

## Preventative Maintenance Plan Terms & Conditions


Think of your heating and cooling system as a car. Your car needs oil changes, brake pads, and tune-ups on a regular basis for it to run its best and to avoid some of the expensive repairs that can occur when you do not service it regularly. Your HVAC equipment is the same way. You want to ensure that your equipment is running at its best and this requires regular cleaning with an experienced technician inspecting the equipment to spot any potential problems.

The great thing about a bi-annual preventive maintenance plan is that it allows you to not have to worry. You pay for the plan up front each year, then you get a call, text, or email to remind you that it is time for the maintenance. Our preventive maintenance package helps extend the life of your furnace, air conditioner, or heat pump, and stave off costly repairs while keeping energy bills as low as possible.


Contact us here at (615) 90-TNAIR and ask to speak to the service department about our maintenance agreements.

Our fall service will include our furnace/heater 20 point tune up. It includes:

- Inspect/Adjust thermostat
- Inspect heat exchanger for cracks/rust
  - Lubricate any motors, if necessary
- Inspect blower motor, blower wheel, and capacitor
- Replace filters with customer-provided filters or replace filters with our filters for \$15.00 each
  - Clean/Adjust Burner Assembly
  - Inspect/Test Safety Controls
- Measure Heat Rise to prevent overheating heat exchanger
  - Test for carbon monoxide
  - Check/Adjust gas pressure
  - Inspect gas piping for gas leaks
  - Inspect exhaust venting system
    - Inspect Ignition Assembly
- Inspect Heating Elements • Inspect Flame Sensor
  - Clean condensate drain/pump
    - Measure Amp Draws
- Inspect/Tighten electrical connections
  - Inspect ductwork
- Perform Sequence of Operations

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 [contact.tnair@gmail.com](mailto:contact.tnair@gmail.com)

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Our Spring service will include our A/C 30 point tune up. It includes:


- Inspect thermostat
- Check refrigerant pressures, if necessary
- Inspect /Tighten all electrical connections
- Inspect and obtain readings of all start and run capacitors
  - Inspect Safety Controls
  - Inspect Evaporator Coil
  - Inspect/Clean condenser coil
- Clean out condensate drain/pump
- Test Condensate Kill Switch • Inspect outdoor fan motor/blade
  - Inspect indoor blower motor, blower wheel, and capacitor
  - Lubricate all motors that require it
- Measure temperature difference across indoor coil
- Inspect ductwork for leaks, damage, and determine if sized correctly
  - Inspect Contactor/Measure voltage drop.
- Replace filters with customer-provided filters or replace filters with our filters for \$15.00 each
  - Measure Amp Draws
  - Measure temperature drop across dryer
  - Perform Sequence of Operations

### **More benefits of this bi-annual Maintenance plan are:**

- 15% discount on any repairs and labor costs needed throughout the year. (Excludes refrigerant costs, the purchase of a new HVAC unit/equipment, ductwork, and extended warranties).
- Priority Customer Care (You are serviced before non-maintenance customers during busy times).
- Lower utility bills.
- Extended equipment life.
- Fewer repairs.
- Improved capacity.

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### Benefits of this bi-annual Maintenance plan continued are:

- We call, text or email to let you know it is time to schedule maintenance. You will receive a reminder/notification to schedule your visit on two separate occasions. After that, it is the customer's responsibility to schedule the appointment.
- Waived service call fee when your system experiences an unexpected breakdown between visits on an issue/repair that we could have prevented or caught during your maintenance visit such as a weak capacitor or visible cracks in the heat exchanger. \*\*\*Some exclusions apply & service call fee will be incurred in some instances including if the issue is caused by something outside of our control that we could not have foreseen or prevented during your maintenance visit. See some examples below. These examples are not all inclusive. \*\*\*
  - **Declined Repairs:** If the breakdown is caused by any denied recommendations of preventive maintenance presented to you at any time of any previous maintenance inspection(s), a service charge of \$100 (or applicable current rate) may be added to repair cost)
  - **Acts of Nature:** This includes damage caused by severe weather events such as thunderstorms, lightning, power outages.
  - **Damages/Issues Caused by insects & rodents:** mechanical failure caused by bugs/inspects (i.e.: bug on the contactor) or any failure caused by rodents.
  - **No issues/repairs found:** After a thorough inspection/diagnosis by the technician has been made and deemed the system is working properly and no repair needed, the service call fee would apply. (i.e.: system not working efficiently due to a dirty filter only or flipped breaker).

At your preventative maintenance visit, you will receive a recommendation for any further maintenance or repair needs for your system. \*The \$150.00/year covers two maintenance visits, one for the air conditioning maintenance visit in the spring/summer and one for the heating system maintenance visit in the fall/winter, for one unit. If you have multiple units at your address, it would be \$100.00 per additional unit, per year. For example, a plan for one HVAC unit would be \$150 and a plan for two HVAC units would be \$250.

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Customers may cancel the plan at any time, without penalty. Please note that if you cancel the plan after one visit has been completed, and a refund is requested, the refund is given on the discounted price of the 2nd visit only. (Example on a one HVAC unit plan: Plan is \$150, after one visit has been completed, the customer would receive a refund of the 2nd visit discounted price of \$50 (not \$75 which is half of the price of the plan) because the fee for a one visit only option is \$100.) Refunds will not be given for missed visits due to customer non-response to reminders to schedule preventative maintenance visits.

We begin Spring maintenance visits in March and April and aim to complete all appointments by the end of May. Spring maintenance must be scheduled & completed by June 1st as it is essential to complete this maintenance by June 1st to ensure your system is in optimal condition before the peak of our busy season. Once June arrives, we experience a high volume of service requests due to increased temperatures, and our scheduling priority shifts to customers requiring repairs to their air conditioning systems. Fall preventative maintenance visits are in September and October, and we aim to complete all appointments by the end of November. Missed appointments due to customer non-response to scheduling their maintenance visit during the preventative maintenance seasons (spring & fall) will not be honored once a new season starts. For example, if TN Air notifies you repeatedly during the Spring (March, April, May) but the appointment is never made, we will not honor the appointment the following Spring, barring any extenuating circumstance/emergency preventing the customer from fulfilling the appointment.

Humidifier service, electronic air cleaner service, and providing filters is not included with the above plan and will incur additional charges. We will replace any filters the customer provides, free of charge.

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