

MAINTENANCE PLAN

If you would like to sign up for a maintenance program option, please write the number of systems you would like to add to your membership agreement. Prices listed are per month, or per year, per system. Your Care Plan includes periodic maintenance and inspection, plus discounts on any additional equipment chosen as part of your maintenance care plan. Total the number of heating and cooling systems you would like to protect, along with any add on options by checking the corresponding box(es) on reverse side. Add together your choosen protection plans and then let us know if you prefer to pay in full for the year or if a monthly payment plan is a better option for you. Our Reliant team members are always available during normal business hours to assist you with selecting the best care plan for you and your home. Simply call us at 717-430-0900 and we can take your information over the phone and establish your care plan in a few short minutes.

You may also complete and remove this portion of our brochure and mail your information in to our team members.
Mail to: 45 Doe Run Rd. Manheim, Pennsylvania 17545.

RELIABLE CARE TOTAL PROTECTION

\$_____yr. I'm paying for the full year.
 x_____# of units/systems
 (if home has multiple units) I'd like to pay monthly.
 +\$_____ \$_____month
 any add-on protection options
 \$_____Total

PAYMENT OPTIONS

Checking acct. (please include a voided check for ACH draws)
 Credit card
 Pay via: Check
 Credit Card
 VISA MC AmEx Disc.

Credit Card Number _____
 Expiration Date _____ CV _____

or call 717-430-0900 to provide information to a team member personally.

Name _____
 Address _____
 Billing Address _____
 Phone _____
 Email _____



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"Reliant technicians are extremely responsive and professional. They take care of my systems like their own. I like the service contracts because I know preventative maintenance will help avoid future problems."

RELIABLE CARE Maintenance Plan



24/7 | 717-430-0900 | reliant.team
 45 Doe Run Rd. | Manheim, PA 17545

Contractors PA# 166334



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Reliant - Reliable Care Maintenance Program Membership(s)

Is Preventative Maintenance Service Worth the Investment?

On average, seven out of ten repair calls are for systems that were not properly maintained. Recommended by manufacturers and utility companies alike, regularly scheduled maintenance on your heating and air conditioning systems can reduce breakdowns by as much as 95% and lower utility bills up to 30%. There's no better guarantee to energy efficiency and savings than regular maintenance.

Practical Reasons for Regular Maintenance

Most repairs, including those expensive after-hours emergency calls, could have been prevented with regular scheduled maintenance.

Fuel burning equipment must be checked annually for:

- Incomplete combustion
- Excessive flue temperatures
- Carbon monoxide leaks

Air conditioners and heat pumps require seasonal cleaning of:

- Inside evaporator
- Outside condenser coils
- Check for refrigerant leaks

Heating and air conditioning units need a regular check of:

- Thermostats
- Electrical connections
- Feon levels/charge

100% Satisfaction Guarantee.

We promise your complete satisfaction—GUARANTEED. If you're not fully satisfied, let us know and we'll make it right.

Reliable Care Maintenance Plan Yearlong Benefits

• **Priority scheduling & 24/7 emergency service**
 Priority service and discounts for your heating and air conditioning systems, plus any add on equipment options – YOU come first.

• **Discounts on Repairs for Covered HVAC Systems at Your Residence**
 Benefit from discounts on repairs and diagnostics for your heating and air conditioning systems, as well as any elected add-on options.

• **Regular Seasonal Preventative Maintenance**
 Well-maintained systems run more efficiently, have a longer equipment life, and lower energy costs. We use our comprehensive checklist and maintenance process to ensure your systems remain in safe operating condition.

Maintenance helps identify potential emergencies before they become disruptive problems.

• **Reminder Calls**
 You will receive reminder calls to schedule maintenance on your system if we see it has not already been scheduled.

• **Transferable**
 Your maintenance plan can be either transferred to your new home or to the buyer of the home. (Note: If the system at your previous home has already had its yearly preventative maintenance performed, only the discount portion of your plan will carry over to your new home's HVAC system.)

• **Peace of Mind**
 You can relax and rest easy knowing Reliant Heating and Cooling is only a phone call or click away, and that our technicians have over 200 years of combined experience that you can trust.

RELIABLE CARE MAINTENANCE PLANS

| INVESTMENT OPTIONS | Oil Heating Maintenance Plan | Heating Maintenance Plan | Air Conditioning Maintenance Plan | Heating & Cooling Maintenance Plan |
|---|------------------------------|--------------------------|-----------------------------------|------------------------------------|
| Yearly Investment | \$324.00 | \$186.00 | \$186.00 | \$372.00 |
| Monthly Investment | \$27.00 | \$15.50 | \$15.50 | \$31.00 |
| BENEFITS INCLUDED IN YOUR MAINTENANCE PLAN | | | | |
| 24-Hour Emergency Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Priority Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Preventative Maintenance on AC System (Spring/Summer) | | | <input type="checkbox"/> | <input type="checkbox"/> |
| Preventative Maintenance on Heating System (Fall/ Winter) | <input type="checkbox"/> | <input type="checkbox"/> | | <input type="checkbox"/> |
| Scheduling Reminder Calls for Maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Coil Cleanse Treatment | | | <input type="checkbox"/> | <input type="checkbox"/> |
| Repair Discount | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parts Discount | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Discount Towards New HVAC System | \$300.00 | \$300.00 | \$300.00 | \$300.00 |
| *All of these plans are per unit | | | | |

CONTRACT TERMS AND CONDITIONS

Reliable Care Maintenance Program Membership Terms and Conditions

- Reliant Heating & Cooling reserves the right to inspect the equipment at any time and may terminate this Agreement if in its sole discretion the equipment is unsatisfactory.
- Reliant Heating & Cooling will provide regular services during regular business hours within a reasonable time after request or may provide services on an emergency basis. Services performed after Reliant Heating & Cooling's normal working hours are charged at after-hour rates.
- Reliant Heating & Cooling will not be liable for any damages arising from a delay or failure to provide service or equipment due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of or delays in shipment of mechanics or parts, failure or interruption of Customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.
- Customer agrees to release, hold harmless, defend, and indemnify Reliant Heating & Cooling from and against all claims, suits, actions, demands and causes of action alleging property damage and personal injury caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended or negligence or willful misconduct by Customer or those within its custody or control. Customer agrees that Reliant Heating & Cooling shall not be liable for any incidental, special, or consequential damages incurred by Customer or by third parties, including environmental cleanup costs.
- Reliant Heating & Cooling recommends having equipment serviced at same time each year. Reliant Heating & Cooling will contact Customer by email or phone, in attempt to schedule the service if Customer has not scheduled

- within their contracted year. Failure on the Customer's part to promptly contact Reliant Heating & Cooling or schedule or allow this service within a reasonable time shall give Reliant Heating & Cooling the right to terminate this Agreement.
- The term of this agreement shall be one year from the date signed by the Customer unless canceled by either party within thirty (30) days of its expiration date. Either party may immediately terminate this Agreement at any time should there be a material default, including Customer's failure to timely pay amounts when due. Customer shall remain responsible for all unpaid amounts after termination. By enrolling in the monthly payments, the Agreement will auto-renew every year unless Customer delivers or mails written notice regarding cancellation within at least thirty (30) days of its expiration date. Customer authorizes Reliant Heating & Cooling to charge bank account/credit card in the amount indicated on the Agreement, at the frequency indicated on the Agreement, until the Agreement is effectively terminated. If the Customer's credit card on file with Reliant Heating & Cooling is rejected for any reason or there are insufficient funds in the Customer's account, Customer shall immediately provide Reliant Heating & Cooling with a replacement credit card, bank account or shall otherwise immediately pay the amount due. Otherwise, Reliant Heating & Cooling may cancel this Agreement, but Customer shall remain responsible for all amounts due prior to cancellation.
 - This plan does not include the repair and/or replacement parts or equipment. These charges are the sole responsibility of the Customer. Customers enrolled in a Reliable Care Maintenance plan are provided with DISCOUNTS on repairs and/or replacement parts and will be payable at the time of service. This work will be performed pursuant to, and following the execution of, a separate written Agreement between you and Reliant Heating

- & Cooling setting for the scope of work, price, and other subjects.
- Reliant Care Maintenance Program members are given priority/preference over those not enrolled in the plan. Reliable Care Maintenance Program benefits and maintenance will only be honored if payment(s) are up to date, and Customer is in a good standing. Reliable Care Maintenance Program member benefits take effect upon enrollment.
 - Early termination of Reliable Care Maintenance Program agreement must be given in writing and upon cancellation, any work performed, or services rendered shall be due in full, or deducted from any refund. Any balance on Customer's account is immediately due and payable, Reliant Heating and Cooling will not issue refunds for early termination if customer has received the contracted maintenance or has received monetary discounts from Reliable Care Maintenance Program membership, including but not limited to reduced service work fees or replacement rebate.
 - Reliant Heating & Cooling reserves the right to change these terms and conditions at any time by giving you prior written notice of the change(s). The notice may be in the form of a bill insert, email or other written notification. By accepting services or by paying any invoices, fees, rates you will be deemed to have agreed to the change(s). These terms and conditions may not be modified verbally.
 - Reliant Heating & Cooling is registered with the PA Bureau of Consumer Protection as a Home Improvement Contractor and its # is PA166334, Reliant Heating & Cooling carries general liability insurance that will be maintained at all times.

RELIABLE CARE Maintenance Plan Options

Your maintenance care plan INCLUDES an annual comprehensive inspection and preventative maintenance service, per unit. Having a maintenance care plan not only gives you a peace of mind but ALSO provides you with these additional benefits:

- ✓ 24-Hour Emergency & Priority Service
- ✓ Scheduling Reminder Calls for Maintenance Services
- ✓ DISCOUNTS on Repairs/Services
- ✓ DISCOUNT of \$300 Towards a New HVAC System

Heating System Maintenance (Oil), per system

- Oil Boiler \$324.00 yr
- Oil Furnace \$27.00 per mo

Heating System Maintenance, per system

- Heat Pump—Fall Propane Furnace
- Propane Boiler Natural Gas Furnace
- Natural Gas Boiler \$186.00 yr
- Geothermal System \$15.50 per mo
- Mini Split

Air Conditioning Maintenance, per system

- AC System—Spring Natural Gas Furnace
- Geothermal System \$186.00 yr
- Mini Split—Spring \$15.50 per mo
- Propane Furnace

Heating & Cooling System Maintenance, per system

- Heat Pump—Fall Mini Split—Spring
- Mini Split—Fall Propane Furnace
- Propane Boiler Natural Gas Furnace
- Natural Gas Boiler \$372.00 yr
- Geothermal System \$31.00 per mo
- Heat Pump—Spring

Protect your entire home by ADDING* on maintenance and protection for your:

- Water Heater - \$9/mo
- Water Heater/Tankless - \$12/mo
- Water Heater/Oil - \$16/mo
- Water Softener - \$7/mo
- Well Pump - \$8/mo
- Humidifier - \$5/mo
- Steam Humidifier - \$15.50/mo
- Dehumidifier - \$4.50/mo
- Sewer Pump - \$8/mo
- Sump Pump - \$8/mo
- Grinder Pump - \$16/mo
- UV Light - \$20/mo
- Reverse Osmosis - \$20.50/mo
- Acid Neutralizer - \$14/mo
- Plumbing Check - \$9/mo
- Dryer Vent Cleaning - \$12/mo

*These are not stand alone items - they must be purchased in conjunction to a maintenance plan.