

Carolina Comfort Plan - Terms & Conditions

1. Comfort Plan offers a 15% discount off repair charges and 50% off diagnostic charges, PLUS scheduled routine maintenance.
2. Comfort Plus Plan covers labor and listed parts when you have a problem with your covered equipment, PLUS scheduled routine maintenance.
3. Service plans become effective only after inspection of equipment and systems by Carolina Heating Service Inc. All equipment must be brought up to standard before being accepted for a service plan. Advance payment does not make a plan effective.
4. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. Carolina Heating Service Inc. will indicate acceptance of a service plan by issuance of an invoice.
5. Service plans are transferable to new owner at option of seller of property or voided at seller's request, but no amount is refundable.
6. Carolina Heating Service Inc.'s responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan is procured from another source or if account is past due.
7. Priority service. Plan clients receive priority scheduling, ahead of non-plan clients.
8. To help hold down the price of our plans by eliminating unnecessary service calls, clients are expected to make sure thermostat or humidistat is properly set and check all switches, including circuit breakers or fuses. Clients are also expected to monitor condition of all filters (heating, cooling, humidifier, air cleaner, etc.). We will clean/replace filters as needed during maintenance service.
9. Replacement of entire unit or of the following systems and devices are not covered under either plan: condensing coils, flues, duct systems, evaporator coils, registers and grills and heating system piping. The following services are not covered: electrical service from breaker to unit, gas and water leak repairs; refrigerant leak tests and repairs.
10. The following items are not covered under either plan: compressors, heat exchangers, burners, refrigerant recovery or filters (other than standard 1" disposable filters). If heat exchanger or compressor is covered under a manufacturer's warranty, then labor and materials for a replacement system is included under the Comfort Plus Plan.
11. The following items are not covered under either plan unless separate coverage is purchased for them: humidifiers, electronic air cleaners and other accessories not an integral part of the air conditioner or furnace.
12. Parts and labor not covered under a service plan will be charged at prevailing rates.
13. Calls to replace dirty filters and to balance heat and/or cooling to individual rooms will be considered chargeable calls.
14. Plans do not cover non-maintenance work, or work required due to fire, lightning, explosion, flood and other acts of God; freezing or breaking of pipes, sabotage, or shortage of electrical, gas or water supply. Plans do not

cover electrical work beyond the units, cleaning of ducts, painting, moving of equipment, correction of installation or design deficiencies, expense caused by improper operation, negligence or misuse of equipment or damage from any cause that is external to, or that does not arise solely and directly out of, the operation of this equipment. If client requests such service, it will be charged at prevailing rates.

15. Carolina Heating Service Inc. reserves the right to cancel any plan without notice and refund the unused portion of the plan.

16. Carolina Heating Service Inc. reserves the right to make all calls during regular working hours with the exception of "no-heat" calls. "No-cooling" calls must be made during daylight hours for safety reasons.

17. Carolina Heating Service Inc. will endeavor to render prompt and efficient service, but it is expressly agreed that Carolina Heating Service Inc. shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this agreement.

18. The obligation to furnish replacement parts is subject to availability through normal supply sources.

19. Annual tune-ups may be scheduled at any time during the service plan year. Through a regular program of postcard reminders and follow-up phone calls, Carolina Heating Service Inc. will make every attempt to schedule the tune-up; however, this responsibility is shared with the client who must make the unit accessible to be worked on during normal working hours.

20. The Loyalty Reward Equipment Replacement Program gives each client with a Comfort Plan or Comfort Plus Plan \$50, for each consecutive year a plan is in place, toward the purchase of a replacement furnace, complete split system, air handler or condensing unit, up to a maximum of \$500. Loyalty Rewards may not be used for repairs, installation of accessories, any other purchases, or to pay any outstanding balance to Carolina Heating Service Inc.

21. The Loyalty Reward allowance is not transferable and cannot be paid in any form in lieu of purchase.

22. The equipment being replaced under the Loyalty Reward program must have been covered under a current service plan with Carolina Heating Service Inc.

23. Carolina Heating Service Inc. reserves the right to modify the Loyalty Reward Program, including terminating it without prior notice. In the event of program termination, all earned rewards will be available for use by client for a period of one year following programming termination.