

NEFFSVILLE

PHONE (717) 625-1000 • FAX (717) 625-1010



PHYSICAL ADDRESS:

211 Bucky Drive
Lititz, PA 17543

MAILING ADDRESS:

P.O. Box 5425
Lancaster, PA 17606-5425

CUSTOMER CARE PROGRAM

HEATING/COOLING SYSTEMS CUSTOMER BENEFITS \$84.95/YEAR

- No service charges. (\$57.50 normal business hours and \$77.50 overtime hours).
- Service call PREFERRED pricing (flat rate).
- Priority service status.
- No overtime rates on emergencies (i.e. no heat, no A/C, or water through ceiling).
- **Peace of Mind** – one call is all it takes, *we know your system.*
- A problem with your entire system can be isolated and if you wish repaired (at reduced flat rate charge) to protect your equipment, your health, and provide peak efficiency with minimal problems.
- Three yearly CCP programs in a row and you are automatically transferred to a **LIFETIME** CCP customer. You will receive these benefits at no charge and it is fully transferable to the next owner if you sell your home ... a great selling feature. (A \$25.00 clerical charge applies to the new owner).

Why should you do this?

You cannot anticipate a breakdown even with the recommended clean and service. It **always** seems to happen on nights and weekends. *This is our best pricing!*

Our 60-year history in the plumbing, heating and cooling service business guarantees you the best possible service at the best possible price with this program.

There may be issues that are important to your overall comfort and health that are not normally picked up in a clean and service.

After three consecutive years you get all this for FREE! It's a done deal, yours for keeps.

THE “PEACE OF MIND” INSPECTION WHAT DO WE CHECK?

Indoor comfort level – we will check dry bulb and wet bulb (humidity) readings in your home at various locations to view the consistency of comfort conditions.

Check living space for carbon monoxide – we will use one of our professional grade carbon monoxide detectors to sample the indoor air to make sure equipment is venting properly (at time of inspection).

Estimate age and condition of your equipment – this will allow you to have an idea of what to expect as far as your present system is concerned in regards to efficiency and estimated lifespan.

Check integrity of ductwork and/or piping system – make sure all insulation, damper, and valves are in place and operational (as long as they are accessible). Verify that your system is reasonably airtight and water tight.

Label and/or tag all electrical and water shut-offs to your HVAC system.

Check cleanliness of ductwork – we will cut a removable access panel in your main ductwork to visually inspect the cleanliness of the air delivery system. This will give us a “bird’s eye” look at what is inside. If you are not available, we will take a Polaroid picture of it and leave it for you. We leave duct cleaning to the experts and if your ducts are in need of cleaning we will refer you to them (main trunk duct must be accessible for this).

Check basement humidity level – we will take a wet bulb reading (humidity) of your basement to see if you need to run a dehumidifier or if your present unit is doing the job.

WHAT ELSE CAN WE DO FOR YOU?

- Provide a needed service by our licensed and certified professional service technicians.
- Show you money saving ideas and products.
- Provide you with information on available items for the safety and protection of your family.

If any problems are noted, we will bring them to your attention. At your request, we will furnish exact prices in writing for safe, up-to-code repairs, and perform repairs immediately (if applicable) or schedule them at your convenience.

Neffsville Plumbing & Heating Services provide 24-hour emergency service. We take professional responsibility ... to protect the health, home and environment of this nation ... very seriously. We are totally committed to every one of our clients. We provide our customers with guaranteed, expert, professional service, coupled with quality, peace-of-mind, protective coverage second to none.

A NOTE FROM THE BOSS – I have made the commitment to follow in my parents’ footsteps, a lifelong commitment to providing quality plumbing, heating, and cooling services to our customers. Our motto – “***We do it right the first time***” gives you a guarantee of the best possible service in the business
... *Rick Groff*

You and your family deserve the *Peace of Mind*, which this inspection and program have to offer!



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CUSTOMER CARE PROGRAM – HEATING/COOLING SYSTEMS

Customer Benefits:

- ❖ Provide *Peace of Mind Inspection*.
- ❖ Provide you with all your heating and cooling needs during the year at our special preferred client “value rate” – considerably less than what our non –program clients pay. Your service technician will be happy to show you the savings.
- ❖ Provide preferential emergency service if the need eve arises, with no overtime rate on no heat, no a/c, or water through ceiling.
- ❖ Provide a needed service by our licensed and certified professional technicians.
- ❖ Show you new money saving ideas and products.
- ❖ Provide information on available items for the safety and protection of your family.
- ❖ Three yearly CCP programs in a row and you automatically qualify as a **LIFETIME** CCP customer. You will receive these benefits at no charge and it is fully transferable to the next owner if you sell your home ... a great selling feature! (A \$25.00 clerical charge applies to the new owner.)
- ❖ Within 120 days of this Agreement, we will contact you to schedule an appointment for your *Peace of Mind Inspection*.

If any problems are noted we will bring them to your attention. At your request we will furnish exact prices in writing for safe, up-to-code repairs and perform the repairs immediately – if applicable – or schedule them at your convenience.

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\$84.95

Expiration Date: _____ 1st Yr _____ 2nd _____ 3rd _____ Lifetime **(Non-Refundable)**

Signature: _____ Date: _____
(CUSTOMER)

Signature: _____ Date: _____
(TECHNICIAN)

PLEASE SIGN AND RETURN TOP COPY