

Quality Matters



24 Hour Emergency Service



Air Conditioning



Electrical



Gas Service



Generators



Plumbing



Pool Heaters



Propane



A/C Service Policy

BROCHURE

508-231-1400

Jamie Air

General Conditions:

The agreement described herein are subject to the following conditions

If you choose either the Standard or Deluxe agreement and are without A/C, we will provide service for covered items. There may be a surcharge based upon time and materials for "after-hours" non-emergency calls when the cooling system is capable of supplying A/C until normal business hours.

This agreement applies to residential installations, and is subject to the acceptance and/or inspection by Jamie Oil.

Jamie Oil will not be held liable for and will be held harmless from any claims, losses, charges, and damages for personal injuries and/or property damage, including but not limited to freezing of pipes, resulting from delays and or failure to perform, failure to secure obsolete parts, and failure to secure any parts or materials from suppliers. The company will not be held liable for Acts of God, government actions, acts of enemies, strikes, riots, labor difficulties, fires, floods or any cause beyond the company's control. Nor shall the company in any event be liable to the customer for any personal injury or property damage arising out of or in any way connected with or relating to the performance of this agreement or when the customer fails to make payment for fuel oil and/or service terms. The buyer is responsible for any charges set by Federal, State or City/Local government. This agreement specifically does not cover calls for service when electrical service is not available, power surges, thermostat set improperly or batteries need to be replaced, blown or loose fuses, circuit breakers or switches off, restricted or plugged chimney, false alarms or parts not listed in this agreement. It does not cover vacant or unattended homes. Jamie Oil will not be responsible for charges for labor or parts unless the work is wholly performed by one of its authorized agents.

This agreement is subject to the acceptance of Jamie Oil who reserves the right to decline, alter or cancel it at any time. Tampering with the heating system or air conditioning (which includes: A/C coil, air handlers and condensers) renders the agreement null and void. Further, the agreement becomes void if any invoice rendered by Jamie Oil to the customer is not paid within 30 days of billing date. Failure to comply with oil pricing agreements between the buyer and Jamie Oil may be cause for cancellation. Cancellations during the agreement period will be subject to prior service charges based on a time and materials basis.

In the event that Jamie Oil replaces any part or component of the heating system because it does not meet the requirements of any current law, regulation, or code, Jamie Oil shall be entitled to payment for, and the customer shall pay to Jamie Oil, a fee for all labor and replacement parts necessitated by such laws, regulations or codes at Jamie Oil's standard hourly rates in effect at that time. It is the customer's responsibility to schedule annual cleaning within policy renewal dates and payment for policy indicates acceptance of all terms and conditions.

This agreement cancels and supersedes all prior agreements between the parties for burner service, and will be automatically renewed for a like term. Such renewal shall be subject to any price changes prevailing at time of renewal. This agreement cannot be assigned and no refund will be made if cancelled prior to normal expiration date.



A Full Service Heating and Air Conditioning Company since 1989



A/C Service Policy BROCHURE

P.O. Box 287
Ashland, MA 01721-0287
Tel: 508-231-1400 • Fax: 508-231-4716
www.jamieoil.com



Please read this pamphlet carefully to assure that you fully understand our updated A/C service policies.

If you have any questions, please feel free to call and we will be glad to help you.

Each plan includes an annual tune-up (to be scheduled by customer)

*All new Service Plans are subject to an inspection from Jamie Oil.

Includes **Tune-up Plan**

Standard Policy

First hour of all service calls related to the covered parts list below and 50% off of all parts listed under the Covered Parts List.

Includes **Tune-up Plan**

Deluxe Policy

All labor on all service calls related to the covered parts list below and 75% off of all parts listed under the Covered Parts List.

Tune-Up Plan

This plan covers one annual tune-up per year including parts and labor as listed below.*

*Additional parts and labor will be charged on a time and materials basis.

Test and check:

- ✱ Air flow
- ✱ Pressures
- ✱ Electrical components
- ✱ Refrigerant levels
- ✱ Exposed condensate drain lines
- ✱ Refrigerant lines

Clean the following components:

- ✱ Indoor coil (if accessible)
- ✱ Outdoor coil
- ✱ Condensate drain
- ✱ Condensate pump
- ✱ Replace air filter (standard type only, 1")

Covered Parts List

- ✱ Fan Center
- ✱ 24V transformer
- ✱ Blower belt
- ✱ Condensate pump
- ✱ Blower Motor
- ✱ Contactor
- ✱ Capacitor
- ✱ Condenser fan and motor
- ✱ Isolation Relays
- ✱ Sequencers
- ✱ Thermostats (excludes smart thermostats and communicating system controls)

Plans Do Not Cover

any problems related to:

- ✱ Obsolete parts or upgrades
- ✱ Damage caused by pests or other animals
- ✱ Pre-existing conditions
- ✱ Damage caused by power surges or brown outs
- ✱ Water damage of any kind
- ✱ Freon leaks
- ✱ Excludes Refrigerant