



## Planned Service Priority Plans

### Basic Membership-Free to Join for people providing contact information (and who 'like' the company Facebook page)

1. Dedicated customer support with 24/7 live answering service
2. Standard trip and diagnostic fee
3. 5% off repairs (Excluded Replacement of Equipment)
4. 5% off twice annual precision tune-ups (optional)
5. Standard 1-Year Repair Warranty

### Bronze Membership (Additional fees for a High Efficiency Heating Plant or Additional Heating Plant)

1. Dedicated customer support with 24/7 live answering service
2. Standard trip and diagnostic fee
3. (1) Annual tune-up of (1) gas fired standard efficiency boiler <90% AFUE and less than 300,000 BTUS
4. 15% off all repairs to HVAC equipment (Excludes Replacement of Equipment)
5. Standard 1-Year Repair Warranty

### Silver Membership (Additional fees for a High Efficiency Heating Plant, Additional Central AC unit or Additional Boiler/Per Additional Ductless Head)

1. Dedicated customer support with 24/7 live answering service
2. Standard trip and diagnostic fee
3. (1) Water Pressure Check
4. (1) Annual tune-up of (1) gas fired standard efficiency boiler <90% AFUE and less than 300,000 BTUS
5. (1) Annual tune-up of (1) ducted central air system up to 5 tons
6. 20% off repairs to HVAC equipment
7. Standard 1-Year Repair Warranty
8. 2<sup>nd</sup> Priority service

### Gold Membership (Additional fees for Additional Ductless Head/an Additional Heating Plant or Central Cooling Plant)

1. Dedicated customer support with 24/7 live answering service
2. No Standard Trip and Diagnostic Fee
3. (1) Water Pressure Check
4. (1) Annual tune-up of (1) gas fired standard efficiency boiler <90% AFUE or (1) high efficiency hot water boiler >90% and less than 300,000 BTUS
5. (1) Annual tune-up of (1) ducted central air system up to 5 tons or (1) Single Zone Ductless/Ducted System
6. 25% off Repairs to HVAC equipment (Excludes Replacement of Equipment)
7. 25% off Plumbing Repairs in the home (Excludes Major Re-pipes or Renovations)
8. Standard 1-Year Repair Warranty
9. 1<sup>st</sup> Priority service



## Planned Service Priority Plans

Unexpected heating and air conditioning system failures can be a major inconvenience and cost a lot of money. With this agreement, you will be considered a Preferred Customer which entitles you to priority service, and most importantly, peace of mind.

The purpose of this plan is to provide your family enhanced equipment safety and efficiency as well as extend the life of your equipment. Your family will also appreciate knowing that your equipment has been tested for deadly odorless, poisonous, carbon monoxide gas.

Please contact a Customer Service Representative at **516-889-1900** to learn more and enroll. We look forward to serving you!

### **Every Multi-Point Precision Tune-up Includes:**

1. Check Wear and Tear, Loose Parts, etc.
2. Check Thermostat and Adjust Where Necessary
3. Test Flue Damper Operation
4. Check/Adjust Temperature and Pressure Settings
5. Test Safety Controls
6. Inspect and Check Chimney Draft
7. Clean and Adjust Ignition Assembly
8. Check Micro Amp Signal from Flam Sensor
9. Adjust Gas/Air Mixture for Optimum Efficiency
10. Inspect and Clean Heat Exchanger Properly
11. Visual Inspection of Unit
12. Test Ac Drain Line
13. Inspect Evaporator and Condenser Coils
14. Lubricate Motor Bearings
15. Clean Condensate Trap if Applicable
16. Perform Combustion Test if Applicable
17. Check Electrical Wiring and Tighten All Electrical Connections
18. Check and Tighten All Exhaust Pipe Connections
19. Check All Gas Connections
20. Adjust Gas/Pilot Pressure
21. Inspect and Clean Heat Exchanger
22. Cycle Unit and Adjust Accordingly



## Planned Service Priority Plan Enrollment Form

### Billing Information:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

Billing City, State, Zip: \_\_\_\_\_

Billing Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

### Site Information:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Site Address: \_\_\_\_\_

Site City, State, Zip: \_\_\_\_\_

Site Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

Select	Planned Service Priority Agreements	
	Basic Membership- 5% Discount on HVAC Repairs and HVAC Tune-ups	Free
	Bronze Membership- 15% Discount on All HVAC Services/Heating Tune-up Standard Boiler	
	Silver Membership-20% Discount on All HVAC Services/Heating & Cooling Tune-up/Water Pressure Check/2 <sup>nd</sup> Priority Service	
	Gold Membership-25% Discount on All HVAC and Plumbing Services/Heating & Cooling Tune-up/Water Pressure Check/1 <sup>st</sup> Priority Service	
	Additional Items	

### Payment Information:

Agreement Amount: \_\_\_\_\_ Sales Tax: \_\_\_\_\_ Total: \_\_\_\_\_

Payment Type: \_\_\_\_\_ Cash \_\_\_\_\_ Check \_\_\_\_\_ Credit Card

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Customer Signature: \_\_\_\_\_



## Planned Service Priority Agreement Terms and Conditions

1. AWS Plumbing and Heating to be known as The Company.
2. Priority Service Plan to be known as PSP or Service Plan.
3. PSP Membership cannot be transferred from the system location to another location.
4. PSP category discounts/benefits are applicable for services performed by The Company for the member at the pertinent PSP system location. Discounts can't be applied to the PSP FEE
5. PSP Membership can't be transferred from the system location to another location.
6. Each PSP membership category is individual unto itself and can't be combined or prorated against any other PSP system category.
7. The Company reserves the right to refuse to accept or renew any membership.
8. The Company reserves the right to cancel any membership in the event the covered equipment becomes unserviceable due to factors such as age, environment, unavailable parts, usage working conditions, abuse or neglect of equipment, or failure to make payments according to the PSP Agreement. PSP plans may be cancelled by The Company without notice for non-payment, failure of the customer to follow professional advice given by The Company, or unsafe working conditions. Cancellation for any other reason will be made by mail to the address listed on the PPS agreement 15 days prior to the cancellation.
9. A customer may cancel a PPS Agreement within 30 days of The Company receiving the Agreement. Cancellation must be made in writing. An email may be submitted to [service@awsmechanical.com](mailto:service@awsmechanical.com). PSP Agreements may not be cancelled if any service has been provided prior to the receipt of a cancellation request. If the terms for cancellation have been met, the agreement shall be void and a refund for the PSP Agreement equaling the amount received by The Company will be made within 14 days of our receipt of the cancellation request.
10. All prices, terms, and conditions of any subsequent PSP are subject to change without notice
11. Certain customers will receive the privilege of having service calls scheduled before other customer according to their PSP membership status. Members come before non-members. Higher discounted members will come before lower discounted members. In the instance of the same status, calls will be booked according to the order in which The Company received them.
12. Emergency service shall be for "emergencies" only, not inconvenience. Emergencies shall be defined as a situation that arises suddenly and calls for prompt action. Once the emergency is over and the situation becomes an inconvenience, it is no longer an emergency. After hour emergency service in no way guarantees that an emergency can be dealt with after hours, only that it will be addressed.
13. The PSP member must present proof of PSP to the technician at the time of service
14. PSP discounts do not apply to equipment replacement, major re-pipes or renovations

**I have Read and Agree to All of the Terms and Conditions.**

**Print Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_