

WatchGuard® Air Conditioning Service Plan • Terms & Conditions

Air Conditioning Repair & Preventive Maintenance Plan

Annual Preventive Maintenance

Condensing Unit

- Check refrigerant charge
- Check & record system pressure levels
- Check and secure schrader valves
- Check contactor function
- Check wiring connections
- Check line-set connections
- Check condenser motor and fan
- Clean debris from condenser fan and coil

Air Handling Unit

- Check or replace air filters (standard fiberglass type)
- Check blower hub fan for dirt build up
- Check evaporator coil for dirt build up
- Check condensate drain line and connections
- Check condensate pump
- Check fan belts for wear
- Check blower fan (clean if necessary)

Parts Coverage

- Standard thermostats (1)
- Air Filter (1-fiberglass type)
- Refrigerant (with annual visit, up to 2 lbs)
- Condenser fan motors
- High pressure controls
- Run capacitors
- Expansion valve or piston
- Starting relays
- Blower motors (up to 1/2 hp)
- Transformers (low voltage)
- Low pressure controls
- Fan Relays
- Condensate pumps
- Start capacitors
- Fan belts
- \$150.00 toward compressor replacement
- \$250 credit toward condenser replacement

Terms & Conditions

Contract Exclusions

(Chargeable For Both Parts and Labor)

- All service calls after working hours
- Damages caused by fire, flood, or acts of nature
- Blown fuses, tripped circuit breakers, or Electrical / Emergency switches or outdoor disconnect switches in the off position
- Thermostats turned up above desired cooling temperature, or turned off
- Incidental damage caused by failure to provide service due to conditions beyond our control
- Incidental damages caused by failure of any component of cooling system
- Replacement or repair of compressor units
- Obsolete Equipment (where suitable replacement parts are no longer available)
- Programming or replacement of set-back thermostats
- Service not performed by Sippin Energy Co.
- Service requirements beyond CT State occupational licensing laws
- Cooling equipment used for other than residential use (unless otherwise agreed in writing)
- Any high voltage electrical wiring or any wiring not attached to the cooling unit.
- Upgrades of operable equipment
- Special purpose media air filters such as Air Bear® or Space Guard® air filters. Labor to replace such filters will be covered under the plan.
- Missed appointments will be charged 1/2 of our normal hourly billing rate.

Leak Detection*

- Refrigerant leak detection is not included with this plan. Adding refrigerant to the system will only be covered at the annual tune-up or a service call on a system with no history of unresolved refrigerant leaks. Sippin Energy Products will not continue to recharge air conditioning systems that have been previously diagnosed as leaking without finding and repairing the cause of that leak. Sippin Energy Products can not cover damage to components caused by knowingly operating the air conditioning system while low on charge.

Hours Of Service

- Service of air conditioning systems is provided only during normal working hours (Monday through Friday, 8:00 AM to 4:30 PM, excluding holidays). Work performed beyond those hours will be billed at the prevailing labor rate.

Contract Terms

- Payment for all plans is due net 10 days from invoice (Unless on budget plan)
- Contracts can be terminated and all parts and labor billed if contract is not paid within normal terms.
- No pro-rated refunds will be issued after 90 days. Any service work provided will be deducted from refund.
- Any un-authorized work performed on system voids service plan.
- All new contracts will be activated on the 1st of the following month.
- Service contracts are exclusively limited to Sippin Energy Products customers on automatic delivery

who consume a minimum of 400 gallons annually. Purchase of fuel from supplier other than Sippin Energy Products, voids contract.

Equipment Under Warranty

- Equipment covered under the original manufacturers warranty will receive a "Set-up & Test" in place of the normal preventive maintenance call for the first year of coverage under this plan. After first year equipment will receive an inspection or tune-up as needed.

Service Scheduling

- Sippin Energy Products will attempt to contact customers to schedule their service visit, however, it is ultimately the customers responsibility to see that the service is scheduled as there are no carry overs or rebates.

Inspection & Pre-existing Conditions

- All cooling equipment is subject to a pre-inspection by a Sippin Energy Products technician prior to the initiation, or during the term of any contract. If the system is not acceptable for contract coverage, the contract will be terminated, and service provided will be billed on a time and materials basis. Initiation of new contracts requires that there be no pre-existing conditions hindering the proper operation of the cooling unit. Any pre-existing problematic conditions must be remedied (chargeable) prior to the initiation of the new contract.

Parts

- Sippin Energy reserves the right to use new or remanufactured parts at its discretion. Generic parts may also be used in place of OEM parts on any repair or replacement.



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**Additional information is available at our website at www.sippin.com or by contacting a Customer Service representative