

**Comfort
you can
count on.**



cooling

PROTECTION PLANS

Ready to get started?

SANTAENERGY.COM

or call **800-937-2682**



154 ADMIRAL STREET • BRIDGEPORT, CT
CT State Lic. # SI-0406878 | HOD 00299 | HIC0624601

LOCALLY OWNED &
OPERATED FOR 80+ YEARS

A/C PROTECTION PLAN

Central Air Conditioning

⊕ Annual Tune-Up

As part of your Annual Cooling System Tune-Up, our Santa Energy technicians will complete a 13-point precision 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 and repair any loose connections
7. Inspect relays and contractors
8. Remove debris in and around condenser
9. Check and lubricate motors and bearings
10. Check air temperature drop across cooling coil
11. Check refrigerant level (*extra charge to add*)
12. Check operation of thermostat
13. Check 1" air filters and replace if needed

⊕ Parts Protection

Replacement of the following parts + associated labor are covered with no additional cost:

- Refrigerant top-off (*up to 1lb of refrigerant if needed, 410A only*)
- A/C blower motor (*up to ½ horsepower, non ECM only*)
- S/B Contractor
- A/C condensate pump
- Non-programmable thermostat
- A/C ready kit
- A/C emergency switch
- Blower belt
- High & low pressure controls
- Crankcase heater

⊕ 10% Service Repair Discount

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

⊕ \$250 Off of a Condenser Replacement

Get \$250 toward a replacement Condenser for your home's cooling system. *Valid for equipment sold and installed by Santa Energy while currently enrolled in the Protection Plan at time of replacement.*

ADDITIONAL PROTECTION PLANS

Additional A/C Unit Coverage

- ⊕ Includes all benefits of A/C Protection Plan
- ⊕ For customers with more than one A/C condensing unit



BENEFITS OF OUR PROTECTION PLANS



Priority Service & Scheduling

A/C Protection Plan customers will receive daytime priority service from our highly skilled and licensed technicians.



Combine Protection Plans & Save \$50!

Sign up for a Propane Protection Plan and combine it with **Propane Protection Plan**, **Heating Protection Plan**, or **Generator Protection Plan** and save \$50.

For pricing and full terms please visit
SANTAENERGY.COM/PLANS



Equipment tune-ups must be done in conjunction with the cooling system tune-up. Discount excludes system replacements. Parts Protection covers listed parts replacement + labor.

TERMS & CONDITIONS

Cooling PROTECTION PLANS

- ① This agreement cancels and supersedes all prior agreements between the parties for service. The agreement will be automatically renewed annually at Santa Energy's option. Santa Energy, 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, 8:00am– 4:00pm 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, 8:00am– 4:00pm. 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 Cooling Protection 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 Protection Plans upon renewal of the combined Agreements.

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