



## Sullivan Heating and Cooling

[www.SullivanHeatingCooling.com](http://www.SullivanHeatingCooling.com)

4054-NY 52 Suite # 1 & 2

Youngsville, NY 12791

**845-588-5433**



The Sullivan Heating and Cooling Comfort Membership Plan is a way to offer our customers even more savings, and the peace of mind for their heating and cooling systems. You will enjoy discounted parts and labor on any service calls placed between maintenance visits.

### **Members also receive Priority Service:**

This means customers with comfort memberships are at the top of the service list, before non-member customers.

### **Standard Annual Membership Pricing**

Heating Only, 1 Visit Per Year: \$ 225.

Cooling Only, 1 Visit Per Year: \$ 225.

Heating & Cooling, 2 Visits Per Year: \$ 350.

Generator Only, 1 Visit Per Year: \$ 225

Heating, Cooling & Generator, 3 Visits Per Year: \$ 475

Additional Systems \$ 125. per system

Don't be left without heating or cooling when you need it most. Peace of mind is guaranteed with an annual Sullivan Heating and Cooling Comfort Maintenance Plan.

We are proud to offer you the coverage you need for your heating and/or cooling system.

A system that is in good working order saves you money, fuel and potential headaches. Your plan covers one tune-up per year per system.

Tune-up will be performed between 8:00 a.m. to 3:30 p.m. Monday through Friday, holidays excluded.

**Priority Service:** Service agreement customers will receive priority scheduling over non-contract customers for all service calls, emergency calls and/or other service requests.

**15% Parts and Labor discount:** If our inspection deems it necessary, maintenance service will be provided with your consent. You will then receive a 15% discount off prevailing rates for parts and labor.

### **Membership Benefits Include:**

- Reduce system operating costs
- Prolong the life of your equipment
- 15% Parts and Labor Discounts
- Avoid untimely breakdowns
- Get Peace of mind by confirming the safe operation of your system

### **The Membership Difference:**

Not only can you count on our well-known service, but you will also receive exclusive repair discounts which means BIG savings for you.

### **Repair Scenario # 1**

OEM BLOWER MOTOR REPLACEMENT

Non-Member Price \$ 850.

Member Price: \$ 722.50

Member Savings: \$ 127.50

### **Furnace or Boiler Inspection and Tune-Up Includes:**

- Heat Exchanger is Checked for Cracks or Deterioration.
- Burner Logs & Spuds are Inspected.
- \*Oil filter is replaced.
- \*Bleed & Flush Oil – sediment can accumulate in oil lines leading to clogged nozzle.
- \*Oil burner nozzle is replaced – a dirty nozzle can cause a faulty flame leading to loss of heat.
- Gas Drip Leg is Flushed and Cleaned.
- Boiler sections or furnace heat exchanger is brushed and vacuumed.
- Cad Cell or Flame Sensor is Cleaned.
- \*Bleed Fuel Oil Lines.
- Verify and Adjust Oil Pressure or Gas Pressure to OEM Specs
- The Flue is inspected and cleared of any debris – a clear flue promotes proper draft.
- Furnace air filter is replaced or cleaned; blower belts checked.
- Electrodes or Ignitors are cleaned and adjusted.
- Air gate is cleaned and adjusted – proper air supply is crucial for correct flame.
- Check and Lubricate Fans and Motors.
- Check for Oil or Gas Piping Leaks.
- Test Carbon Monoxide Levels inside the Home.
- Clean Exterior of Boiler or Furnace.

\* Oil Burners

## **Air Conditioning or Heat Pump up to 5 Ton's Inspection and Tune-Up Includes:**

- Inspect evaporator coil
- Flush condensate drain
- Clean condenser coil
- Check operation of evaporator and condenser fans
- Inspect condenser unit electrical wiring and components
- Check refrigerant cycle and levels
- Check suction and discharge
- Check pressure drop across all filters and driers
- Verify superheat
- Perform a refrigerant leak test of the condenser using an electronic leak detector
- Add up to 1lb or R-410-A refrigerant. (R-22 has been phased out and is EXCLUDED)
- Furnace / air handler air filter is cleaned or replaced (customer provides air filter)
- Inspect, clean and lubricate all motors
- Clean and wax exterior of condenser
- Make written reports and notify homeowner of any items that need further attention

**R-22 Refrigerant has been phased out and is EXCLUDED from this Service Agreement.**

## **Standby Backup Generator up to 22KW Inspection and Tune-Up Includes:**

- Change spark plugs
- Change engine oil, fuel filters and oil filters
- Inspect coolant and anti-freeze levels
- Inspect cooling system hoses and belts
- Inspect for fuel, oil and coolant leaks
- Inspect air intakes and outlets
- Inspect exhaust system
- Inspect silencer
- Inspect battery charger operation and charge rate
- Inspect transfer switch under load (when possible)
- Inspect battery for output levels, specific gravity and charging circuit
- Inspect starting and electrical system terminals
- Inspect exterior case and structural components

**Terms of Contract:**

This contract does not cover any expense to repair damage caused by abuse, accident, thefts, forces of nature, alteration of equipment, improper operation or the acts of a third party/person.

**Customer Responsibility:**

Customer shall maintain a visual service procedure which will ensure that the unit is operating between annual scheduled visits, including but not limited to, observing fluid leaks from the unit, debris and landscape material from accumulation in the area around the unit. This is particularly important after a significant snowfall.

The Terms and Conditions set forth in this Agreement form an integral part of this Agreement and are expressly incorporated herein.

**Accepted:**

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_  
Approval #: \_\_\_\_\_

**Approved:**

\_\_\_\_\_  
Joseph A. Velilla  
Managing Partner  
Sullivan Heating and Cooling  
Date: \_\_\_\_\_

- Heating Only System - 1 visit per year \$ 225.
- Cooling Only System - 1 visit per year \$ 225.
- Heating & Cooling System - 2 visits per year \$ 350.
- Generator Only - 1 visit per year \$ 225
- Heating, Cooling & Generator - 3 visits per year \$ 475.
- \$ 125 per additional system.

**Heating System # 1** (up to 200K BTU)

Boiler  Furnace  Heat Pump  Unitary  Packaged  Ductless  Ducted  Geothermal

Make:	Model:	Serial #	Fuel:

Heating Capacity	Nozzle Size

**Heating System # 2** (up to 200K BTU)

Boiler  Furnace  Heat Pump  Unitary  Packaged  Ductless  Ducted  Geothermal

Make:	Model:	Serial #	Fuel:

Heating Capacity	Nozzle Size

**Heating System # 3** (up to 200K BTU)

Boiler  Furnace  Heat Pump  Unitary  Packaged  Ductless  Ducted  Geothermal

Make:	Model:	Serial #	Fuel:

Heating Capacity	Nozzle Size

**Cooling System # 1** (up to 5 Tons)

Unitary  Packaged  Heat Pump  Ductless  Ducted  Geothermal

Make:	Model:	Serial #	Cooling Capacity

**Cooling System # 2** (up to 5 Tons)

Unitary  Packaged  Heat Pump  Ductless  Ducted  Geothermal

Make:	Model:	Serial #	

**Cooling System # 3** (up to 5 Tons)

Unitary  Packaged  Heat Pump  Ductless  Ducted  Geothermal

Make:	Model:	Serial #	Cooling Capacity

**Standby Generator # 1** (up to 22KW)

Air Cooled  Liquid Cooled

Make:	Model:	Serial #	Fuel:

**Standby Generator # 2** (up to 22KW)

Air Cooled  Liquid Cooled

Make:	Model:	Serial #	Fuel:

**SERVICE AGREEMENT #** \_\_\_\_\_

Please reference this Number when calling for Service,  
Service Agreement Number is also affixed to the equipment.