

Your C.A.R.E. Plan

Provided by

E.F. LAUDENSLAGER INC

Heating Air Conditioning Propane Hearth

3545 Route 309 Orefield PA 18069 PA#00894

For Service Call: 610-395-1582

Providing you with
Comfortable, Affordable, Reliable, Efficient
operation of your heating/cooling equipment

As a CARE Plan holder, you will receive the following benefits:

- Discounts on Repairs
- Priority Customer Status
- Access to After Hours Emergency Service
- Convenient Scheduling of Tune-ups
- Special Promotions for Plan Holders
- Improved Safety of Equipment
- Improved Capacity of Equipment
- Improved Efficiency for Lower Energy Cost
- Extended Equipment Life
- Agreement is Transferable

Proudly Serving the Lehigh Valley since 1894!

Keep this document in a safe place for future reference

We will provide these professional services as they apply to the type of equipment at your location.

Air Conditioners and Heat Pumps

- Clean or replace standard air filters.
- Inspect and clean inside cooling coil (if accessible) using our 3-step process.
- Inspect and clean condensate pans, drain lines, and condensate pumps. Inspect condensate lines for leaks.
- Inspect and clean outdoor condenser coil.
- Lubricate motors and bearings where applicable.
- Inspect and tighten electrical connections in equipment.
- Inspect contactors and relays for pitting and burnt contact points.
- Monitor voltage and amp draw on motors
- Monitor refrigerant pressures for proper charge (does not include adding refrigerant).
- Inspect thermostat and controls for proper operation.
- Inspect and test all safety controls.
- Test defrost controls on heat pumps.
- Inspect and test back-up electric heat on heat pumps.
- Inspect and test economizers on package units.

Oil Heat

- Clean or replace standard air filters on warm air furnaces.
- Replace fuel line filters, nozzles, and pump screens.
- Inspect and clean combustion chamber/heat exchanger (if accessible).
- Inspect and clean burner gun.
- Inspect and clean electrodes and test ignition transformer.
- Monitor oil pump pressure and adjust as necessary.
- Inspect chimney/exhaust system for proper operation and draft.
- Replace V-belts on furnaces (if applicable).
- Inspect and test all safety controls.
- Perform combustion analysis test and adjust air if necessary.

Gas Heat

- Clean or replace standard air filters on warm air furnaces.
- Inspect and clean combustion chamber/heat exchanger (if accessible).
- Inspect and clean burner assembly.
- Inspect and clean pilot/ignition components.
- Monitor gas pressure and adjust as necessary.
- Inspect chimney/exhaust system for proper operation and draft.
- Replace V-belts on furnaces (if applicable).
- Inspect and test all safety controls.
- Perform combustion analysis test and adjust air if necessary.

Hydronic/Steam Systems

- Inspect water temperature and pressure on hydronic systems. Does not include draining expansion tanks or bleeding air from system.
- Test aquastat and limit controls and adjust if necessary.
- Inspect and test circulators and zone valves.
- Lubricate circulator motors and bearings (if applicable).
- Inspect and clean hydronic duct coils if accessible.
- Inspect and test indirect water heaters if the boiler is covered by the agreement. Includes inspection of anode rod (if accessible).
- Thermal Storage systems and Electric Boilers include all the above items, plus:
 - Inspect and tighten electrical connections in equipment.
 - Inspect contactors and relays for pitting and burnt contact points.
 - Test heating elements.

Water Heaters

- Inspect and clean combustion chamber/heat exchanger (if accessible).
- Inspect and clean burner assembly.
- Replace fuel line filters, nozzles, and pump screens on oil units.
- Inspect and clean pilot/ignition components.
- Monitor gas or oil pump pressure and adjust as necessary.
- Inspect chimney/exhaust system for proper operation and draft.
- Inspect and test temperature limit controls and adjust if necessary.
- Clean and flush heat exchanger on tankless units.
- Inspect anode rod (if accessible).
- Inspect and test safety controls.
- Perform combustion analysis test and adjust air if necessary.

Hearth Products

- Inspect and clean burner assembly.
- Inspect and clean pilot/ignition components.
- Inspect and clean log sets (if applicable).
- Inspect and clean glass front (if applicable).
- Replace fuel line filter on oil heaters.
- Monitor gas pressure and adjust as necessary.
- Replace batteries in remote control (if applicable).

Stand-by Power Generators

- Inspect and clean the inside and around the unit.
- Change the engine oil.
- Replace the oil filter.
- Clean or replace the air filter.
- Inspect and tighten electrical connections.
- Test battery charger.
- Test transfer switch operation.
- Test the generator starting sequence.

*Please note that additional services, such as changing sparks plugs, may be necessary depending on the run time of the unit and manufacturers requirements. These additional items will be billed separately with your prior approval.

Accessories

- Humidifier: Replace pad and clean unit once per year. Does not include steam cylinder replacement.
- Air Cleaners: Media changed once per year. Electronic air cleaner cells cleaned with each inspection, and change pre-filters if applicable. Combination media/electronic air cleaners get the media changed once per year.
- HEPA Air Cleaners: Pre-filters changed/cleaned twice per year. HEPA core changed as needed at additional cost.
- ERV/HRV Fresh Air Systems: Clean the exchanger core and change/clean pre-filters once per year.

Specialized Equipment

- Specialized equipment will receive applicable services as listed here and any additional services required by the manufacturer. Please contact our office for details on what services are included for your specialized equipment.

Benefits—Terms—Conditions

- This Agreement provides site visit(s) as listed on the agreement in order to perform services on the HVAC equipment included in this agreement. EF Laudenslager will contact the Customer when a visit is due.
- This Agreement provides a discount on EF Laudenslager's standard repair charges to correct any malfunctions that might occur in the covered equipment during the term of this agreement. This discount does not include the diagnostic service fee. You will be informed prior to any repairs being made. Any credit for manufacturer warranted items will also be deducted from these repair charges.
- Repairs are warranted by EF Laudenslager for a period of one (1) year following the date of completion. Parts are warranted for a period of one (1) year following the date of completion or longer depending on the manufacturer. There is no warranty on routine maintenance services.
- This Agreement provides priority service. EF Laudenslager will respond to the Customer's request for emergency service before providing service to other customers who do not have a CARE Agreement. Repairs requested after normal working hours or on an EF Laudenslager holiday will be invoiced at a premium rate. Normal working hours are Monday through Friday, 8:00am to 4:30pm.
- Upon completion of each Performance Tune-Up, EF Laudenslager will provide the Customer with an inspection report listing work performed, defects found and any recommended corrective action.
- EF Laudenslager shall maintain the Customer's equipment to keep utility and repair cost as low as possible, while preserving equipment reliability and life. Occupant comfort will always be a primary consideration.
- The Customer agrees to operate the equipment in accordance with the manufacturers recommendations and promptly notify EF Laudenslager of any abnormal conditions.
- No repair service will be rendered under this agreement if the Customer has a past due account.
- The Customer agrees to furnish safe, reasonable access to the building and covered equipment. If required, the Customer will remove any material, fixtures or walls so adequate access can be gained to the equipment.
- EF Laudenslager shall use ordinary care in performing the tasks outlined in this agreement. No inspection shall guarantee the condition of the equipment or eliminate obsolescence and normal wear.
- This agreement is transferable to a subsequent homeowner by notifying our office.
- Right of rescission: This agreement can be cancelled in writing within three business days from the date of signing.
- The Customer can cancel a 2 or 3 year agreement after the first year by notifying our office in writing. The balance of the contract amount will be refunded on a pro-rata basis by deducting the cost of services already rendered by EF Laudenslager.

Other Services available from E.F. Laudenslager Inc:

Equipment Replacements and Installations

- Gas Furnaces, Boilers and Water Heaters
- Oil-Fired Furnaces, Boilers and Water Heaters
- Radiant Heating Systems
- Heat Pump Systems (including Geo-Thermal)
- Hybrid Heat Pump Systems
- Central Cooling Systems
- Gas Fireplaces and Hearth Products
- Ductless Cooling Systems
- Room Heaters
- Hearth Products

Accessory Installations

- Programmable Comfort Controls
- Humidifiers
- Air Cleaners
- HEPA Filtration
- Fresh Air Units
- Whole House Dehumidifiers
- Stand-By Power Generators
- Zone Air Damper Systems

Propane Fuel Delivery

- Automatic Delivery
- Tank Lease or Purchase
- Large Volume User Special Pricing

We CARE about your comfort!

E.F. LAUDENSLAGER INC.
3545 Route 309 Orefield PA 18069

Phone: 610-395-1582 Fax: 610-395-7022

www.eflaudenslager.com

PA#00894