



# CENTRAL PENN PLUMBING SERVICE INC.

## Comfort Service Program

8 Kacey Court, Mechanicsburg Pa 17055 717-591-1344

[www.centralpennplumbing.com](http://www.centralpennplumbing.com)

1. **MAINTENANCE SERVICES:** Central Penn Plumbing Service Inc. agrees to provide maintenance services for the equipment described on the front of this Agreement. These maintenance services shall consist of the specific procedures identified below under the heading "Maintenance Procedures". Central Penn Plumbing Service Inc. shall also notify the customer of any needed repairs to the equipment and upon the request of the customer shall perform such repairs at the preferred rate and on a preferred response basis. All approved repairs shall be paid for by the customer upon completion of work. Each 12-month maintenance period includes up to two precision tune-ups on units covered by this agreement (furnace, AC/HP). Two precision tune-ups, or "Maintenance Services," are included as a benefit of the program and it is the customer's responsibility to take advantage of these benefits. Hydronic Heat (Boiler) maintenance services consist of a single precision tune-up to the boiler. Central Penn Plumbing will make every reasonable effort to work with customers to ensure effective use of these benefits.
2. **MAINTENANCE FEE:** Customer agrees to pay Central Penn Plumbing Service Inc., its agents or assigns, the total payment set forth on the front page of the Agreement ("Maintenance Fee") payable in advance for the Maintenance Services.
3. **TERM AND RENEWAL** Customer will be sent a renewal notice/invoice prior to the anniversary date and payment is due within 30 days of receipt.
4. **CANCELLATION:** THE CUSTOMER MAY CANCEL THIS AGREEMENT AT ANY TIME.
5. **UNAUTHORIZED REPAIRS:** Any changes, adjustments, or repairs made by others to the Equipment, unless authorized or approved by Central Penn Plumbing Service Inc. in writing shall, at the option of Central Penn Plumbing Service Inc., terminate Central Penn Plumbing's obligations hereunder.

### Maintenance Procedures for all systems

1. **1" Standard AIR FILTERS:** – Inspect and replace as needed. **Value to You** – A dirty filter restricts airflow, which causes the system to work harder and run longer which waste energy and shortens the life of the equipment. Custom size filters will be extra.
2. **AIR FLOW & AIR TEMPS** – Measured and record. **Value to You** – An accurate record of your equipment's operating data can indicate potential problems that can lead to future equipment failure.
3. **BLOWER WHEEL** – Inspect and clean as needed. **Value to You** – The blower wheel collects the dirt that gets through the air filter. A dirty blower causes the blower motor to work harder, which wastes energy and shortens the life of the motor.
4. **CONDENSATE DRAIN** – Inspect and clean as needed. **Value to You** – A Clogged condensate drain can shut down the equipment and/or overflow and cause property damage.
5. **CONDENSER COIL** – Inspect for refrigerant leaks and clean as needed. (This coil picks up dirt from the outside air such as cut grass, leaves, etc.) **Value to You** – A dirty coil restricts heat transfer, which causes the system to work harder and run longer which waste energy and shortens the life of equipment.
6. **CONTROLS & SAFETIES** – Inspect and test for proper operation. **Value to You** – Improper operation can shut the equipment down unnecessarily or not shut the equipment down when an unsafe condition occurs.
7. **CRANKCASE HEATER if applicable** – Inspect and test for proper operation. **Value to You** – A bad crankcase heater can cause a compressor failure.
8. **DUCT WORK** – Inspect for leaks or damage. **Value to You** – Leaky ductwork will waste energy and spread dust and other contaminates in the home.
9. **ELECTRICAL WIRING & COMPONENTS** – Inspect and test for proper voltage and amperage. Loose connections will be tightened. **Value to You** – Worn contacts and loose connections can cause electrical shorts and lead to motor or compressor failure.
10. **EVAPORATOR COIL** – Inspect for refrigerant leaks and dirt. This coil gets dirty when the air filter gets dirty. **Value to You** – A dirty coil restricts heat transfer, which causes the system to work harder and run longer which waste energy and shortens the life of equipment.
11. **MOTORS** – Inspect (as needed), and tested for proper voltage and amperage draws. **Value to You** – Over amping motors waste energy and are early signs of motor failure.
12. **REFRIGERANT CHARGE** – Check operating pressures for proper refrigerant charge. Central Penn will add up to 1lb of 410A refrigerant per system. R-22 refrigerant will be an extra charge. **Value to You** – An improper charge will waste energy and cause compressor or coil failure.
13. **THERMOSTAT** – Test thermostat for proper operation. **Value to You** – Improper operation will cause the unit to run too long or too short which will create an uncomfortable air temperature and will waste energy.



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### Maintenance Procedures – GAS SYSTEMS ONLY

14. **BURNERS (Gas Systems Only)** – Inspect and clean as needed. **Value to You** – Dirty burners cause poor combustion, which can create a fire hazard. Poor combustion also reduces heating capacity and increases gas consumption.
15. **COMBUSTION AIR (Gas Systems Only)** – Inspect and make recommendations. **Value to You** – Blocked or restricted combustion air openings will keep your furnace from burning properly and therefore waste energy and could create health risks.
16. **GAS LINE (Gas Systems Only)** – Inspect and leak checked from the furnace shut off valve to the burners. **Value to You** – Undetected gas leaks are the fire hazard and can be lethal.
17. **HEAT EXCHANGERS (Gas Systems Only)** – Inspect for cracks and deterioration. **Value to You** – Because they are constantly expanding and contracting, all heat exchanges are prone to develop cracks with age. Cracked heat exchangers let carbon monoxide escape which is extremely dangerous.

### Maintenance Procedures – HEAT PUMPS ONLY

18. **AUXILIARY HEAT STRIPS (Heat Pumps Only)** – Inspect and test for proper operation. **Value to You** – Bad heat strips will either run too long or therefore waste electricity or they will not work at all.
19. **DEFROST CONTROLS (Heat Pumps Only)** – Inspect and test for proper operation. **Value to You** – A bad defrost control can cause the compressor to run too long which will waste energy and shorten the life of the compressor.
20. **REVERSING VALUE (Heat Pumps Only)** – Inspect and test for proper operation. **Value to You** – A bad-reversing value will keep the heat pump from switching from heat to cool or cool to heat.

### Maintenance Procedures – PLUMBING

21. **14 Point Plumbing Service** – Inspect and clean sink aerators as necessary. Inspect outside wall hydrants, for ruptures in piping, “flooded basements are not uncommon due to frozen pipes which can be caused by leaving garden hoses attached during the winter months”. Inspect water heater for ensure proper venting and operation. Inspect toilets for leaks and proper operation. Check home water pressures. **Value to You** – Properly maintained plumbing ensures efficient water usage and extends the life of fixtures and water heater.



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

Thank you for being a part of our Comfort Service Program.

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

Heating, Air Conditioning and Plumbing are important components of your home, and proper maintenance is the key to keeping them operating efficiently. The most cost-effective way to do this is with our Comfort Service Program. Your equipment will be returned to peak condition because our plan includes regular precision tune-ups for heating and cooling systems, meaning you'll use less energy and save money on your annual utility bills.

City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

New Customer  
Renewal

### Program Purchase Options

	1-Year	2-Years	3-Years	Total
HVAC System	\$225.00	\$450.00	\$675.00	
Additional System @ Same Location	\$202.50	\$405.00	\$607.50	
Furnace, Heat Pump, or A/C Only	\$125.00	\$240.00	\$365.00	
Hydronic Heat System (Boiler)	\$155.00	\$300.00	\$455.00	
Oil Furnace	\$145.00	\$280.00	\$425.00	
New- 14 Point Plumbing Service	\$95.00	\$180.00	\$270.00	

Subtotal:

Coupons/Discounts:

Total:



Properly maintained plumbing ensures efficient water usage and extends the life of the fixtures and your water heater.

### Equipment Covered by the Program

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Serial#: \_\_\_\_\_  
 Make: \_\_\_\_\_ Model: \_\_\_\_\_ Serial#: \_\_\_\_\_  
 Make: \_\_\_\_\_ Model: \_\_\_\_\_ Serial#: \_\_\_\_\_  
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 Make: \_\_\_\_\_ Model: \_\_\_\_\_ Serial#: \_\_\_\_\_

### Payment Information

Cash      Check Chk # \_\_\_\_\_



Customer Signature: \_\_\_\_\_

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