



EFFICIENCY COOLING SERVICE PLAN

For Air Conditioning or Heat Pump Systems

508.548.3200




www.falmouthenergy.com

21 North Main Street – P.O. Box 607
Falmouth, MA 02541



EFFICIENCY COOLING SERVICE PLAN

Benefits Designed with You in Mind:

-  Safety Inspection Check
-  15 Point Efficiency Tune-Up*
-  25% Parts & Labor Discount
excludes system replacements
-  Improved Indoor Air Quality
-  24/7 Priority Service

15 POINT Efficiency Tune-Up

1. Open air handler and inspect evaporative coil (clean as required)
2. Replace standard air filters
3. Inspect blower drive belt and adjust tension
4. Clean and check condensate drain, pump, and discharge
5. Check and record blower voltage and amperage
6. Inspect and lubricate sheaves, pulleys, and drive bearings as required
7. Lubricate blower motor, condenser motor, and cooling fan motor
8. Inspect outside condenser coil (clean as required)
9. Inspect and test condenser relays, contractors, and transformers
10. Inspect and service condenser fan motor
11. Check and record condenser fan motor voltage and amperage
12. Check refrigerant pressures and superheat (adjust as required)
13. Start air handler, test air flows and temperature delta through unit
14. Check operating controls for proper operation
15. Record operating and service data

Cooling Maintenance Is a Must

With the price of energy increasing, maximizing the efficiency and properly maintaining your equipment will help lower your energy costs. We offer convenient scheduling of your efficiency tune-up which is included with your Efficiency Cooling Service Plan. A Falmouth Energy HVAC expert will ensure that your equipment is running safely, reliably, and at peak efficiency. Falmouth Energy has been serving Cape Cod for over a century so you can rest assured when the heat arrives, you will be cool and comfortable all summer long.

COMBINE & SAVE!







Enroll in our Efficiency Cooling Service Plan & any of the following service plans and save **10% off the total price!**

- Multiple Units
- Generator
- Propane
- Heating Oil
- Natural Gas

CALL OUR IN-OFFICE ENERGY EXPERTS TODAY FOR MORE INFORMATION ABOUT ENROLLING!

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Year-Round Home Comfort Services:

-  Heating Oil
-  Natural Gas
-  Kerosene
-  Propane
-  Diesel Fuel
-  Solar
-  Generators
-  Duct Work

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General Conditions

1. This agreement is between the customer and Falmouth Energy herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the cooling system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable.
2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's contract coverage will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Agreement invoice. This agreement is effective for a twelve (12) month period and will automatically renew itself, unless either party gives 30-day written notice of termination, or there is a termination under the provisions of condition #2.
4. Priority Service is defined as first available service and will be billed at normal business hour rates (8:00 A.M. - 4:30 P.M.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1-1/2 times, minimum 1 hour. Service will be performed as promptly as possible under normal conditions; however, we do not assume responsibility for secondary damages or damage resulting from delays or failure to render service due to conditions beyond our control.
5. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: NO heat or air conditioning, creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.
6. This agreement does not cover water damage due to blockage/leakage in the primary drain pan, secondary drain pan under fan coil unit, or drain lines from drain pans.
7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.
8. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss of damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.
9. Customer will receive an annual 10% discount off the total price of any bundled Service Plans upon renewal of the combined Plans.
10. The 25% replacement coverage towards parts and labor is not eligible towards new equipment installations.
11. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.