

TECHNICIAN: _____

EFFECTIVE DATE: _____

NEW
RENEWAL

DIAMOND



SAPPHIRE



All Prices are
Monthly
& Per System

Quantity TOTAL

	DIAMOND	SAPPHIRE	Quantity	TOTAL
HVAC Combos				
AC & Heat (each additional unit)		25.25 16.68	_____	_____
AC & Gas Furnace (each additional unit)	47.25 42.25		_____	_____
AC & Boiler (each additional unit)	54.23 49.23		_____	_____
Heat Pump & Air Handler (each additional unit)	61.50 56.50	29.55 19.52	_____	_____
Separate Systems				
AC Only (each additional unit)	31.50 26.50	15.77 10.41	_____	_____
Gas Furnace Only (each additional unit)	24.75 19.75	13.80 9.79	_____	_____
Gas Boiler Only (each additional unit)	35.50 30.50	13.80 9.79	_____	_____
Add Ons*				
Case of 1" Pleated Filters	6.75	6.75	_____	_____
Humidifier	9.25	6.75	_____	_____
Air Cleaner (Electronic)	9.29	4.65	_____	_____
Air Cleaner (Media Merv 10) (SpaceGuard)	4.25	4.25	_____	_____
Pure Air Maintenance Kit	19.75	14.75	_____	_____
Dehumidifier	13.75	8.10	_____	_____
AprilAire Steam Humidifier (includes canister)	17.24	11.73	_____	_____
Energy Recovery Ventilator (Lennox HC-16) Media	13.25 11.75	7.25 11.75	_____	_____
Lennox UV Bulb	9.75	5.75	_____	_____
Zoning Systems	32.75	12.50	_____	_____
Plumbing				
Tankless Water Heater (Rinnai, Navien, Bosch, Rheem)	51.64	31.25	_____	_____
Incl 1 Inspection & 1 Chemical Clean Water Heater* (incl 1 inspect)	12.52	4.25	_____	_____
Water Softener	12.23	4.75	_____	_____
Sediment Filter	9.89	8.76	_____	_____
Halo Water Conditioning	8.33	3.78	_____	_____
Kohler Generator				
Maintenance	n/a	23.75	_____	_____
On-Cue Servicing (2 yr min)	n/a	35.24	_____	_____
1 Additional Site Visit Per Year	n/a	16.58	_____	_____

**"We've Got
The Works For
Your Home"**

- ✓ Mitsubishi Ductless
- ✓ Drain Cleaning
- ✓ Excavation
- ✓ Spray Foam
- ✓ Cellulose Insulation
- ✓ Sewer Lines
- ✓ Water Service
- ✓ Indoor Air Quality

**The Ones
You Can Trust**

- ✓ A+ from the BBB
- ✓ 4.9 on Google
- ✓ 4.7 on Facebook
- ✓ 100+ Reviews on TrustPilot
- ✓ Angie's List Super Service Award 5 Years Running

CUSTOMER INFORMATION

Name: _____

Address: _____

City: _____

MONTHLY TOTAL + SALES TAX = MONTHLY TOTAL W/ TAX

MONTHLY TOTAL * 12 months = YEARLY TOTAL

+ NJ Sales Tax = YEARLY TOTAL w/ TAX



Diamond Peace of Mind Plan

Our Diamond Worry-Free Plan provides all of the coverage of the Sapphire Select Plan, plus our comprehensive labor & parts coverage on listed items.

There are no diagnostic fees.

Throughout the duration of this agreement, Pipe Works Services will replace or repair any of the following parts, which become non-functioning due to normal wear and tear.

Gas Heating System

Controls

- ◆ Combination Fan/Limit Control
- ◆ Electronic Ignition Control
- ◆ Fan Control
- ◆ Fuses
- ◆ High-Limit Control
- ◆ Limit Control
- ◆ Low-Limit Control
- ◆ Thermostat
- ◆ Triple Aquastat
- ◆ Ignition Leads

Furnace Systems/Air Handler

- ◆ Blower Belt & Bearings
- ◆ Blower Motor & Pulley
- ◆ Blower Circuit Board
- ◆ Condensate Pump
- ◆ Blower Shaft & Wheel
- ◆ Blower Motor Capacitor
- ◆ Draft Inducer & Motor
- ◆ Fan Relay

Boiler

- ◆ Circulator Pump
- ◆ Expansion Tank
- ◆ Low-Water Cutoff
- ◆ Zone Valves

Burner Parts

- ◆ Burner Orifice & Tubes
- ◆ Pilot Valve & Orifice
- ◆ Flame Sensor
- ◆ Pilot Assembly & Burner
- ◆ Gas Valve
- ◆ Thermocouple

Central A/C & Heat Pump

- ◆ Accumulator
- ◆ Condenser Fan Blades
- ◆ Condenser Fan Motor
- ◆ Condensate Pump
- ◆ Contactor
- ◆ Crankcase Heater
- ◆ Defrost Board & Sensor
- ◆ Fan Belt & Relay
- ◆ High-Pressure Control
- ◆ Low-Pressure Control
- ◆ Potential Relay
- ◆ Metering Device
- ◆ Rain Shield
- ◆ Refrigerant up to 2 lbs
- ◆ Reversing Valve
- ◆ Running Capacitors
- ◆ Starting Capacitors & Relay
- ◆ Time-Delay Control
- ◆ Thermostat & TXV Valve
- ◆ Transformers

Natural Gas Water Heater

- ◆ Burners (main & pilot)
- ◆ Pilot & burner tubing
- ◆ Pressure Switches
- ◆ ECO Safety controls
- ◆ Electronic ignition controls
- ◆ Gas Controls
- ◆ Heating Elements
- ◆ Igniters
- ◆ Induced draft motors or assemblies
- ◆ Temperature controls
- ◆ Limit Switches
- ◆ Temperature valve
- ◆ Pressure relief valve
- ◆ Thermocouples
- ◆ Thermostats
- ◆ Transformers
- ◆ Limit Switches
- ◆ Exposed internal wiring
- ◆ Switching relays

Water Softener & Halo Water Conditioner

- ◆ Head
- ◆ Bypass
- ◆ Drain
- ◆ Salt tank (n/a for Halo)
- NOT COVERED:*
- ◆ Media
- ◆ Tank
- ◆ Brine (n/a for Halo)

Other Options (for Diamond & Sapphire Plans)

- ◆ Electronic Air Cleaner
- ◆ Humidifier
- ◆ Zoning System
- ◆ Energy Recovery Ventilator
- ◆ Whole House Dehumidifier
- ◆ Filters
- ◆ Water Softener
- ◆ Halo Water Conditioner
- ◆ Kohler Generator
- ◆ Kohler On-Cue
- ◆ UV Lights
- ◆ Water Heaters

Sapphire Select Plan

Our Sapphire Select Plan includes reduced diagnostic fees. It also includes two inspection/tune ups a year for maximum efficiency. (Scheduled during regular working hours.) Customer will receive a report about condition and recommendations.

This provides a 15% discount on service work and 5% on installations and insulation.

Heating Tune-Up & Safety Inspection

Furnace:

1. Check Thermostat
3. Check Gas Pressure
5. Clean Pilot Assembly
7. Clean Flame Sensor
9. Install customer supplied filters
11. Inspect gas valve & flue pipe
13. Test & tighten connections & wiring
15. Test & adjust operating controls
17. Inspect Heat Exchanger
19. Lubricate bearings, fans, motors, & circulator pumps
21. Check traps & drains (high eff. units)
2. Check Carbon Monoxide Levels
4. Check Flue Pipe & Draft
6. Check All Safeties
8. Check Damper
10. Check & Clean Condensate
12. Clean & adjust burners
14. Check Static Pressure
16. Inspect blower motor & belt
18. Check Inducer Assembly
20. Change exposed dampers to heating position

Hot Water Boiler:

1. Check Thermostat
3. Check Carbon Monoxide Levels
5. Check Electrical Connections
7. Lubricate motors & pump bearings
9. Check Pilot Assembly
11. Clean Combustion Chamber
13. Check Aquastat/relay
2. Check Zone Valves
4. Check Flue Pipe & Draft
6. Check All Safeties
8. Check Damper
10. Check & Clean Condensate
12. Check Relief Valve
14. Check Expansion Tank

Steam Boiler:

1. Check Thermostat
3. Check Carbon Monoxide Levels
5. Check Electrical Connections
7. Clean Combustion Chamber
9. Check & drain low-water cutoff
11. Check gauge glass
13. Check & adjust water level
15. Check auto feed (if applicable)
2. Check Pilot Assembly
4. Check Flue Pipe & Draft
6. Check All Safeties
8. Check Damper
10. Check & Clean Condensate
12. Check Relief Valve
14. Check Expansion Tank

Cooling & Safety Inspection

1. Lubricate all moving parts
3. Check suction line pressure & temp
5. Test Temperature Drop
7. Check outdoor condenser coil
9. Test compressor contacts
11. Safety test all wires & connections
13. Safety test all controls
2. Evaluate the air filters
4. Flush Condensate Drain
6. Inspect blower motor & belt
8. Adjust blower speed, if needed
10. Check voltage & amperage
12. Inspect start & run capacitors
14. Adjust & clean thermostat/mercury bulb

Water Softener & Halo Water Conditioner

1. Test Operation
3. Check drains
2. Test Water
4. Salt Level for bridging (softener only)

Kohler Generator Service up to 20KW

1. Change Oil & Filter
2. Inspect Air Filter, replace if necessary
3. Replace Spark Plugs
4. Check and clean enclosure louvers
5. Check battery electrolyte level and charger
6. Clean battery terminals
7. Check air intake filter compartment-
8. Check complete fuel system, fuel regulator & line integrity
9. Check generator control panel
10. Clean generator transfer switch
11. Complete electrical check, voltage & frequency
12. Electrical diagnostic check of automatic standby system
13. Check general conditions (noise, vibration & leakage)

Generator Service needs to be performed after 100 Hours of use or once a year (whichever comes first)

Pipe Works Services Diamond Peace of Mind Plan includes: Preventive maintenance, 100% off covered parts & labor, 5% off insulation services, 5% off installations, priority service, a plumbing inspection, \$75 Energy Audit & no emergency or diagnostic fees.

Equipment covered under the Diamond Plan is subject to technician inspection and qualification.

Pipe Works Sapphire Select Plan includes: Preventative maintenance, a plumbing inspection, 15% off parts & labor, priority service & no diagnostic fee if proposed work is booked.

I Want Peace of Mind All Year Long

Enclosed is my check for the full amount. \$ _____

(7% sales tax must be added to total) \$ _____

Please charge my credit card.

monthly \$ _____

for the total amount \$ _____

Card #:

Exp Date:

Name:

CVV:

Address:

City:

Zip Code:

Home Phone #:

Cell Phone #:

Email Address:

Signature:

Your signature confirms your agreement to the attached "Terms & Conditions" of this service plan. Coverage for the Diamond plan goes into effect after 30 days to allow for inspection of equipment, at the discretion of Pipe Works Services.

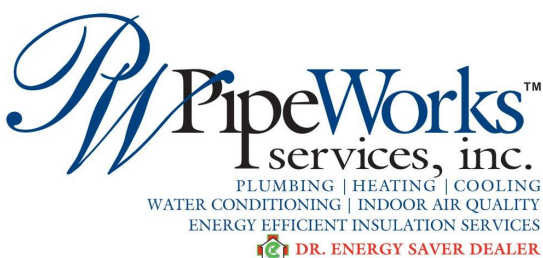
All Monthly Prices are Based on a Year Long Plan

******* NOTICE TO CONSUMER *******

You may cancel this contract at any time before midnight of the 3rd business day after receiving a copy of this contract. If you wish to cancel this contract, you must either: Send a signed and dated written notice of cancellation by registered or certified mail, return receipt requested; or personally deliver a signed and dated written notice of cancellation to:

Pipe Works Services, Inc. 33 River Road, Chatham, NJ 07928

If you cancel this contract within the three-day period, you are entitled to a full refund of your money. Refunds must be made within 30 days of the contractor's receipt of the cancellation notice.



TERMS & CONDITIONS

Conditions & Limitations:

1. This agreement sets forth the entire agreement between Pipe Works Services and the Equipment Owner and can not be changed without written approval from Pipe Works Services. Representation and promises made by any person not contained in this document are not part of this agreement.
2. This agreement is automatically cancelled if the equipment is removed from the address identified on this document.
3. There is a 30 day waiting period before coverage becomes effective on all equipment exceeding 13 months of age. Equipment must be in good operating condition.
4. Pipe Works Services reserves the right, at its discretion, to schedule tune-up dates.
5. This plan will automatically renew, unless cancelled within 30 days of the annual renewal date by the Equipment Owner.
6. Any material and/or work beyond that covered by the terms of this agreement will be furnished at Equipment Owner's expense.
7. Pipe Works Services, the dealer/seller, and or the servicer will not be responsible for any loss, damage, or injury resulting from delay in rendering repairs by the terms of this agreement, and in no event will they be liable for incidental or consequential damage.
8. Refund in Lieu of Repair. When the repair, in the company's opinion exceeds the value of the existing equipment, or in the event Pipe Works Services is unable to repair the product or a necessary part because the product or part is no longer manufactured or is otherwise commercially unavailable or because of a change in laws or regulations regarding system efficiencies or refrigerants renders repair unlawful. Pipe Works Services will, in lieu of repair, pro-rate and credit the refunds paid pursuant to this agreement towards the purchase of new equipment.
9. Purchase of this contract does not guarantee that the covered equipment will not fail.
10. Pipe Works Services is not bound by the recommendations or requests of any governmental agencies, insurance companies, or home inspection companies.
11. The full contract price is due and payable immediately upon execution of the agreement. However, the customer can make 12 monthly installments (payable by credit card on file only). If the customer terminates this agreement for any reason before all installments are paid, the customer is fully liable for the balance. There are NO prorated refunds.
12. For new contract customers, Pipe Works Services reserves the right to decline the agreement at the first maintenance appointment. Full refund will be issued in this case.

What is Covered:

As a rule of thumb...any failure of an internal component on a covered piece of equipment is covered, unless it fails due to neglect, failure of the Equipment Owner to perform preventative maintenance, or an act of God.

What is Not Covered:

1. Premium labor charges or "over-time" charges for repairs made during other than normal hours (8 am– 5pm Monday – Friday & 8am–noon on Saturday) when not deemed an Emergency Situation.
2. Air filters, air balancing and ducts, electrical wiring external of the equipment, or any other equipment not listed on this agreement. Accessory items, such as humidifiers, air cleaners and zone dampers.
3. Repairs to alter the equipment to meet changes in Federal, State, or Local codes or regulations.

4. Repairs to correct failures or malfunctions that are not considered manufacturing defects, such as damage or malfunctions resulting from fire, water, storms, earthquake, faulty power supply, theft, riot, misuse or abuse.
5. Pipe Works is not responsible for damage caused by mold, or any other agent, that might be associated with plumbing or HVAC work performed. This includes property damage, personal injury, death, loss of income, emotional distress, adverse health effects, loss of use or loss of value. We are not responsible for testing or investigating your home for any possible mold or mold related problems.
6. Freight/handling on parts.
7. Indoor Coil
8. Outdoor condenser coil.
9. Any work performed by another servicer.
10. Repairs to equipment installed in establishments with corrosive atmospheres such as dry cleaners, beauty shops and printing facilities.
11. Any repair required on a compressor, heat exchanger or water heater.

Equipment Owner's Responsibility:

1. All service and repairs not covered by this agreement.
2. To notify Pipe Works Services immediately of any unusual operating conditions, suspected defect, or presumed malfunction of covered equipment.
3. Prior to calling, customer must check emergency switches and thermostats for correct positions and settings. These conditions do not qualify under this agreement and are subject to our standard diagnostic fees and service charges.
4. To operate the equipment in accordance with the manufacturer's instructions and to perform yearly routine maintenance. Routine maintenance includes the cleaning of the condensate drain, the condenser, the evaporator coil, the cleaning and replacing of air filters and other items as listed in the owner's manual.
5. Provide servicer free access to equipment and controls.
6. To move any stock, fixtures, or partitions to facilitate the servicer's work.

Equipment Owner's Options:

This agreement may be cancelled or changed ONLY prior to services being rendered.

The remaining term of your agreement may be transferred to the new owners should you sell your property. To transfer your agreement, mail a written request (identifying the successor owner) and your original agreement to:

Pipe Works Services, Inc.
33 River Road, Chatham, NJ 07928

A reproduction of the agreement will be sent to the successor owner within a few days showing the agreement registered in their name.

How to Obtain Service:

When repairs are required, call Pipe Works Services at 973-635-3111. Explain that your equipment needs repair and is covered by the Diamond Plan. We will repair your equipment based on the "Terms & Conditions" of your agreement. You, the Equipment Owner, will have no expense as long as the repairs are covered by the "What is Covered" section and the "Terms and Conditions".

Pipe Works Services, Inc. reserves the right, in its sole discretion, to void this agreement if any services is performed by anyone other than an authorized representative of Pipe Works Services.