



*The Only GUY To Call®*



# *Preventive Maintenance Agreement*

*Maintaining your comfort, protecting your investment!*

**(412) 885-2356**



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



# Why have our Preventive Maintenance Agreement?

The old adage is true: an ounce of prevention is worth a pound of cure! You wouldn't drive your car 100,000 miles without changing the oil? The same logic holds true for your home comfort system. Regular preventative maintenance is the best way to ensure trouble-free operation and peak performance.

Pre-season maintenance is also important. It can help to avoid a system failure in severe hot or cold weather when you need it most, and it can also keep your energy bills from getting out of control.

In Trane's Owner's Guide, routine maintenance is recommended to ensure proper performance of the equipment. Repairs that are required due to lack of routine maintenance are not covered under Trane's Warranty Agreement.



The three main areas to consider when calculating the cost-benefit of our Preventive Maintenance Agreement are as follows:

1. **Energy efficiency.** A dirty, clogged machine has to run harder and longer to create the same amount of heat or cooling.
2. **Service calls and unit damage.** Spend a little, to save a lot! Testing the equipment during maintenance can often catch equipment problems before they cause noticeable malfunction or damage.
3. **Equipment longevity.** If a machine is constantly dirty and clogged, it constantly runs harder and longer. This leads to early replacement or frequent component change-outs.

## Preventive Maintenance Agreement Includes:

- ◆ Spring A/C Precision Tune-Up
- ◆ Fall Furnace Performance Inspection Tune-Up, including Carbon Monoxide testing (*during normal business hours*).
- ◆ Instant 15% discount on furnace and air conditioning parts and repair service (*excludes overtime rate*).
- ◆ Same day PRIORITY service (*up to 24 hours when call is placed*).
- ◆ Extended one-year warranty on replacement parts

# Preventive Maintenance Agreement FAQs

## *What do we do during the Spring A/C Precision Tune-Up?*

The A/C Precision Tune-Up consists of a 25-point inspection:

*For the Outdoor Unit, we:*

1. Inspect unit for proper refrigerant level and adjust, if necessary.
2. Clean dirt, leaves, and debris from inside cabinet.
3. Inspect base pan for restricted drain openings. Remove obstructions as necessary.
4. Inspect coil and cabinet. Clean as needed.
5. Inspect fan motor and fan blades for wear and damage. On older models, lubricate as needed.
6. Inspect control box, associated controls/accessories, wiring and connections. Controls may include contactors, relays, circuit boards, capacitors, sump heat and other accessories. All control box and electrical parts should be checked for wear or damage.
7. Inspect compressor and associated tubing for damage.

*For the Indoor Unit, we:*

8. Inspect blower assembly (includes blower housing, blower wheel, and motor).
9. On older models, lubricate motor and inspect and replace fan belt, if needed.
10. Inspect evaporator coil, drain pan, and condensate drain lines.
11. Check air filter.
12. Inspect conditioned airflow system (ductwork). Check for leaks.
13. Inspect thermostat.

*While system is operating, we:*

14. Monitor system starting characteristics and capabilities.
15. Listen for abnormal noise.
16. Search for source of unusual odors.
17. Monitor air conditioning and system for correct refrigerant charge.
18. Measure outdoor dry bulb temperature.
19. Measure indoor dry and wet bulb temperature.
20. Measure high and low side system pressures.
21. Measure temperature rise and adjust airflow as needed.
22. Check vent system for proper operation.
23. Monitor system for correct line and load volts/amps.
24. Monitor system operation per manufacturer's specifications.
25. Provide system operation report and recommend repairs or replacement, as necessary.



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# Preventive Maintenance Agreement FAQs

## *What do we do during the Fall Furnace Performance Inspection?*

The Fall Furnace Performance Inspection Tune-Up consists of a 25-point inspection:

1. Clean and/or check the gas burners.
2. Check and/or clean the pilot tube.
3. Check the ignitor for proper resistance and function.
4. Clean the flame sensor.
5. Check the blower motor amps and speed.
6. Evaluate the temperature rise.
7. Inspect the heat exchanger for cracks.
8. Check for proper combustion.
9. Clean out and inspect the pressure switch tubing.
10. Evaluate the pressure switch operations.
11. Make sure that the flue gases are vented properly.
12. Test all of the limit and roll out switches.
13. Inspect the gas pipe plumbing.
14. Check the manifold gas pressures.
15. Check for gas leaks around furnace.
16. Light the pilot and check the thermocouple, if required.
17. Inspect all of the cabinet wiring.
18. Set the heat anticipator on the thermostat, if required.
19. Check the pilot safety thermocouple (electronic ignition).
20. Make sure there are no code violations.
21. Check the safety interlock switch.
22. Test the combustion fan motor and check amps.
23. Make sure there is proper combustion air.
24. Inspect the duct system.
25. Perform a Carbon Monoxide test.



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# Preventive Maintenance Agreement Service Plans

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## Gold Service Agreement

Only \$219

- ◆ Spring A/C Precision Tune-Up.
- ◆ Fall Furnace Performance Inspection Tune-Up, including Carbon Monoxide testing *(during normal business hours)*.
- ◆ Instant 15% discount on furnace and air conditioning parts and repair service *(excludes overtime rate)*.
- ◆ Same day PRIORITY service *(up to 24 hours when call is placed)*.
- ◆ Extended one-year warranty on replacement parts.

## Silver Service Agreement

Only \$120

- ◆ Fall Furnace Performance Inspection Tune-Up, including Carbon Monoxide testing *(during normal business hours)*.
- ◆ Instant 15% discount on furnace parts and repair service *(excludes overtime rate)*.
- ◆ Same day PRIORITY service *(up to 24 hours when call is placed)*.
- ◆ Extended one-year warranty on replacement parts.

**NOTE:** Before a preventive maintenance agreement is put in place, the unit(s) involved will require an initial safety check to make sure it is in proper working order.



TRANE



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Chamber of Commerce





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2994 Industrial Blvd.  
Bethel Park, PA 15102  
**(412) 885-2356**  
www.denillo.com

**An Independent Trane Dealer**



## PREVENTIVE MAINTENANCE AGREEMENT

CUSTOMER NAME			LOCATION OF EQUIPMENT		
ADDRESS					
CITY	ST	ZIP CODE			
PHONE					
TECHNICIAN			CONTRACT DATE		

PLAN SELECTED	
<input type="checkbox"/>	<b>Gold Service Agreement</b> \$219.00 annually
<input type="checkbox"/>	<b>Silver Service Agreement</b> \$120.00 annually

SYSTEM TYPE	MAKE	MODEL	SERIAL NUMBER
TOTAL ANNUAL MAINTENANCE CONTRACT			➔
SPECIAL INSTRUCTIONS			

**Terms & Conditions:**

- The initial term of the Preventive Maintenance Agreement is one (1) year from the contract date. Coverage will renew automatically each year on the anniversary of the contract date unless: (i) you have given Denillo Heating & Cooling, Inc. written notice no later than 10 days after the renewal date that you do not wish to renew coverage, or (ii) Denillo Heating & Cooling, Inc. has given you notice prior to the renewal date that your coverage will not be renewed. Denillo Heating & Cooling, Inc. may modify these Terms and Conditions, including the annual plan coverage prices, prior to the annual renewal date.
- Customer agrees that only authorized Denillo Heating & Cooling technicians will provide service on the covered equipment during the term of the contract. If any other person or company services the covered equipment during the term of the contract, the contract will be null and void and the customer will not be eligible for any refund.
- This plan is fully transferrable to subsequent owners.
- Annual A/C and furnace maintenance appointments will be scheduled by Denillo Heating & Cooling, Inc. based on scheduling availability and customer convenience during the coverage year.
- This plan does NOT cover filter replacement, humidifiers, air cleaners, hot water tanks, replacement of thermostats, or unavailable replacement parts.

CONTRACT START DATE	CONTRACT END DATE	PAYMENT TOTAL
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK #	<input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER
CARD NUMBER:		EXPIRATION DATE:
CUSTOMER SIGNATURE		TECHNICIAN SIGNATURE

