

## Customer Care Program

### Benefits of Program Membership:

**10% Discount** - On parts and labor for repairs, including this repair call!

**Discounted Diagnostic Fee** - \$10.00 off the cost of system diagnosis

**Precision Tune-up and Safety Check** - on your heating and air conditioning equipment

**Peace of Mind** - You know it's safe, you know it works, and when it doesn't you know who to call!

**Lower Utility Bills** - Properly maintained equipment uses less energy, saving you money!

**Priority Service** - You'll be serviced ahead of everyone who calls (except warranty calls and other Customer Care Program members)

**Discount Emergency Service** - Discount Club members never pay an overtime fee

**Increased Equipment Life** - Properly maintained equipment lasts longer

**Increased Comfort** - Properly maintained equipment cools, heats, & humidifies/dehumidifies better!

**Inflation Protection** - You can lock in today's rate for maintenance for up to three years

#### Gas Furnace

1. Test carbon monoxide levels
2. Pull & clean burners, adjust as needed
3. Inspect heat exchanger
4. Clean Pilot assembly or flame sensor
5. Test and adjust safety controls
6. Inspect flu pipe and vent system
7. Check draft and perform combustion analysis
8. Check thermostat operation
9. Check blower and motor operation
10. Check gas pressure and adjust
11. Change standard air filter if needed (filter extra)
12. Lubricate all moving parts as needed.
13. Check operation of humidifier and replace pad if necessary (pad extra)

#### Oil Furnace

1. Test carbon monoxide levels
2. Remove and replace nozzle, sharpen and set electrodes
3. Clean heat exchanger with soot vac
4. Test and adjust safety controls
5. Inspect flu pipe and vent system
6. Check thermostat operation
7. Check draft and perform combustion analysis
8. Change standard fuel filter
9. Check blower and motor operation
10. Clean air inlet and squirrel cage
11. Change standard air filter
12. Lubricate all moving parts as needed

#### Gas or Oil Boiler

##### All items on the furnace lists that apply plus:

1. Check all zone valves and thermostats
2. Check expansion tank
3. Check Circulator
4. Check Fill valve
5. Check low water cut off if present
6. Check sight glass if present

#### Air Conditioner/Heat Pump

1. Lubricate moving parts as applicable
2. Check thermostat operation
3. Check blower and motor operation
4. Check temperature drop across indoor coil
5. Chemically clean outdoor coil
6. Check and clean condensate drain
7. Change standard air filter (filter not included)

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Dexter, MI



*Committed to Honest, Quality Service*

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## Customer Care Program

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### AGREEMENT FORM

Member Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address of Equipment: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

**System:**

Equipment	Make	Model	Serial

\_\_\_\_\_ Single System \$199.00    \_\_\_\_\_ Two Systems \$279.00    \_\_\_\_\_ Ea. Additional System \$49.00

\*\*For oil furnaces and boilers add \$50.00 to each system price.

Number of years chosen to participate in program: \_\_\_\_\_

Date of agreement - From: \_\_\_\_\_ Through: \_\_\_\_\_

**Payment:**

Check: \_\_\_\_\_  
Cash: \_\_\_\_\_  
Credit Card Type: \_\_\_\_\_  
Cr. Card Number: \_\_\_\_\_  
Exp. Date: \_\_\_\_\_  
Billing Zip of Card: \_\_\_\_\_

**Notes:**

Filter Sizes:
Water Heater:
Other:

Signature of Program Member: \_\_\_\_\_

CMR Representative: \_\_\_\_\_