



GRIFFITH
ENERGY SERVICES, INC.
Doggone Dependable

www.ServicewithGriffith.com
1-888-681-0127

LOYALTY CREDITS

For each consecutive year you are enrolled in a Gold or Bronze Service Plan, you earn \$50 in Loyalty Credits. You can accumulate up to \$500 in credits and apply them to the following equipment purchased from us.

- **burner** **\$100**
- **furnace** **\$300**
- **boiler** **\$300**
- **central air** **\$300**
- **heat pump** **\$300**

ADDITIONAL COVERAGE

You can add these items to your service plan. Call for prices.

- **additional air conditioner or heat pump**
- **water heater**
- **multiple zones**

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AIR CONDITIONER PLANS

BRONZE SERVICE PLAN

The Bronze Service Plan provides **basic protection** and includes the following:

- **15% off covered parts and labor**
- **regularly scheduled tune-up**
- **priority service**

GOLD SERVICE PLAN

The Gold Service Plan provides **total protection** and includes the following:

- **comprehensive parts-and-labor coverage**
- **regularly scheduled tune-up**
- **priority service**

Griffith Energy will repair or replace, at no charge, all parts listed in this agreement (see parts list at far right).

HEAT PUMP PLANS

BRONZE SERVICE PLAN

The Bronze Service Plan provides **basic protection** and includes the following:

- **15% off covered parts and labor**
- **regularly scheduled tune-up**
- **priority service**

GOLD SERVICE PLAN

The Gold Service Plan provides **total protection** and includes the following:

- **comprehensive parts-and-labor coverage**
- **regularly scheduled tune-up**
- **priority service**

Griffith Energy will repair or replace, at no charge, all parts listed in this agreement (see parts list at far right).

PRECISION AIR CONDITIONER TUNE-UP

Tune-up will be performed once during the service agreement term during regular working hours. It includes the following:

- Check filter (change if necessary with customer-supplied filter).
- Check condenser and clean if necessary.
- Lubricate condenser fan motor.
- Check condenser fan motor where applicable.
- Tighten electrical connections at equipment.
- Check voltage at unit under load.
- Check condensate drain for blockage. Clean as necessary.
- Check blower belt for condition, tension and alignment.
- Lubricate bearings where applicable.
- Check blower for cleanliness.
- Check safety controls.
- Inspect contactor point.
- Check and clean thermostat.
- Check lockout control if applicable.
- Inspect evaporator coil if accessible.
- Inspect starting capacitor.
- Inspect running capacitor.
- Check for vibration and noise.
- Inspect relays.
- Check and record running and starting amperages.
- Check voltage at unit.
- Recommend any needed repairs.

PARTS COVERED

OUTDOOR UNIT

- condenser fan blade
- contactor
- condenser fan motor*
- crankcase heater
- high pressure control
- low pressure control
- refrigerant (R22 or R410a—limit 2 lbs)
- run capacitor
- start capacitor
- start relay
- time delay control

INDOOR UNIT

- blower motor (up to 1/2 hp)*
- expansion valve
- fan relay
- nondigital thermostat
- transformer

* ECM excluded

PRECISION HEAT PUMP TUNE-UP

Tune-up will be performed once during the service agreement term during regular working hours. It includes the following:

- Check filter (change if necessary with customer-supplied filter).
- Check for adequate refrigerant charge.
- Check condenser and clean if necessary.
- Lubricate condenser fan motor.
- Check condenser fan blades for tightness.
- Tighten electrical connections at equipment.
- Check voltage at unit under load.
- Check condensate drain for blockage. Clean as necessary.
- Check blower belt for condition, tension and alignment.
- Lubricate bearings where applicable.
- Check blower for cleanliness.
- Check safety controls
- Inspect contactor point.
- Check and clean thermostat.
- Inspect evaporator coil for cleanliness.
- Inspect starting capacitor.
- Inspect running capacitor.
- Check for vibration and noise.
- Inspect relays.
- Check and record running and starting amperages.
- Check sequence control for proper operation.
- Check defrost control.
- Check voltage at unit.
- Recommend any needed repairs.

PARTS COVERED

OUTDOOR UNIT

- condenser motor*
- contactor
- crankcase heater
- defrost control
- defrost relay
- defrost sensor
- high pressure control
- low pressure switch or control
- refrigerant (limit 2 lbs)
- running capacitor
- starting capacitor
- time delay relay

INDOOR UNIT

- air handler circuit board
- blower control
- blower motor (up to 1/2 hp)*
- fan relay
- snap disk limit
- transformer
- nondigital thermostat

* ECM excluded

TERMS AND CONDITIONS

1. BRONZE PLAN offers a 15% discount on diagnostic and repair charges, PLUS scheduled routine maintenance.
2. GOLD PLAN covers labor and listed parts when customer has a problem with covered equipment, PLUS scheduled routine maintenance.
3. Service plans become effective only after inspection of equipment and systems by GRIFFITH. All equipment must be brought up to standard before it is accepted for a service plan. Advance payment does not make a plan become effective.
4. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. GRIFFITH will indicate its acceptance of a service plan by issuance of an invoice.
5. Service plans are transferrable to new owner at option of property seller, or plans may be voided on request, but no amount is refundable.
6. GRIFFITH'S responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan is procured from another source or if customer's account is past due.
7. Priority Service. Plan customers receive priority scheduling, ahead of customers without a plan. Most calls are answered within 24 hours. However, longer response times may be encountered during peak periods. GRIFFITH makes no guarantee of any specific response time.
8. To help hold down the price of our plans by eliminating unnecessary service calls, customers are expected: to make sure their thermostat or humidistat is properly set, and to check all switches, circuit breakers or fuses. Customers are also expected to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.). We will clean/replace these filters as needed during our maintenance service. It is the customer's responsibility to supply the appropriate filters.
9. Replacement of the entire unit or of the following systems and devices are not covered under either plan: condensing coils, flues, duct systems, evaporator coils, radiators, registers and grilles and heating system piping other than piping near boiler. The following services are not covered: electrical service from breaker to unit, gas and water leak repairs; refrigerant leak tests and repairs.
10. The following items are not covered under either plan: compressors, heat exchangers, burners, refrigerant recovery, filters, humidifiers, electronic air cleaners or accessories that are not an integral part of the air conditioner or heat pump.
11. The following items are not covered under the Heat Pump Plans: backup heating systems (oil, natural gas, propane), groundwater heat pumps and geothermal heat pumps.
12. Parts and labor not covered by a service plan will be billed at prevailing rates.
13. Calls for replacing dirty filters; balancing heat and/or cooling to individual rooms; and air bleeding of hot water radiator systems and repairs to radiators will be considered chargeable calls.
14. The plans do not cover nonmaintenance work or acts of God, such as: work required because of fire, lightning, explosion, flood, freezing or breaking of pipes, sabotage, or shortage of electrical, gas or water supply; electrical work beyond the units; cleaning of ducts; painting; moving of equipment; correction of installation or design deficiencies; or expense caused by improper operation, negligence or misuse of equipment or damage from any cause that is external or that does not arise solely and directly out of the operation of equipment. If customer requests such service, it will be billed at prevailing rates.
15. GRIFFITH reserves the right to cancel any agreement without notice and refund the unused portion of the agreement.
16. GRIFFITH reserves the right to make all calls during regular working hours, except "no-heat" calls. "No-cooling" calls must be made during daylight hours for safety reasons.
17. GRIFFITH will endeavor to render prompt and efficient service, but it is expressly agreed that GRIFFITH shall in no event be liable for damage or loss caused by delay, or any loss arising out of the performance of this agreement.
18. The obligation to furnish replacement parts is subject to availability through normal supply sources.
19. Annual tune-ups may be scheduled at any time during the service plan year. Through a regular program of postcard reminders and follow-up phone calls, GRIFFITH will make every attempt to schedule the tune-up; however, this responsibility is shared with the customer, who must make the unit accessible to be worked on during normal working hours (Monday to Friday, 8 a.m. – 5 p.m.).
20. The Loyalty Credits program gives each customer with a BRONZE or GOLD Plan \$50, for each consecutive year the plan is in place, towards the purchase of a replacement furnace, heat pump, air handler or condensing unit, up to a maximum of \$500. Credits cannot be used for repairs, installation of accessories, any other purchases or for paying any outstanding balance to GRIFFITH.
21. Loyalty Credits are not transferrable and cannot be paid in any form in lieu of purchase.
22. When customer uses Loyalty Credits toward a purchase, the equipment being replaced must have been covered under a current service plan with GRIFFITH.
23. GRIFFITH reserves the right to modify the Loyalty Credits program, including terminating it without prior notice. In the event of program termination all earned credits will be available for use by customer for a period of one year following program termination.
24. This agreement does not cover sidewall vented equipment.
25. GRIFFITH is not obligated to perform rooftop service.