



C&C HOME SERVICE PLANS

Name _____

Address _____ City/State/Zip _____

Phone _____ Email _____

HVAC SERVICE PLAN TYPES

BENEFITS	C&C PLUS PLAN			C&C BASIC PLAN			C&C STARTER PLAN		
	<ul style="list-style-type: none"> - Annual heating and cooling maintenance - Maintenances performed Mon - Sat - Priority service within 12 hours - 100% off diagnostic fees - 20% savings on repairs 			<ul style="list-style-type: none"> - Annual heating and cooling maintenance - Maintenances performed Mon - Fri - Priority service within 24 hours - 50% off diagnostic fees - 15% savings on repairs 			<ul style="list-style-type: none"> - Annual heating OR cooling maintenance - Maintenances performed Mon - Fri - 10% savings on repairs to covered equipment 		
SERVICES	<input type="checkbox"/> MONTHLY <input type="checkbox"/> ANNUAL			<input type="checkbox"/> MONTHLY <input type="checkbox"/> ANNUAL			<input type="checkbox"/> ANNUAL		
	<input type="checkbox"/> AC with Furnace	\$54.99	\$659.88	<input type="checkbox"/> AC with Furnace	\$33.99	\$407.88	<input type="checkbox"/> Air Conditioning		\$263.88
<input type="checkbox"/> AC with Boiler	\$55.99	\$671.88	<input type="checkbox"/> AC with Boiler	\$34.99	\$419.88	<input type="checkbox"/> Furnace		\$263.88	
<input type="checkbox"/> AC with Heat Pump	\$54.99	\$659.88	<input type="checkbox"/> AC with Heat Pump	\$33.99	\$407.88	<input type="checkbox"/> Boiler		\$316.88	
<input type="checkbox"/> AC with Tankless/Combi/Modcon	\$64.99	\$779.88	<input type="checkbox"/> AC with Tankless/Combi/Modcon	\$44.99	\$539.88	<input type="checkbox"/> Heat Pump (AC)		\$263.88	
			<input type="checkbox"/> Ductless (AC and Heat) + add-on per head	\$19.99+	\$239.88+	<input type="checkbox"/> Heat Pump (Heat)		\$263.88	
						<input type="checkbox"/> Tankless/Combi/Modcon		\$491.88	
						<input type="checkbox"/> Ductless (AC) + add-on per head		\$263.88+	
						<input type="checkbox"/> Ductless (Heat) + add-on per head		\$263.88+	

COMPLETE WORRY-FREE HOME SERVICE PLAN

MONTHLY ANNUAL

This plan includes plus plan coverage for all plumbing and electrical fixtures in the home as well as one HVAC system. Additional HVAC systems available as plus plan add-ons.

\$119.99+ \$1,439.88+

- Annual heating and cooling maintenance, inspections for electrical and plumbing fixtures
- Maintenances performed Mon - Sat
- Priority service within 12 hours
- 100% off diagnostic fees
- 20% savings on repairs



OTHER SERVICE PLANS

PLUS PLAN

Annual service/inspection
100% off diagnostic fees | 20% savings on repairs

BASIC PLAN

Annual service/inspection
50% off diagnostic fees | 15% savings on repairs

GENERATOR

MONTHLY ANNUAL

<input type="checkbox"/> Plus Plan	\$58.99	\$707.88
<input type="checkbox"/> Basic Plan	\$36.99	\$443.88

Generator Service Includes:

New Oil Filter, Air Filtration, Synthetic Oil, Operational Check, Spark Plugs, Battery Replacement (starting the 3rd consecutive year)

ELECTRICAL

MONTHLY ANNUAL

<input type="checkbox"/> Plus Plan	\$33.99	\$407.88
<input type="checkbox"/> Basic Plan	\$17.99	\$215.88

Electrical Inspection Includes:

Visual & Meter Testing for Major Appliances, Safety Inspection for Electrical Panels and Outdoor Meter, GFI & Outlet Meter Reading

PLUMBING

MONTHLY ANNUAL

<input type="checkbox"/> Plus Plan	\$33.99	\$407.88
<input type="checkbox"/> Basic Plan	\$17.99	\$215.88

Plumbing Inspection Includes:

Water Pressure, Exposed Drain & Water Piping, Main Water Valve, Sump Pumps, Faucets, Water Heater Safety Inspection (we will not flush tanks over 8 years old)

HVAC SERVICE PLAN ADD-ONS

PLUS ADD-ONS	<input type="checkbox"/> MONTHLY <input type="checkbox"/> ANNUAL			FILTERS/HUMIDIFIERS/MISC	
	<input type="checkbox"/> Air Conditioning	\$20.99	\$251.88	<i>Most filters and humidifier services are included in all plans. PCO kits and consisters for steam humidifiers are available as add-ons.</i>	
<input type="checkbox"/> Furnace	\$20.99	\$251.88	INCLUDED		
<input type="checkbox"/> Boiler	\$21.99	\$263.88	FILTER SIZING / NOTES		
<input type="checkbox"/> Tankless/Combi/Modcon	\$31.99	\$383.88	<input type="checkbox"/> Merv 11 Filter	_____	
<input type="checkbox"/> Heat Pump	\$20.99	\$251.88	<input type="checkbox"/> Merv 13 Filter	_____	
			<input type="checkbox"/> Merv 16 Filter	_____	
			<input type="checkbox"/> Bypass Humidifier	_____	
			<input type="checkbox"/> Dehumidifier	_____	
			<input type="checkbox"/> ERV	_____	
BASIC/STARTER ADD-ONS	<input type="checkbox"/> MONTHLY <input type="checkbox"/> ANNUAL			ADD-ONS	
	<input type="checkbox"/> Air Conditioning	\$9.99	\$119.88	<input type="checkbox"/> PCO Kit	\$8.99 \$107.88
<input type="checkbox"/> Furnace	\$9.99	\$119.88	<input type="checkbox"/> Steam Humidifier	\$6.99 \$83.88	
<input type="checkbox"/> Boiler	\$10.99	\$131.88			
<input type="checkbox"/> Tankless/Combi/Modcon	\$20.99	\$251.88			
<input type="checkbox"/> Heat Pump	\$9.99	\$119.88			
<input type="checkbox"/> Ductless Condenser	\$9.99	\$119.88			
<input type="checkbox"/> Ductless (per head)	\$6.99	\$83.88			



C&C HOME SERVICE PLANS

MASTER HEATING MAINTENANCE & SAFETY CHECKLIST

ALL HEATING EQUIPMENT

1. Confirm equipment works before beginning maintenance.
2. Inspect burner and flue for signs of corrosion or blockage.
3. Test main burner and inducer ignition sequence and flame safeties
4. Verify ground. (n/a Steam Boiler)
5. Inspect cabinet for discoloration which could be caused by a cracked heat exchanger.
6. Measure line voltage reading.
7. Test for CO with both water heater and heating equipment operating.
8. Inform customer of equipment condition. Recommend necessary or preventative repairs.

FURNACE

1. Inspect venting system for signs of improper combustion & discoloration. Inspect for proper support & slope.
2. Test main burner and inducer ignition sequence and flame safeties.
3. AMP blower motor. Confirm results with nameplate.
4. Inspect ignitor for cracks, white spots. Measure ohms within range.
5. Clean/blowout condensate drain and traps. Verify drainage.
6. Change or clean filter.
7. Measure and record temperature rise across heat exchanger. Refer to nameplate on unit for parameters.
8. Turn exposed dampers to heating position if marked (no balancing).
9. AMP combustion blower. Confirm with nameplate.
10. Clean flame sensor and measure flame signal within range.
11. Inspect pressure switches and tubing. Clean and blow out tubes and connection points.
12. Inspect, clean and test condensate pump with main drain line.
13. Inspect blower wheel and motor. Verify clean with no obstructions.

HOT WATER BOILER

1. Inspect cabinet for discoloration.
2. Inspect pressure switches and tubing. Clean and blow out tubes and connection points.
3. Inspect piping for signs of leaks.
4. Test low water cutoff to ensure that it is operating properly.
5. Confirm boiler pressure is minimum 12psi and maximum 20psi.
6. Inspect and clean the boiler ignitor and the flame sensor.
7. Inspect radiators or baseboard for signs of leaks.
8. Confirm boiler feed valve, expansion tank and relief are in working order.
9. Test operation of pumps and zone valves.

STEAM BOILER

1. Confirm boiler is filled to water line.
2. Drain water off bottom of boiler and hartford loop to remove sludge.
3. Test auto feed valve operating properly.
4. Test pressure control operating properly.
5. Inspect piping for signs of leaks.
6. Inspect cabinet for discoloration.
7. Inspect burner and flue for signs of corrosion or blockage.
8. Test main burner and inducer ignition sequence and flame safeties.
9. Inspect and clean sight glass, if necessary.
10. Skim to remove and sediment from the boiler.
11. Test low water cutoff to ensure that it is operating properly.

MASTER COOLING MAINTENANCE & SAFETY CHECKLIST

1. Confirm equipment works before beginning maintenance.
2. Inspect to confirm RGDs clear from obstructions. Inspect filter housing is sealed.
3. Inspect piping for signs of leaks.
4. Verify ground.
5. Check motor capacitor within range.
6. Inspect, clean and test condensate pump and main drain line.
7. Clean/blowout condensate drain and traps.
8. Inspect outdoor unit for fin damage and cleanliness. Perform mild cleaning, if necessary.
9. Measure line voltage reading.
10. Inspect and test contactors, relays capacitors within range.
11. Inspect compressor for loose or burnt wires.
12. Check coil temperature difference.
13. Change or clean filter.
14. Measure line voltage reading.
15. AMP blower motor confirms results with nameplate.
16. Inspect secondary drain line, drain pan and overflow protection devices.
17. Inspect service disconnect box fuses.
18. Verify ground.
19. Inspect condenser fan motor for loose or burnt wires.
20. Conduct operational check of unit. Measure run load amps are within range indicated on nameplate.
21. Inform customer of equipment condition. Recommend necessary or preventative repairs.



C&C HOME SERVICE PLANS

GENERAL TERMS OF AGREEMENT

- Customer agrees to notify C&C Air, Heat, Plumbing and Electrical (C&C) immediately of any unusual operating conditions of subject equipment. Customer further agrees to notify C&C promptly of any suspected malfunction or defect in the equipment and to report the same promptly to C&C. Regular working hours are 7 a.m. to 6 p.m., Monday through Friday and 8 a.m. to 1 p.m. on Saturday.
- After hours emergency visits will be charged 50% of our after-hours rate for Basic Plan customers and no charge for Plus Plan customers. If a non-emergency visit is requested, our normal after hours service rate will apply for both Basic and Plus plan customers.
- C&C reserves the right to prioritize or designate an emergency status.
- C&C requires the property owner to be onsite to provide access to the home and approval of repair. If not, the decision maker defaults to tenant and payment will be the responsibility of the property owner.
- Plan coverage does not pertain to Wi-Fi connection to router or internet provider. Please contact thermostat manufacturer or internet provider.
- Purchase of this contract does not guarantee that the covered equipment will not fail.
- Refrigerant is not covered.
- Any changes, adjustments or repairs made by others, including the customer, unless preapproved by C&C in writing, shall terminate C&C's obligations hereunder.
- C&C shall not be required to furnish any items of equipment, labor or other services which are recommended or required by insurance companies, home inspection companies or any governmental agency, including the conducting of any test required by the foregoing.
- We care about our technicians' health, for that reason, filters and humidifier pads will not be taken from site, disposal will be in residents trash receptacle.
- This agreement does not include repairs made necessary as a result of fire, water, accident, negligence, acts of God, labor disputes, or freeze-ups of any kind. C&C assumes no liability for delays or failures hereunder caused by any of the foregoing or for any causes whatsoever for damage resulting from delays in performing the service hereunder or for any consequential damage whatsoever. If repairs or adjustments require any alterations or additions to structure or property, the customer will obtain written consent from the owner thereof prior to the performance.
- C&C shall not be liable for any loss, damage, consequential damages, negligence, breach of contract or any damages of any nature based upon expressed warranty, implied warranty, or other legal theory, due to the non-operation or malfunction of the equipment, including damage to property or personal injury caused by the equipment.
- The expressed warranties contained herein are in lieu of any and all other warranties, expressed or implied, including any warranty for merchantability or fitness for a particular use. There are now warranties that extend beyond the description on the face hereof. Without limitation, C&C shall not be liable upon any warranty theory, expressed or implied, regarding the manufacture or operations of any equipment installed by it. The customer hereby accepts all equipment 'as is'.
- C&C shall not be responsible for any delay or failure to render services or to make delivery of any merchandise as set forth herein due to federal, state or municipal actions or regulations; strikes or other labor troubles, fires, embargoes, accidents, war, or any other causes, contingent to or circumstances beyond the control of C&C and/or which make the fulfillment of this agreement impractical. On removal of the cause of such failure of interruption, performance shall be resumed pursuant to the terms as set forth herein.
- C&C reserves the right, in its sole discretion, to schedule maintenance dates.
- Replacement of compressors, heat exchangers, refrigerant and coils are not covered, nor is work on related systems such as chimneys, ducts, household gas/electric supplies, or system modifications. Adjusting of airflow will be done at the time of maintenance service. Balancing of the system is additional.
- C&C reserve the right to advise the customer if a system is not repairable or cannot be repaired so as to be reliable thereafter, and to discontinue repair work at that time. Repairs that have been previously recommended, and for which the customer would have been obligated to pay at the time of recommendation, are not covered. C&C are responsible for electricity from the switch on the side of the furnace to the furnace and water from the back flow preventer to the boiler. C&C are not responsible for power or water supply to the unit. C&C are also not responsible for obsolete parts that cannot be obtained through normal channels.
- For new service plan customers, C&C reserves the right to decline a service agreement at the time of the first maintenance call. In that case, payment will be refunded and invoices canceled.
- Only systems with prior history or refrigeration leaks or some malfunction that could be due to lack of refrigerant will have refrigerant charge checked.
- We will not be responsible for any damages caused by mold, or by some other agent, that may be associated with any HVAC or plumbing work performed, to include but not limited to property damage, personal injury, loss of income, emotional distress, death, loss of use, loss of value, and adverse health effects, or any other effects. We are also not responsible for investigating or testing your home for any possible mold or mold related problems. Should you desire such an investigation or testing, you must hire a professional in the mold remediation industry.
- Many residential, commercial and industrial buildings contain contaminants or pollutants which originate from a variety of sources, including but not limited to, building materials, insulations, furnishings, moisture processes and activities from within the building and outdoor sources. These contaminants or pollutants may become airborne as a result of the air distribution process which is basic to the operation of an HVAC system. It is expressly agreed and understood that C&C has not been retained to identify, investigate or test for the presence of any such contaminants or pollutants. We will not be responsible for any damage caused if any such contaminants or pollutants become airborne as a result of the air distribution process associated with the HVAC system. Should you desire and investigation or testing to determine the presence of contaminants or pollutants, you must hire an indoor environmental professional.
- Contract is not transferable to new address and will stay with equipment.

By signing below, you acknowledge that you have read, agree and understand the Terms and Conditions described above by C&C Air, Heat, Plumbing and Electric.

Customer Signature _____

Date _____

Customer Name (printed) _____



C&C HOME SERVICE PLANS

BILLING TERMS OF AGREEMENT

C&C BASIC AND PLUS PLANS

1. The full contract price shall be due and payable immediately upon execution of this agreement, except that the customer may make monthly installments.
2. These plans require a payment method to be kept on the account to be charged according to the billing cadence selected by the customer.
3. C&C will email the invoice to the customer at least 5 days before the payment is automatically run on or around the 15th of the month.
4. These plans will automatically renew unless canceled by the customer up to 5 days before the renewal date, or it may be canceled or changed any time before service is rendered.
5. If customer wishes to change the card used for the membership charges, customer must notify C&C by phone or email before the date of the next charge.
6. If customer paying monthly terminates this agreement for any reason before at least 12 installments are paid, customer is immediately liable for payment of the remaining installments.
7. If customer paying annually terminates this agreement for any reason, there are no prorated refunds.
8. C&C reserves the right to determine a system's sustainability throughout the renewal period and exclude any dilapidated units that should be replaced from the plan.

C&C STARTER PLANS

1. The full contract price shall be due and payable immediately upon execution of this agreement.
2. If customer terminates this agreement for any reason, there are no prorated refunds.
3. This plan will terminate one year from the date it is taken out. If customer chooses to renew this plan, customer must make C&C aware.
4. C&C reserves the right to determine a system's sustainability throughout the renewal period and exclude any dilapidated units that should be replaced from the plan.

By signing below, you acknowledge that you have read, agree and understand the Terms and Conditions described above by C&C Air, Heat, Plumbing and Electric.

Customer Signature _____

Date _____

Customer Name (printed) _____