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P.O. Box 64918
Souderton, PA 18964-0198
215-799-2000
toll-free 866-669-3747
visit us online at emoyer.com



2017 Residential Maintenance & Service Agreement

_____ Date _____
_____ Account Number _____
_____ Representative _____

Parts Labor & Maintenance Plans	Price Per Unit	EZ-Pay Plan	Qty	Amount Due
Gas Furnace/Boiler with AC Maintenance Plan: Includes one heating and one cooling precision tune-up each plan year. Includes Value rate pricing (15% off standard pricing on parts and labor) on any additional service calls throughout the year. COMBO 750				
Gas Furnace/Boiler Maintenance Plan: Includes one heating tune-up each plan year. Includes Value rate pricing (15% off standard pricing on parts and labor) on any additional service calls through the year. GAS 700				
Air Conditioning Only Maintenance Plan: Includes one cooling precision tune-up each plan year. Includes Value rate pricing (15% off standard pricing on parts and labor) on any additional service calls throughout the year. AC 115				
Heat Pump Maintenance Plan: Includes one heating and one cooling precision tune-up each plan year. Includes Value rate pricing (15% off standard pricing on parts and labor) on any additional service calls throughout the year. HP 800				
Plumbing Maintenance Plan: Includes one annual inspection of all plumbing fixtures, including gas/electric water heaters, a detailed report, and Value Rate Pricing (15% off standard pricing). PSA 100				
Oil Only Plans (Oil Delivery Customers Only)				
Basic Oil Furnace/Boiler Service Plan: (Oil Customers) Full year parts and labor. Includes one annual maintenance visit* (See reverse side for details). OIL 100				
Extended Oil Boiler Service Plan: (Oil Customers) Full year parts and labor. Includes one annual maintenance visit* (See reverse side for details). OIL 300				
Oil Furnace/Boiler Maintenance: (Oil Customers) Includes one annual maintenance visit and value rate (15% off standard pricing. Replace Nozzles and oil filters). OIL 150				
Oil Only Plans (Non-Oil Delivery Customers Only)				
Basic Oil Furnace/Boiler Service Plan: (Non-Oil Customers) Full year parts and labor. Includes one annual maintenance visit* (See reverse side for details). OIL 200				
Oil Furnace/Boiler Maintenance: (Non-Oil Customers) Includes one annual maintenance visit and value rate (15% off standard pricing. Replace Nozzles and oil filter.) OIL 250				
Optional Add-On Plans (must be combined with full system maintenance plan)				
Additional Zone Coverage: Per Zone. Must be combined with a full system Maintenance Plan.				
Humidifier: One annual cleaning and water panel change on bypass type humidifier. Must be combined with a full system Maintenance Plan. Call office for steam humidifiers. HUM				
High Efficiency Media Air Cleaner: One annual cleaning and filter change. Applies to most AprilAire and Honeywell systems. Does not apply to most specialty filtration/purification systems. Must be combined with a full system Maintenance Plan. CLEANER				
UV System: One annual cleaning and light change on system. Bulbs are not included with this plan and will be billed at market value. Must be combined with a full system Maintenance Plan. UVS				
Air Conditioning Plan: Includes one cooling precision tune-up each plan year. Includes Value rate pricing (15% off standard pricing on parts and labor) on any additional service calls through the year. Must be combined with a full system Maintenance Plan. AC 116				
Domestic Hot Water Basic: (Oil Customer Only) Must be combined with a full system Maintenance Plan. DOM B				
Boilermate Coverage: (Oil Customer Only) Must be combined with a full system Maintenance Plan. BM 400				
Gas Water Heater Plan: Includes annual visit to clean components and check systems. Must be combined with a full system Maintenance Plan. WH 25				

**CALL 215-799-2019
FOR PRICING**

- Please issue the service plan(s) marked above.
 I have read the reverse side and enclosed a check for the total amount.

TOTAL AMOUNT DUE

New Contracts take effect after payment is received.

Customer Signature _____

Charge \$ _____ to my

Card#: _____

Date _____

Exp. Date: _____

_____ Check enclosed for \$ _____



CID #: _____

Signature: _____

GENERAL SERVICE AGREEMENT NOTES, PROVISIONS & EXCLUSIONS

NOTES:

- To place your orders, return the signed agreement with your check or credit card number for TOTAL AMOUNT DUE. Check should be made payable to Moyer Indoor | Outdoor. If selecting EZ-Pay Plan, please include credit card number on agreement. Installment payments will be charged to your credit card on the first of each month.

PROVISIONS:

- The company reserves the right to refuse new contract service on equipment not installed by them or if, in their opinion, the equipment is a poor contract risk because of age, deterioration, neglect, etc. Repair estimates will be given on request and upon completion of such possible repairs by the company as they consider necessary to restore the equipment to good working order, a service agreement may be issued.
- As a Service Agreement customer, it is the intention of the company to render priority service on an efficient basis, but it is expressly agreed that the company shall in no event be liable for damage or loss resulting out of the performance of this agreement. In no event shall consequential damages to the property be the responsibility of Moyer Indoor | Outdoor.
- The service that will be provided under any plan offered herein will include such adjustments, repairs, and replacement of operating components as are made necessary by normal use of the equipment. Losses or damage caused by customer abuse, vandalism, fire, water, freezing and other abnormal conditions are not

covered. *Annual maintenance visits are not guaranteed. Moyer Indoor | Outdoor will make every effort to schedule these during the year.

- Any alterations, additions, adjustments or repairs made by others, unless authorized or agreed upon by Moyer Indoor | Outdoor, will be cause to terminate our obligation under this Agreement.
- The amount of any present or future occupation, sales, use, service, excise, or other similar tax which we shall be liable for either on our own or your behalf or otherwise, with respect to our obligations to furnish services and supplies hereunder, shall be in addition to the sum paid by you under this proposal and shall be paid by you upon the rendition of separate invoices covering such tax.
- There is a \$25.00 service charge for any item returned to us by the bank for non-sufficient funds.
- No service will be rendered under this agreement if the customer has a post due account.
- Service calls resulting from the following conditions are not covered under our service plans: blown fuses, tripped circuit breakers, system emergency switch (turned off), improperly set thermostat, and electrical power failure.
- Steam system controls, Power Venters, Piping, Valves and Oil Tanks are not covered under any contract.
- New contracts take effect after payment is received.
- All service and maintenance plans will renew annually.

HEATING PROVISIONS & EXCLUSIONS

Heating Service Plans

Basic Oil/
HW Basic
Extended
Oil

Items Covered - Heating Service Plans	Basic Oil/ HW Basic	Extended Oil
Limit Control	X	X
Inducer Motor (Non Variable / ECM)	X	X
Thermocouple	X	X
Air Filter (1 per yr / 1" Standard)	X	X
Aquastat (Excluding Combination Control)	X	X
Blower Motor (Non Variable / ECM)	X	X
Blower Pulley, Belt, Fan, Wheel, Shaft	X	X
Burner Motor, Wheel, Coup, Gasket	X	X
Circulator (1 per yr - 1 piece)	X	X
Circ Motor, Coupling, Relay	X	X
Emergency Switch	X	X
Pilot Assembly, Tubing	X	X
Primary Control	X	X
Pressuretrol Control	X	X
Stack Relay	X	X
Switching Relay, Relay	X	X
System 2000 Relay, Relay PCB	X	X
Spill Switch	X	X
Thermostat (non digital)	X	X
Cad Cell and Control	X	X
Delayed Oil Valve	X	X
Electrodes	X	X
Fuel Pump	X	X
Ignition Cable, Transformer, Porcelains, Wires	X	X
Nozzle Adapters, Nozzles	X	X
Oil Filter, Gaskets, Safety Valve	X	X
Pump Screen	X	X
Valve		X
Press Regulator		X
Boiler Drains, Drain Valves		X
Fill and Relief Valves		X
Adding Water to System		X
Air Vents		X
Aquastat (Combination Control)	X	
Auto Water Feeder		X
Bearing Assembly and Impeller		X
Blast Tube		X
Bleeding Air / Purging		X
Certifelt Liners		X
Chamber Repair / Replacement		X
Complete Circulator		X
Draft Regulator		X
Draining of Expansion Tank		X
End Cone		X
Expansion Tank Replacement		X
Flange Gaskets		X
Flow Valve, Orifice Plate		X
Smoke Pipe (Galvanized Only)		X
System 2000 Class Mgr, Digital Mgr		X
TPA gauge		X
Electric Elements		
Ignition Control		
Thermostats (Upper / Lower)		

Cooling Inspection

- Inspect and tighten electrical connections
- Check operation and condition of capacitors, contactors, and relays
- Check power draw on all motors
- Check operation and condition of compressor
- Inspect and check safety controls
- Lubricate all motors, bearings, fans, and pumps, as needed
- Check blower speed and airflow
- Check for air leaks around furnaces and air handlers
- Check temperature drop across evaporator coil
- Check refrigerant temperatures and pressures
- Visual check for obvious refrigerant leaks
- Clean, inspect and sanitize condensate pan
- Flush and clean condensate line
- Clean coils, as needed
- Check operation of thermostat
- Replace 1" filter
- Discuss recommended repairs with homeowner

Heating Inspection

- Inspect and tighten electrical connections
- Check power draw on all motors
- Inspect safety controls
- Inspect heat exchanger/fire box
- Clean heat exchanger, as needed
- Test for carbon monoxide
- Inspect flue piping for cracks and obstructions, as needed
- Inspect and test gas valve, as needed
- Inspect and adjust burner
- Remove and clean burner tubes and openings, as needed
- Inspect pilot assembly
- Check gas/oil pressure (furnaces and boilers)
- Lubricate all motors, bearings, fans and pumps, as needed
- Check for air leaks around furnaces and air handlers
- Check blower speed and airflow
- Clean indoor and outdoor coil, as needed (Heat Pump)
- Check refrigerant pressure and identify obvious leaks (Heat Pump)
- Check distribution system operating pressures (hot water systems)
- Check operation of thermostat
- Conduct efficiency test on system, as needed
- Replace 1" filter
- Discuss recommended repairs with homeowner

Heater Parts not covered under any plan:

High efficiency/electrostatic air filters, barometric or motorized dampers, chimney maintenance, condensate pumps, direct vent intake & exhaust, duct work, house wiring, heat exchangers, heat jacket, trim & insulation, digital & programmable thermostats, zoning controls, water coil, other water system controls not listed above (for boilers), boiler gauge (steam boilers), fuel tanks & piping, power venter, and any other part not included in the original manufacture of the system of any part not listed above.

Additional Coverages (Can only be combined with cooling or heating equipment plans - include the following):

High efficiency/electrostatic air filters, barometric or motorized dampers, chimney maintenance, condensate pumps, direct vent intake & exhaust, duct work, house wiring, heat exchangers, heat jacket, trim & insulation, digital & programmable thermostats, zoning controls, water coil, other water system controls not listed above (for boilers), boiler gauge (steam boilers), fuel tanks & piping, power venter, and any other part not included in the original manufacture of the system of any part not listed above.

- Additional Zone Coverage – Circulator Motor, Circulator Coupling, Circulator, Standard Thermostat, Circulator Relay, Zone Valve Motor, Low Voltage Transformer
- Boilermate Coverage – Circulator, Boilermate Control