



CARPENTER & SMITH

Proudly serving customers since 1867

Contact us today for more
information and special offers.

845.782.8161

carpenterandsmith.com   

HVAC | Oil | Propane | Cooling | Natural Gas Services
Water Heaters | Generators | Air Quality



**Heat pump
service plan.**



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Home comfort. Peace of mind. All year round.

Make sure that your heat pump runs smoothly and efficiently with our service plan.

Heat pump service plan

Make sure that your heat pump system runs smoothly and efficiently to help you save with:

- **24-hours-a-day, 7-days-a-week on-call access** to our team of natural gas experts.
- **No diagnostic fee** if service is performed between 8am and 5pm, Monday through Friday, excluding federal holidays. Diagnostic fees will apply if you request service at other hours or on federal holidays and weekends.
- **An annual system tune-up** scheduled between March 30 and September 1. This schedule allows us to optimize response to your emergency needs during the heating season. Your tune-up will be completed in accordance with manufacturer's recommendations, including parts specifically required for the tune-up only.
 - Thermostat verification
 - Air filter inspection
 - Evaporator coil check
 - Condenser examination
 - Electrical component check
 - Drainage system check
 - Unit and refrigerant leak check
 - Refrigerant insulation line check
 - Refrigerant charge and overall system operation inspection
- **15% discount off regular rates** for any repair work not covered by your plan.

The following general exclusions apply:

- Each system must have its own service plan to be covered
- Coverage can be revoked if customer fails to pay for service within terms
- Coverage can be revoked if customer fails to remedy conditions identified as hazard
- Coverage can be revoked if customer permits other than our authorized rep to service equipment
- Providing adequate ventilation for the proper operation (i.e. removal of debris, bushes, leaves away from condensers)
- Removal of asbestos-containing material
- Monitoring vacant or unattended premises
- Maintaining clean air filters
- Replacing fuses
- Resetting circuit breakers
- Turning on the emergency switch
- Setting thermostat temperatures and clocks
- Replacing batteries in system devices



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