



May 1, 2020

2020 Service Agreements

The Hardell Service Agreements offers parts and labor coverage for the most commonly replaced and serviced parts of your heating & cooling systems. These plans are designed to offer excellent coverage for the broad spectrum of today's modern comfort equipment, while keeping affordability in mind.

This Service Agreement Includes:

*** An Annual Inspection, Cleaning and Servicing of your Heating and/or Cooling Equipment

*** 24hr 365 day Emergency Service
Emergency Service is defined by No Heat / Fumes / Serious
Water Leaks / Serious Oil Leaks

*** Covered Parts & Labor for covered parts for purchased plans as defined on the back of this sheet.

General Conditions

Hardell reserves the right to decline acceptance of the service agreement after an initial inspection of your system. This plan is intended for residential equipment only. Initial repairs and parts required to put the system in acceptable condition are not covered.

Acceptance by Hardell of the Service Agreement does not obligate Hardell for secondary damages that might be caused by tank leakage, equipment failure or other conditions resulting from delays or failure to render service due to situations beyond our control. Service under this agreement does not include labor or parts made necessary by fire, water damage, or other abnormal conditions beyond our control.

At the time of our initial inspection, the low water cut off on steam boilers will be flushed. Hardell will not take responsibility for failure of this control. This control should be flushed by the homeowner as per manufacturers recommendations.

This agreement becomes void if fuel oil or service on covered equipment is provided from any source other than Hardell.

Acceptance of this plan supersedes all prior agreements and may be cancelled by either party.

The Annual Inspection and Servicing of your system will be performed once during the term of this agreement, during normal working hours only. Hardell will diligently attempt to arrange an appointment for this service, HOWEVER it is ultimately your responsibility to arrange an appointment for the service. Your right to the service expires at the end of the coverage year.

All parts listed under this agreement will be replaced with equivalent parts. Parts upgrades are not covered and will be charged accordingly.

This agreement does not cover repair or replacement of obsolete parts.

This agreement does NOT cover repair, servicing or replacement of frozen oil lines.

This agreement does not cover parts or labor for "OUT OF OIL" calls, when deliveries have been delayed due to delinquency in payment, or when the customer is not on Automatic Delivery.

Your account must be "In Good Standing" for this agreement to remain valid.

This plan will automatically renew on May 1, unless prior notification to cancel.

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Service Plans

Oil Fired Equipment (OF-SA)...Includes Annual Inspection/Service/Cleaning. Adjustments to head assembly, burner fan and motor, ignition system, burner controls, oil filters, oil pump, combustion chamber, lubricate, vacuum, flue piping, chimney base if accessible, complete operation check.

24/7 Emergency Service-defined as no heat / fumes / serious oil leak. Covered parts include: complete oil filter, filter element, nozzle, blower belt, burner blower wheel, burner coupling, burner motor, cad cell eye & lead, electrodes, emergency switch, fan/limit control, heat only primary control, pump screen, smoke pipe, draft regulator, ignition transformer, fuel pump, leaking fuel lines (tank to burner) if accessible, boiler site glass, Pressure Reducing valve / water feeder, back flow preventer, relief valve.

Gas Fired Equipment (GF-SA)...Includes Annual Inspection/Service/Cleaning. Adjustments to burner assembly, ignition system, burner controls, heat exchanger, lubricate, vacuum, flue piping, complete operation check. 24/7 Emergency Service-defined as no heat / fumes / **Call your supplier if you smell gas!** Covered parts include: Blower belt, emergency switch, fan/limit control, heat only primary control, smoke/exhaust piping, condensate pump, thermo-couplings, hot surface igniter, pilot assembly, ignition control module, gas valve, boiler site glass, pressure reducing valve/ water feeder, back flow preventer, relief valve.

Heat Pump / Central Air / Mini-Split (HPAC-SA)...Includes Annual Inspection/Service/Cleaning. Clean indoor coils, clean condensing unit, check Freon level. Includes up to 2# Freon. 24/7 Emergency Service-defined as no heat (heat pump). Covered parts and labor include: Capacitor, low Freon charge (up to 2#), condensate pump, condensate and drain lines (if accessible). ***30% discounted parts and labor on repairs or replacements of TXV valves, compressors, line sets

Water Heater (WH-SA)...

Electric Water Heater Includes Heating elements, thermostat, relief valve, ***30% discount on parts and labor to replace a leaking water heater up to 52 gal residential.

Gas Water Heater Includes Thermo-coupling, relief valve, ***30% discount on parts and labor to replace a leaking water heater up to 52 gal residential. **Call your supplier if you smell gas!**

Oil Tank (OT-SA)...Includes Annual Inspection. Covered parts include tank valve, oil lines (tank to burner) if accessible, fill & vent piping (if accessible), vent alarm gauge. *** 30% discount on parts and labor to replace a leaking oil tank (applies to 275 gallon vert. residential tanks).

For any parts not listed above, repair / replacement and labor will be billed at our established hourly rate

Owners Responsibilities

- Periodic Replacing of Air Filters
- Thermostat Battery Replacement
- Keep Exposed Oil Lines from Freezing
- Flush Low Water Cut-Off (Steam Boilers)
- Make Your Equipment Accessible
- Please Keep a Copy of this for Your Records

Before Calling, Please check the following:

- *Do you have Fuel Oil in your tank?
- *Is your thermostat set properly?
- *Do the batteries need replaced in your thermostat?
- *Has your Emergency Switch been accidentally turned off?
- *Do you have any tripped breakers or fuses?
- *Does your air filter need replaced?