

# General Conditions

1. This agreement cancels and supersedes all prior agreements between the parties for service. The agreement will be automatically renewed annually at Santa Fuel's option. Santa Fuel, herein referred to as the Company, maintains the right to modify the agreement's price and/or other terms and conditions effective on the anniversary date. The invoice sent and paid constitutes final agreement by both parties. Either party may cancel the renewal of the agreement with written notice prior to the expiration date. Should this agreement be canceled during the term of the agreement for any reason, there shall be **no refund value**. If the customer cancels the agreement for any reason before the end of the service period, the customer is responsible for the remaining balance on the agreement. This agreement is transferable.

2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, the customer's equipment is found to be unacceptable or obsolete, the customer's agreement will be canceled and a prorated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

3. An annual A/C tune-up will be performed once during the term of the Agreement. Tune-ups are performed by our Service Department during normal working hours (Monday through Friday, 8:00 a.m. – 4:00 p.m. excluding holidays). Tune-ups can only be scheduled when the outdoor temperature is above 65 degrees. Scheduling is the homeowner's responsibility: **no refunds for tune-ups not performed**. The Company reserves the right to charge the customer for a half-hour labor (at our normal hourly billing rate) for missed appointments.

4. **Service Hours:** During the life of the agreement, the Company will provide dependable and prompt emergency service seven (7) days a week. **Emergency Service** shall be defined as an unsafe condition or a condition causing damage to property. All other service will be considered **Priority Service** and will be performed during normal working hours, Monday through Friday, 8:00 a.m. – 4:00 p.m. Should non-emergency service be performed outside normal business hours, the service will be charged at time and a half rate.

5. The Company will not be liable for damages or losses resulting from delays or failure to render services for reasons beyond our control. Vacant property should be checked daily by the owner or the owner's agent.

6. This agreement does not cover acts of God, fire damage, flooding, or water damage except that which is caused by ordinary wear and tear.

7. There shall be no liability, for any reason, on the part of the Company for work done by anyone else, unless such person is authorized, in writing, by the Company to perform such work or furnish parts.

8. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.

9. The 10% service discount associated with the A/C Energy Savings Plan is only eligible toward the replacement/repair on the existing A/C or heat pump system in place. The respective plan discount will not be valid toward service work associated with upgrading equipment, converting energy sources, or new equipment installations.

10. All payments under this agreement shall be due when billed. Terms are due at time of service. In the event said charges are not paid when due, the customer agrees to pay service charge of 1.5% per month which is an 18% Annual Percentage Rate and which will be charged on the average daily balance on any account past due over thirty (30) days. Work is billed and due when service is rendered.

11. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.

12. The customer will receive an annual \$50 discount off the total price of any bundled Energy Savings Plans upon renewal of the combined Agreements.

Revised 1/10/2020

# A/C Energy Savings Plans



*Protection for your central  
A/C and heat pump systems*



**800.937.2682**  
**www.santaenergy.com**

154 Admiral Street  
Bridgeport, CT 06605



CT State Lic. # S1-0406878 • HOD 000299 • HIC 0624601

## A/C Energy Savings Plan

**\$25 Monthly**  
\$299 Annually



Central Air Conditioning or Heat Pump Systems



Stay cool and comfortable all summer long with our Air Conditioning Energy Savings Plan. We've taken the worry and hassle out of maintaining your A/C. Benefits include:



### Annual 13-Point Cooling System Tune-Up

1. Inspect controls and safety switches
2. Inspect and adjust belts and pulleys
3. Inspect condensate drain
4. Check condensate pan
5. Inspect unit disconnect
6. Inspect unit wiring & repair any loose connections
7. Inspect relays and contactors
8. Remove debris in and around condenser
9. Check and lubricate motors & bearings
10. Check air temperature drop across cooling coil
11. Check refrigerant level *(extra charge for adding refrigerant if needed)*
12. Check operation of thermostat
13. Air filters (1" only) are checked and replaced if needed



### Parts Protection

Replacement of the following parts is covered with NO cost to you:

- Refrigerant top-off (up to 1lb of refrigerant if needed) \*410A only
- A/C condenser pump
- A/C blower motor (up to ½ horsepower) \*non ECM only
- A/C ready kit
- A/C emergency switch
- Contactor
- Blower belt
- Programmable thermostat
- High and low pressure controls
- Crankcase heater



### 10% Discount on Service Work

Customers receive a 10% discount on service repairs *(excludes system replacements)*.



### Priority Service & Scheduling

Air Conditioning Energy Savings Plan customers will receive daytime priority service from our highly skilled and licensed technicians.



### Prompt Emergency Service

Air Conditioning Energy Savings Plan customers will receive dependable and prompt emergency service 7 days a week. **Emergency Service** shall be defined as an unsafe condition or a condition causing damage to property. All other service will be considered **Priority Service** and will be performed during normal working hours, Monday through Friday, 8:00 a.m. – 4:00 p.m. *(See general conditions for emergency service).*



### \$100 Toward a Condenser Replacement

**\$100 OFF**

**A CONDENSER  
REPLACEMENT**

Save coupon for \$100 toward a condenser replacement. Cannot be combined with other offers. Limit of one per customer. Coupon only valid for equipment sold and installed by Santa Energy while currently enrolled in our Air Conditioning Energy Savings Plan at time of replacement.

## Stay Cool with Energy Savings Enhancements

### Additional A/C Unit Coverage **\$19 Monthly** \$229 Annually

*Includes all benefits under the A/C Energy Savings Plan.*

*(with Air Conditioning Energy Savings Plan)*



**For customers with more than one condensing unit**

### Heat Pump Coverage

**\$8 Monthly**  
\$99 Annually

*Benefits Include:*

*(with Air Conditioning Energy Savings Plan)*



### Coverage for Systems with Dual Cooling & Heating Capabilities

Ensure your system is covered for both the cooling and heating seasons!



### 10% Discount on Service Repairs

Customers receive a 10% discount on service repairs *(excludes system replacements)*.

*Same parts coverage as A/C Energy Savings Plan when unit is in heating operation.*



## Combine our A/C Energy Savings Plan with any of the following and

**SAVE \$50!**



Heating System Energy Savings Plan



Gas Energy Savings Plan



Generator Energy Savings Plan