

# SERVICE PLAN MEMBERSHIP COMPARISON

## PERFORMANCE & SAFETY FIRST INSPECTION

- Inspect for overall health and safety risks
- Use sophisticated computerized test instruments to fully analyze and record the current performance of your system
- Inspect for failing or broken components
- Inspect for loose or bent parts that need adjustments
- Inspect for issues that inhibit performance/efficiency
- Inspect general cleanliness of unit
- Inspect for proper thermostat function

### Enjoy true peace of mind about your Burns & McBride home comfort Service Plan Membership because:

- Properly maintained equipment breaks down less frequently and lasts longer
- Proper maintenance catches small problems before they become big ones
- Reduces the likelihood your equipment will breakdown when you need it most
- Jump to head of the line for same-day repair or maintenance service; Full Comfort and above memberships
- Full Comfort and above memberships provide coverage for heating, cooling, humidification, air purification and water heater as well

### What makes our Service Plan Memberships different from others?

A Performance & Safety First Inspection (many of our competitors call this type of inspection a "Tune-Up") is a valuable service to identify problems, and is a great first step to maintain your system in peak condition.

Our more advanced Memberships all include the Inspection to identify problems, but also PROVIDE actual preventive maintenance services to fix common problems - and perform a detailed cleaning to reset your system to factory settings.

## TRUE SEASONAL TUNE-UP HEATING SYSTEM

- COMPLETE PERFORMANCE & SAFETY FIRST INSPECTION INCLUDED

### *PLUS Our Heating Tune-Up Also Includes:*

#### TEST

- Carbon monoxide levels of furnace
- Combustion efficiency
- Thermostat operation
- Ignition System
- And adjust safety & operating controls
- Wiring connections, tightening as-needed
- Temperature rise between return and supply air
- Blower motor, lubricating as-needed
- Capacitor
- Fuel pump cutoff\*
- Cad cell flame detector\*
- Ignition transformer\*

#### INSPECT & TEST

- Gas valve
- Motors, pumps, bearings, and fans; lubricate moving parts as-needed
- Flue pipe and heat exchanger
- Nozzle, filter & strainer\*

#### CLEAN

- Burners, adjusting as necessary
- Flue pipe
- Drainage system
- Pilot assembly
- Standard filter
- Combustion chamber
- Smoke pipe, chimney base & heater\*

*\*Applies to oil-fired equipment.*

## TRUE SEASONAL TUNE-UP COOLING SYSTEM

- COMPLETE PERFORMANCE & SAFETY FIRST INSPECTION INCLUDED

### *PLUS Our Cooling Tune-Up Also Includes:*

#### TEST

- Suction pressure and temperature
- Discharge pressure and temperature
- All safety controls for proper operation
- All motor bearings
- Operation and condition of compressor
- Crankcase heater operation
- Thermostat operation

#### INSPECT & TEST

- Blower motor, lubricating as needed
- Condenser fan motor, lubricate as-needed
- Inspect and tighten all wiring connections
- Evaporator coil
- All capacitors for bulges, rust, and leaks
- Disconnect box at outdoor unit

#### INSPECT & CLEAN

- Condensate drain
- Condensate pumps
- Condenser coil
- Standard air filter

#### CHECK

- Temperature difference between return and supply air
- Blower motor belt if applicable and adjust
- Blower speed, adjusting as-needed
- Voltage and amperage of all motors

Call today 302-656-5110 or visit [www.BurnsAndMcbride.com](http://www.BurnsAndMcbride.com)



Trusted Home Services Since 1949

## SERVICE MEMBERSHIP PLANS

These Plans represent an Agreement between you and Burns & McBride for service to your home heating and cooling systems. Participant's acceptance of the Terms of these plans, in its entirety, is evidenced by its willingness to participate in the Plans and/or by Participant's remittance of payment, either in full or through monthly remittances.

These Agreements become null and void if anyone other than Burns & McBride or its designees delivers heating oil, works on the equipment or our credit terms are not met. These Agreements cancel and supersede all previous Agreements.

**GENERAL TERMS AND CONDITIONS** - This agreement is governed by the General Terms of Conditions of Burns & McBride. Copies are provided annually to all customers and are available at any time on our website at [www.burnsandmcbride.com](http://www.burnsandmcbride.com).

**ASBESTOS** - Because of potential health hazards to you, your family and Company personnel, the Plans do not cover maintenance work involving the removal of suspected asbestos. All asbestos testing and removal will be done at your expense.

**INSPECTION** - Burns & Mc Bride reserves the right to inspect and approve the equipment to be covered under these Agreements. Equipment must be in compliance with current Code requirements and be in good working order when approved for coverage under one of these Agreements. Any repairs required to put the equipment into acceptable condition will be billed to you at our prevailing rates.

**RENEWAL** - These Agreements are effective for a period of one year and are self-renewing at prices in effect at the time of renewal. If you choose not to renew the Plans, please contact us within 30 days of renewal and we will remove the charge. There are no refunds or credits given for the customer's premature termination of these Plans. The equipment will be reviewed annually and as part of the renewal, Burns & McBride reserves the right to change or not renew Agreements based on the age and condition of the equipment.

**EMERGENCY SERVICE** – Coverage is available 24 hours a day, 365 days a year, Service requests on weekends and holidays and on Monday through Friday after 8:00PM and before 7:00AM that do not qualify as an emergency in the sole opinion of Burns & McBride may be subject to applicable diagnostic fees and labor charges. An "emergency" is defined as a service event, which in the Company's sole judgment, would cause serious damage to a house or its occupants if not handled quickly.

**REPLACEMENT CREDIT** - Customers with a qualifying Burns & McBride Service Membership Plan will receive a \$25/year credit towards the replacement of that heating or cooling equipment by Burns & McBride.

**LIMITATION OF LIABILITY** - We will not be liable for secondary damages or environmental claims caused by oil leaks, spills or soot from any source that are outside of our direct control. We will not be liable for damages to a building or its occupants from a heating or cooling failure, REGARDLESS OF CAUSE.

Burns & McBride accepts no responsibility and will not be liable for damages that may result from any HVAC failure in a vacant house, REGARDLESS OF CAUSE. Vacant properties should be checked daily by those responsible.

UNDER NO CIRCUMSTANCES WILL BURNS & MC BRIDE BE LIABLE FOR ANY LOSSES/DAMAGES OF ANY KIND RESULTING FROM THE FAILURE OR INOPERABILITY OF CUSTOMER'S SYSTEMS OR EQUIPMENT IN EXCESS OF THE PAYMENT RECEIVED BY BURNS & MCBRIDE UNDER THIS AGREEMENT

**LOW WATER CUTOFF** - As part of our annual Preventive Maintenance procedures for a steam boiler, the low water cutoff will be flushed and tested. However we accept no responsibility for the failure of this control. You should regularly flush the low water cutoff to prevent sediment from interfering with its operation.

**GENERAL INFORMATION** - Repairs caused by water in oil tanks, sludge, freezing, fire, water leaks, floods, storms, electrical failure or surges, acts of God, improper water level, unavailability of parts through our normal suppliers or repairs caused by someone other than Burns & McBride personnel or its authorized agents will not be covered by the Service Agreement and will be billed at our prevailing rates.

Oil or natural gas appliances with a firing rate of greater than 400,000 BTUs per hour, air conditioners larger than 60,000 BTUs per hour, heaters or air conditioners located on roofs, attics, crawlspace, suspended from ceilings or in otherwise inaccessible locations do not qualify for coverage under these Service Agreements.

Customers are responsible for scheduling their Preventive Maintenance visits. If your equipment requires service that is caused by a lack of maintenance, that call will not be covered under our Repair Assurance Plan. You will be billed for this call at our prevailing rates.

**Call today 302-656-5110 or toll free 800-756-5110 or visit [www.BurnsAndMcbride.com](http://www.BurnsAndMcbride.com)**