

## Additional Coverage

### CALL FOR PRICING ON COVERAGE FOR:

- ❖ additional heating/cooling units
- ❖ indoor air quality equipment
- ❖ water heater

## Loyalty Credits

For every consecutive year you renew your service plan, you earn \$50 in Loyalty Credits, up to a total of \$500.

Use them toward the purchase of replacement equipment from us. Here are some ways you can save:

High-efficiency heating and central air system ..... \$500

High-efficiency furnace or boiler ..... \$250

High-efficiency central air system ..... \$250

Zoning system ..... \$100



## Terms and conditions

1. Plans only available to Miller's customers in good standing with Miller's.
2. This agreement does not cover labor or materials for repairs needed due to water damage to equipment, storage tank or damage caused by acts of nature, including, but not limited to emergency switch off, blown fuse, breaker off, out of fuel, thermostat not set above room temperature, electrical damage caused by power outages, dirty air filters, and fuel flow problems due to lint, animal hair, etc.
3. Company assumes no responsibility for failure or damages when house or building is unoccupied or vacant.
4. Company does not guarantee replacement or repairs of parts or equipment that has become obsolete. All replacements of parts are subject to availability from supplier.
5. Company will not be responsible for performing the annual tune-up if customer neglects to make an appointment by telephone or electronic communication.
6. This agreement will renew automatically at prevailing rates. You may transfer coverage to new occupants provided they meet credit standards.
7. Company has the option to declare covered equipment obsolete or irreparably damaged, which will render this agreement void.
8. Miller's is not responsible for damage resulting from tampering by non-Miller's employees.

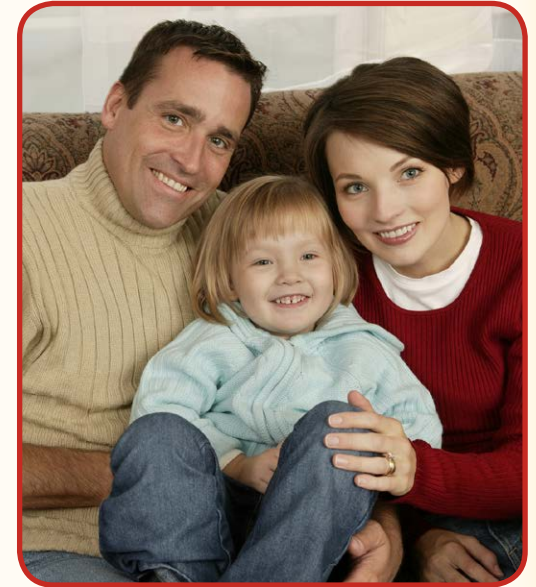
**PLEASE KEEP FOR YOUR RECORDS**

### Miller's Heating and Air Conditioning

1000 E. City Hall Avenue, Norfolk, VA 23504-4214

757-623-6600 • [MillerOil.com](http://MillerOil.com)

*Air Conditioning/  
Heat Pump*



*Plans  
for your  
Comfort*

Heating Oil • Petroleum Products  
Heating & Air Conditioning Sales & Service  
Miller's Neighborhood Markets

7563-13598-ACHP

Choose the plan  
that's right for you.

## Preferred Client

- ✓ annual tune-up
- ✓ 15% off all repairs
- ✓ priority service
- ✓ 15% off diagnostic fee
- ✓ annual Loyalty Credits

## Assured Comfort

- ✓ annual tune-up\*
- ✓ no charge for repairs\*\*
- ✓ priority service for no-heat emergencies
- ✓ no diagnostic fee
- ✓ no after-hours charge for no-heat emergencies
- ✓ annual Loyalty Credits

\* Assured Comfort members with heat pumps qualify for two annual tune-ups (one heating; one cooling).

\*\* Miller's Heating and Air Conditioning will repair or replace, during the life of this agreement, at no extra charge, all parts listed that may become defective due to normal use or wear and tear.

# Air Conditioning/Heat Pump

## ANNUAL Tune-Up

A tune-up will be performed once during the service agreement term during regular working hours\*. Please call or email to schedule. The tune-up includes the following:

1. Test the thermostat and check the air temperature
2. Inspect and clear the condensate drain line
3. Test and lubricate the condenser and evaporator fan motors
4. Test all safety controls
5. Inspect electrical components and wiring connections
6. Check the compressor
7. Inspect the compressor contractor
8. Inspect the condenser and evaporator coils when accessible
9. Test and adjust the refrigerant charge to the optimum cooling level
10. Check the defrost cycle
11. Check heat strips
12. Inspect blower motor and wheel
13. Inspect filter (will replace if customer has available)
14. Inspect outdoor fan motor and blade

## Covered Repairs (Assured Comfort Plan only)

- |                         |                                    |  |                               |
|-------------------------|------------------------------------|--|-------------------------------|
| ■ accumulator           | ■ control transformer              | ■ fan relay                            | ■ outdoor fan motor           |
| ■ blower bearings       | ■ crank case heater hard start kit | ■ fan control center                   | ■ reversing valve coil (only) |
| ■ blower belt           | ■ defrost control                  | ■ high pressure control                | ■ rain shield                 |
| ■ blower circuit board† | ■ defrost thermostat               | ■ high voltage fuse                    | ■ run capacitors              |
| ■ blower drive pulley   | ■ dual capacitor                   | ■ indoor blower motor (up to 1/3 hp)†† | ■ start capacitors            |
| ■ blower shaft          | ■ electric heat sequencer          | ■ internal unit wiring                 | ■ start relay                 |
| ■ blower wheel          | ■ existing condensate pump         | ■ loss of charge switch                | ■ thermostat (subbase)        |
| ■ condenser fan motor   | ■ existing float switch            | ■ low pressure control                 | ■ time delay                  |
| ■ contactor             |                                    | ■ meter device                         |                               |
| ■ control fuse          |                                    |  |                               |

† Circuit board replacement up to \$500 repair.

†† Blower motor up to \$500 repair value.