

## 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

- **Tune-Up and Efficiency & Safety Check**
- **Discounted 24/7/365 Emergency Service**
- **Priority Service**

**15% Discount on Repairs**  
**\$250 Equipment Discount**

\* Some restrictions apply PA141364 PA006911 MD5762178

**MAKE IT A +PLUS** Add Air Conditioning Coverage

### Count on Shiple Energy for Quality Service

#### We Value Superior Knowledge

Shiple Energy's certified 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 90 years!

#### Shiple Energy's Services



Electricity



Natural Gas



Propane



Heating Oil



HVAC

### 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/passages on boilers as needed
4. Check all motors, blowers, and belts. Oil motors where applicable
5. Check circulators and motors. Oil where applicable
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
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
16. Check for any signs of carbon monoxide in house

### AIR CONDITIONER TUNE-UP

#### Indoor:

1. Check, clean, or replace standard air filter
  2. Check indoor blower motor and oil as needed
  3. Check blower wheel
  4. Check fan belt condition and replace if needed
- \*New fan belt cost is not included
5. Check evaporator coil condition if accessible
  6. Check condensate drain and clean if possible
  7. Check condensate pump operation

#### Outdoor:

8. Check condenser compressor voltage
9. Check condenser amps while unit is running
10. Check condenser coil condition and remove debris if possible
11. Check condenser motor and oil if needed
12. Check condenser contactor condition

#### While system is operating:

13. Check supply and return temperature split across coil
14. Check refrigerant charge if needed (determined by supply and return temperatures) and add refrigerant if needed

\*Refrigerant cost is not included

#### General:

15. Check general condition of system wiring
16. Check evaporator and condenser refrigerant connections

**Comfort Protection Plan 9/1/22**

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 a single heating system or single cooling system in a single-family residential property. Coverage for cooling in addition to the heating system is only applicable if the customer has purchased the plus coverage for an additional monthly fee. This Plan allows a 15% discount on repairs on the covered piece of equipment. Additional plans are required for multiple units. This plan does not apply to ductless systems.
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. To receive the discounted emergency rate for the plan, any emergency service required after 5:00 p.m. weekdays, weekends or holidays must be the result of a complete mechanical failure of the system, causing no heat or A/C. After-hours calls that are not emergencies will be subject to the prevailing after-hours rates.
5. This Service Plan is a monthly contract and may be canceled at any time by either party. Payment for this Plan may be made monthly, as part of the customer's monthly budget plan, or paid for 12 months at a time. If the 12-month 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 every month.
6. 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.
7. Failures resulting from poor water quality are not covered under this agreement.
8. 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 Comfort of the replacement part is at Shipley Energy's discretion. Shipley Energy is not responsible for obtaining obsolete parts.
9. 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, and entryways.
10. Shipley Energy is not responsible for the discovery, handling, treatment, removal, or safety of any asbestos or equipment containing asbestos.
11. 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.
12. 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.
13. 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.
14. While Shipley Energy makes every effort to remind Customers to schedule preventive maintenance (tune-ups), the Customer must contact Shipley Energy to schedule their preventative maintenance.
15. Should the Comfort Protection Plan be canceled 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.
16. Customer and Shipley Energy agree that there are no promises, terms, conditions, or obligations between parties which are not already contained in this agreement.