

General Conditions & Exclusions

This Service Plan is available to all customers who purchase their heating systems services from us during the term of the Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after payment has been received and our inspection and approval of your heating system.

1. The term of the Plan is for (1) one year and will re-new automatically every year unless terminated by either the customer or Company. No credit will be issued if the Plan is canceled before the expiration date.
2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.
3. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect such as insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components cause by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage and fuel flow problems due to outside fuel storage are not covered by the Plan.
4. Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis if necessary. Company will not be liable for any delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.
5. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include related piping, patches or unstable conditions, humidifiers, heat pumps, heat exchangers, hot water heating systems (unless purchased separately) and air and venting systems. The Plan does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure.
6. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties.

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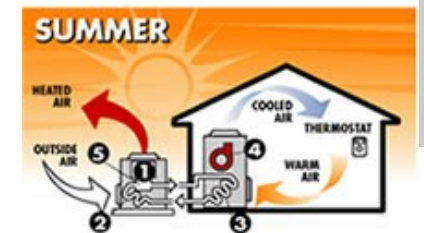
Leon C. Landis, Inc.

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Heat Pump Extended Home Plan



Affordable Propane



A Leon C. Landis, Inc. Company

717-786-2188

1-888-786-2188

www.leonlandis.com

Dear Valued Customer,

For over 60 years our expert technicians have installed and maintained the heating systems of a large portion of Lancaster, York and Chester Counties. We make sure they operate dependably and efficiently to keep our neighbor's heating costs as low as possible. Our fleet is radio dispatched and fully insured. We are excited and pleased to now offer even further peace of mind with our new service contracts for oil and propane furnaces, air-conditioning units and heat pumps.

Just another way your local, family owned company is looking out for you!



Peace of Mind Protection

Planned inspection, adjusting, safety testing and necessary cleaning of your heating system keeps it running at peak, trouble-free efficiency. Potential problems are spotted before they cause trouble. Our staff of industry experts looks after the “worries” about your equipment and it’s performance.

Highest Level Priority Service

Emergency no heat calls for covered services 24 hours a day, 7 days a week. Preventive maintenance hours; Mon-Fri 8am-4pm. Non-Emergency calls chargeable at our normal hourly rate , after 5pm, weekends & holidays

Bi-Annual Heating System Cleaning

- Save up to 10% on heating costs
- Add years of life expectancy to your equipment

21 point inspection

- Check refrigerant charge (will provide up to 2 lb. of r-22 refrigerant per unit, if needed - one time only)
- Clean outside coil/ inside coil if accessible
- Clean condenser fan motor and blades
- Clean debris from around unit
- Check condenser voltage
- Inspect and clean or replace filters as needed
- Inspect contacts
- Check performance and efficiency of system
- Inspect run capacitor
- Inspect relays
- Check belts if applicable
- Check bearings
- Check blower wheel
- Check condensate pan and add anti-algae mold growth tablets if required
- Check/test defrost control

- Check condensate drain
- Check operation of thermostats
- Check air temperature
- Check safety controls

Parts & Labor Coverage

100% coverage on the following parts & labor when repaired or replaced by Leon C. Landis, Inc.:

Low Pressure Switch Running Capacitor
High Pressure Control Starting Capacitor
Contactor Sequencers Snap Disk Limit
Defrost Control Air Handler Circuit Board
Defrost Sensor Fan Relay Defrost Relay
Time Delay Relay Transformer
Refrigerant, 2 lb Max

The following 20% off allowances for labor & parts when repaired by Leon C. Landis, Inc.:

Crankcase Heater Condenser Motor
Digital Thermostat.....Non programmable
Heat Strips Blower Control
Blower Motor Air Handler Circuit Board
Metering Device