

## Terms & Conditions

With any Shiple Energy Service Plan, our 24/7/365 emergency service is just a phone call away. Our plans are designed to fit any budget, making it even easier to ensure that your heating and cooling system is protected from breakdowns and costly repair bills.

### COMFORT Protection Plan

**24/7/365 Priority Service**  
**Tune-up and efficiency & safety check**

15% discount on repairs  
 \$250 equipment discount

\*Some restrictions apply

PA HIC #6911 MD#03999728

**MAKE IT + PLUS**

**Add Air Conditioning Coverage.**

## FURNACE & BOILER TUNE-UP

1. Clean and check chimney base and venting system
  2. Check and clean heat exchanger as needed on warm-air furnaces
  3. Check and clean flues on boilers as needed
  4. Check all motors, blowers, and belts. Oil motors where applicable
  5. Check circulators and motors. Oil where applicable
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6. Check and clean burners and adjust if needed for optimum efficiency
  7. Check all controls, switches, and safeties for safe and proper operations
  8. Check for gas leaks
  9. Clean permanent air filters and replace disposable filters
  10. Clean Flame Sensor
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11. Flush condensate trap
  12. Check blower bearing
  13. Measure temperature difference of supply and return
  14. Check condensate pump
  15. Check t-stat for proper operation & upgrade possibility
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16. Check for any signs of Carbon Monoxide in house
  17. Check Relative Humidity in basement

## Count on Shiple Energy for Quality Service



### We Value Superior Knowledge

Shiple Energy's certification from the North American Technician Excellence (NATE) program means our HVAC repair technicians have demonstrated superior knowledge of today's heating and cooling systems, and can perform any repair diligently and professionally.



### Reliable Energy

Did you know that we have earned an A+ rating with the Better Business Bureau? We have been proudly offering customers like you reliable and affordable energy for over 86 years!



### Shiple Energy's Services



SHIPLEY ENERGY agrees to provide services as outlined herein. This Agreement covers the specific equipment at the property identified by model and serial number on the customer account and becomes valid on the date indicated on the invoice. The price & coverage as outlined in this Agreement is subject to change at the anniversary date of the Agreement. This Agreement supersedes all previous Comfort Protection Plan Agreements.

1. Customer warrants that the HVAC equipment is in good working condition and meets code and manufacturer's installation requirements.
2. Coverage for this Comfort Protection Plan is for heating and/or cooling systems for single family residential properties only. This Plan allows a 15% discount on repairs.
3. Shipley Energy reserves the right to inspect & approve all heating and cooling systems prior to acceptance under this Plan. If the system does not pass inspection, the customer will be informed of what changes/improvements/upgrades are necessary to be eligible for the Plan, and the customer will have the option of making the identified changes at their expense.
4. This Service Plan is an annual contract. Payment for this Plan may be made as part of the customer's monthly budget plan, or paid in full at the start of the coverage period. If the full payment option is chosen, payment must be received within thirty [30] days of the billing date or Shipley Energy may terminate this Plan at Shipley Energy's option. In addition, this contract will automatically renew after its initial term. To cancel, we must be contacted within thirty [30] days of its renewal date. If the Plan is cancelled before its 12-month term is completed, the remaining balance of the contract will be due in full.
5. Shipley Energy will not be held responsible for an event or effect that cannot be reasonably anticipated or controlled such as for system damage due to a frozen heating system, frozen pipes, flooded basements, interruption of electricity, fire, acts of nature, customer negligence, inadequate fuel supply, or when account payments are in delinquent status. This Agreement DOES NOT cover repair or service calls due to, or as a result of, accounts held for non-payment.
6. Failures resulting from poor water quality are not covered under this agreement.
7. Shipley Energy is only responsible for the actual repair or maintenance of the covered heating and/or cooling system, and not any collateral damage to the residence or other belongings that might be caused by system failures. Any damage to the Plan-holder's belongings is the responsibility of the Plan holder. This Plan covers the customer's heating and/or cooling system under normal usage. All replacement parts are subject to availability. The decision to repair or replace a defective part and the selection of the replacement part is at Shipley Energy's discretion. Shipley Energy is not responsible for obtaining obsolete parts.

8. The customer is responsible to provide access for Shipley Energy to all concealed or hidden components for the covered heating and/or cooling system and for any or all repairs or replacements that arise out of our need to have access to these components, included but not limited to: walls, partitions, floors, ceilings, chimneys, entryways.

9. Shipley Energy is not responsible for the discovery, handling, treatment, removal, or safety of any asbestos or equipment containing asbestos.

10. Shipley Energy is not responsible for any additions to the customer's heating and/or cooling system that has not been initially approved by Shipley Energy nor is Shipley Energy responsible for additions, repairs, replacements, or any components parts that have been installed or made by anyone other than Shipley Energy during the coverage period.

11. Shipley Energy will not be liable for any delay or failure to supply service, material, or labor because of conditions beyond Shipley Energy's reasonable control. In no event, shall Shipley Energy be liable for any consequential or incidental damages or injury of any kind of description including personal injury.

12. This Plan does not cover, and Shipley Energy is not responsible for, any damages, including environmental damage, arising out of leaks or spills from any line, storage tanks, or any other part or the customer's heating and/or cooling system. Shipley Energy will not be liable, and Shipley Energy disclaims all liability for incidental or consequential damages, relating to or arising from any leakage, spillage, or other escape of oil, propane or natural gas from a storage tank, pipes, or any part of the customer's heating and/or cooling system. This Plan does not cover and Shipley Energy will not be liable for contamination of soil or other property damage or personal injury.

13. While Shipley Energy makes every attempt to schedule preventive maintenance (tune-ups) it is not the sole responsibility of Shipley Energy to schedule this work. Customers must contact Shipley Energy to schedule preventive maintenance.

14. Should the Comfort Protection Plan be cancelled before its term is completed, you may be prorated back the amount remaining if you have not had any service or tune-up within the contract timeframe. If there was any service or tune-up performed, you will not receive a refund.

15. Customer and Shipley Energy agree that there are no promises, terms, conditions, or obligations between parties which are not already contained in this agreement.