exactly two specific visits per HVAC unit during the plan year which is 12<sup>th</sup> months from the date of purchase. The plan includes one Air Conditioning (AC) tune-up scheduled during the spring and one Heating tune-up scheduled during the fall season. **These visits are season-specific and are not interchangeable or replaceable with visits of any other type.** TN AIR makes reasonable efforts to contact each customer by phone call, text message, or email to schedule the appropriate seasonal visit. It is the customer's responsibility to respond promptly to these notifications and to schedule the visit during the designated season. If the customer does not respond to our scheduling attempts and does not book the visit, the visit will be marked as missed. **Missed visits are not rescheduled or made-up (outside of the current season) and are not carried over from one season to the next.** The Annual Preventative Maintenance Plan fee paid covers only the two specific seasonal visits (one AC and one Heat) described above within the 12 months from the date of the first scheduled and paid visit. If the second visit is missed, and you would like to continue receiving preventative maintenance services, the annual plan would need to be purchased again as the plan is valid only for the specific 12-month term purchased, and all rights to any unused visits expire at the end of that term.

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### Refunds and Cancellations

Customers may cancel the Annual Preventative Maintenance Plan at any time during the valid 12-month period of the plan. If zero visits have been performed at the time of cancellation, a full refund of the plan fee will be issued. If a refund is request after one visit has been completed, please note the following:

**\*\*\*Refunds are calculated based on the services already provided AND AT THE NON-DISCOUNTED ONE-TIME SERVICE RATES. Residential one-time visits are priced at \$100 and commercial one-time visits are priced at \$200.\*\*\***


### Residential Preventative Maintenance Pricing & Refund Examples


(Residential) Annual Preventative Maintenance Plan Pricing for one HVAC unit at the home: \$150 for the year which includes 2 visits; an AC visit and a Heating visit (a \$50 savings compared to two separate one-time visits totaling \$200).


(Residential) Annual Preventative Maintenance Plan Pricing for each additional unit at the same home: \$100 for the year which includes 2 visits; an AC visit and a Heating visit (the second visit is provided at no additional charge; the customer is essentially receiving the second visit free with the annual plan).

If a customer cancels after exactly one visit has been completed: For a home with only one HVAC unit, a refund of \$50 will be issued. This amount represents the difference between the annual plan fee of \$150 and the one-time visit rate of \$100. Refunds will only be issued in the event the customer cancels during their 12-month period the plan is valid for. For a home with more than one HVAC unit, **no refund will be issued for any additional units**. The \$100 plan fee per additional unit equals the regular one-time visit rate of \$100 per unit. The second visit on each additional unit is provided free as part of the annual plan due to multiple units at the home; therefore, once the first visit has been completed, the full plan fee for those units has been earned.

**No refunds will be issued for missed visits** (see Missed Preventative Maintenance Visits and Scheduling Policy above) **or for any visits not completed due to customer non-response to scheduling requests during the valid 12-month period of the plan**. All refunds will be processed within 10 business days of the cancellation request.

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### **Commercial Preventative Maintenance Pricing & Refund Examples**

(Commercial) Annual Preventative Maintenance Pricing for one HVAC unit at a commercial property: \$250 for the year which includes 2 visits; an AC visit and a Heating visit (a \$150 savings compared to two separate one-time visits totaling \$400).

(Commercial) Annual Preventative Maintenance Pricing for each additional unit at the same commercial property: \$200 for the year which includes 2 visits; an AC visit and a Heating visit (the second visit is provided at no additional charge; the customer is essentially receiving the second visit free with the annual plan).


If a customer cancels after exactly one visit has been completed: For a commercial property with only one HVAC unit, a refund of \$50 will be issued. This amount represents the difference between the annual plan fee of \$250 and the one-time visit rate of \$200. Refunds will only be issued in the event the customer cancels during their 12-month period the plan is valid for. For a commercial property with more than one HVAC unit, **no refund will be issued for any additional units.** The \$200 plan fee per additional unit equals the regular one-time visit rate of \$200 per unit. The second visit on each additional unit is provided free as part of the annual plan due to multiple units at the commercial property; therefore, once the first visit has been completed, the full plan fee for those units has been earned.

**No refunds will be issued for missed visits** (see Missed Preventative Maintenance Visits and Scheduling Policy) **or for any visits not completed due to customer non-response to scheduling requests during the valid 12-month period of the plan.**

All refunds will be processed within 10 business days of the cancellation request.

#### Additional Services

Additional services such as Humidifier service or electronic air cleaner service are not included with the above plan and will incur additional charges.

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