



PIPE DOCTOR

Plumbing, Heating & Air Conditioning, Inc.

Doctor's Comfort Service Agreement Enrollment Form

Please return entire form

<p><input type="checkbox"/> GAS HEAT SERVICE PROGRAM <u>Doctor's Comfort Gas Heating Service Program</u> <u>Covers:</u> 1 gas fired house heating appliance with 1 zone and 1 gas fired water heater, all services calls, 24/7 service (during season), yearly preventive maintenance and tuneup, most replacement parts. (This is for hot water boilers & furnaces only - steam additional)</p> <p>Make of System: _____ # of Zones: _____</p> <p>\$29.83/month (\$357.96 annually) <i>Additional Doctor's Comfort Options:</i></p> <p><input type="checkbox"/> Add'l Gas Water Heater -\$3.54/month (\$42.45 annually) <input type="checkbox"/> Add'l Gas Heating Appliance - \$19.92/month (\$238.98 annually) <input type="checkbox"/> Add'l Zones - \$5.54/month (\$66.48 annually) <input type="checkbox"/> Steam Boilers are Add'l - \$4.26/month (\$51.12 annually) <input type="checkbox"/> Condensing systems are Add'l - \$12.05/month (\$144.60 annually)</p>	<p><input type="checkbox"/> CENTRAL AC SERVICE PROGRAM <u>Doctor's Comfort Central AC Service Program</u> <u>Covers:</u> 1 Central AC system (condenser & air handler), unlimited service calls during business hours, yearly tune-up, most replacement parts.</p> <p>Make of AC: _____</p> <p>\$29.83/month (\$357.96 annually) <i>Additional Doctor's Comfort Options:</i></p> <p><input type="checkbox"/> Add'l Central AC System - \$19.92/month (\$238.98 annually) <input type="checkbox"/> Multi-stage systems - \$14.05/month (\$168.60 annually) <input type="checkbox"/> IAQ Coverage - \$15.41/month (\$184.92 annually)</p>	<p><input type="checkbox"/> HVAC SERVICE PROGRAM <u>Doctor's Comfort HVAC Service Program Covers:</u> All services listed under Gas Heat Service Program and Central AC Service Program. Furnace with CAC. (This is for a combined furnace & central ac system only)</p> <p>Make of Furnace: _____ # of Zones: _____ Make of AC: _____</p> <p>\$51.65/month (\$619.80 annually) <i>Additional Doctor's Comfort Options:</i></p> <p><input type="checkbox"/> Add'l Gas Water Heater -\$3.54/month (\$42.45 annually) <input type="checkbox"/> Add'l Gas Heating Appliance - \$19.92/month (\$238.98 annually) <input type="checkbox"/> Additional Central AC System - \$19.92/month (\$238.98 annually) <input type="checkbox"/> Add'l Zones - \$7.54/month (\$90.48 annually)</p>
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Customer Information / Billing Address

Name: _____
 Address: _____
 City: _____ Zip Code: _____
 Primary Phone: () _____
 Cell Phone: () _____
 E-Mail Address: _____

Covered Property Address (If different)

Name: _____
 Address: _____
 City: _____ Zip Code: _____
 Primary Phone: () _____
 Cell Phone: () _____

PAYMENT METHOD. Please make checks payable to: Pipe Doctor Plumbing, Heating & Air Conditioning

Total Annual Purchase Price \$ _____

- FULL PAYMENT** I have enclosed a check for the full price of coverage. If you pay in full we will extend coverage from 12 months to 14 months.
- DOCTOR'S COMFORT PAYMENT PLAN** I authorize my credit card to be charged 1/12 of the total annual plan cost and monthly on a recurring basis until cancelled. Service plans automatically renew annually until cancelled and monthly rate is locked for life with no increase of monthly payment.
- CREDIT CARD** I authorize payment for the amount of coverage.

Card Type (circle one) Name of Card: _____ Billing Zip Code: _____
 Visa MasterCard Amex Discover Credit Card #: _____ Exp. Date: _____ CSV: _____

Please sign and return this enrollment form with payment. Upon receipt and processing, you will be contacted to schedule your annual tune-up, system check and verification. Service Plans are not valid until system has been inspected and documented. All prices include New York State Sales Tax.

Customer Signature: _____ Date: _____



80 East Hawthorne Avenue, Valley Stream, NY 11580

516-348-6300 office 516-706-0375 fax

pipedoc.net

Rev. 01/2020



Pipe Doctor Home Services, Inc.

Doctor's Comfort Service Program Terms And Conditions

In summary, this page documents exactly what we promise to do, what is covered and what's not covered.

Please carefully read and review

1. **Coverage - The Doctor's Comfort** Service Program is between you the customer and Pipe Doctor Home Services, Inc. with a location at 80 East Hawthorne Avenue, Valley Stream, NY 11580. A **Doctor's Comfort** Service Program agreement provides service for one or more of the following, as selected on the initial enrollment form and listed on the service program agreement and subsequent renewals, a) gas fired house heating equipment with a gas input no greater than 400,000 Btu's / hr. with up to 4 zones and b) gas fired domestic hot water equipment with a gas input of no more than 100,000 Btu's / hr. c) Central air conditioning equipment up to 5 tons per system. Coverage is available to one, two, and three family homes located in Nassau and parts of eastern Queens county. All equipment must have been installed according to manufacturer's installation recommendations and national and local codes. All equipment is subject to inspection prior to acceptance of any **Doctor's Comfort** Service Program enrollment form.

The **Doctor's Comfort** Service Program provides parts and labor coverage for the selected equipment. The **Doctor's Comfort** Service Program also provides for one scheduled visit annually between March 1st and August 31st for preventative maintenance and safety check on covered heating equipment and one scheduled annual tune up between March 1st and May 31st on covered central air conditioning equipment.

Coverage can be obtained for an additional gas hot water heaters, additional heating zones, additional gas house heating appliances (boiler or furnace) and additional central air conditioning systems by selecting the appropriate **Doctor's Comfort** options on the enrollment form.

2. **When Coverage Begins** - Coverage begins 10 days after receipt and acceptance of payment accompanied by a signed **Doctor's Comfort** Service Agreement form. **Doctor's Comfort** Service Program Agreements will be in effect for a period of one year from the date of acceptance and will be renewed annually unless otherwise notified in writing by the customer. **All equipment must be in good working condition at the time of acceptance. Preexisting problems will not be covered. All equipment is subject to inspection by Pipe Doctor Home Services, Inc. prior to acceptance.**

3. **How To Obtain Service** - Service can be obtained by calling 516-348-6300 24 hours a day, 7 days a week. Emergency service for no heat or no hot water complaints will be available 24 hours per day, seven days per week, from October 1st thru April 30th and from 7am-10pm from May 1st thru September 30th and holidays. All non-emergency calls will be scheduled for a time convenient to the customer and Pipe Doctor Home Services, Inc. Preventative maintenance and safety checks on heating equipment are scheduled between March 1st and August 31st. Air Conditioning service is available during normal business hours Monday - Friday 8:00am - 5:00pm. No air conditioning service is available on weekends or holidays. Annual Tune-ups on AC equipment are scheduled between April 1st and May 31st. All Preventative maintenance and safety checks and annual tune-ups are the customer's responsibility to call and schedule.

4. **Service Response Policy** - Pipe Doctor will make every reasonable attempt to provide prompt same day (within 24 hours) service to our customers on emergency no heat or no hot water complaints. Pipe Doctor will make every reasonable attempt to schedule air conditioning calls within 1 business days. Pipe Doctor is not responsible for delays beyond our control (such as labor problems, severe weather conditions, natural disasters and the like). Safe access, as determined by Pipe Doctor, must be provided by the customer for service to be rendered.

5. **Two-Year Warranty** - Pipe Doctor Home Services, Inc. warrants all parts for defects in workmanship for a period of one year from date of installation or the length of the existing **Doctor's Comfort** Service Program Agreement should the **Doctor's Comfort** Service Program Agreement be cancelled or not be renewed. Pipe Doctor Plumbing, Heating & Air Conditioning, Inc. also warrants the labor associated with the replacement of any part for a period of one year or the length of the existing **Doctor's Comfort** Service Program Agreement should the **Doctor's Comfort** Service Program Agreement be cancelled or not be renewed. Pipe Doctor Home Services, Inc. will at our discretion repair or replace any part proven to be defective under normal usage. Damage caused by the homeowner, neglect, environment, flooding or any natural disaster will not be covered by this warranty. Pipe Doctor is not responsible for any collateral damage caused by parts, covered equipment, improper operation or failure of any covered equipment. This warranty does not apply and/or does not provide for claims of personal injury, attorneys fees, or other such consequential damages. **Pipe Doctor Home Services, Inc. will not be responsible for expenses accrued due to unavailability of parts. Any warranty implied or otherwise is to the customer, location and equipment listed on the Doctor's Comfort Service Program agreement.**

6. **Customer Option To Cancel** - A customer may cancel a **Doctor's Comfort** Service Program Agreement within 30 days of Pipe Doctor Home Services, Inc. receiving the **Doctor's Comfort** Service Program form. Cancellation must be made in writing and mailed return receipt requested to Pipe Doctor Home Services, Inc., 80 E. Hawthorne Avenue, Valley Stream, NY 11580. A **Doctor's Comfort** Service Program Agreement may not be cancelled if any service has been provided prior to receipt of a cancellation request. If the terms for cancellation have been met, the agreement shall be void and a refund for the **Doctor's Comfort** Service Program Agreement equaling the amount received by Pipe Doctor Home Services, Inc. will be made within 14 days of our receipt of the cancellation request. A 10% penalty per month shall be added to a refund that is not made within 30 days of return of the service agreement to Pipe Doctor Home Services, Inc.

7. **Provider Option To Cancel** - Pipe Doctor Home Services, Inc. has the right at its sole discretion to cancel any contract in the event Pipe Doctor Home Services, Inc. determines the covered equipment becomes unserviceable due to factors such as age, environment, unavailable parts, unsafe working conditions, abuse or neglect of equipment, or failure to make payments according to the **Doctor's Comfort** Service Program Agreement. **Doctor's Comfort** Service Program Agreements may be cancelled by Pipe Doctor Home Services, Inc. without notice for non-payment of the **Doctor's Comfort** Service Program Agreement, failure of the customer to follow the professional advice of Pipe Doctor Home Services, Inc. or unsafe working conditions. Cancellation for any other reason will be made by mail to the address listed on the **Doctor's Comfort** Service Program agreement 15 days prior to cancellation.

8. **Service Agreement Renewal** - Customers will be notified and invoiced by mail 60 days prior to the **Doctor's Comfort** Service Program Agreement expiration date. A new one-year **Doctor's Comfort** Service Program Agreement will take effect on the anniversary of the previous **Doctor's Comfort** Service Program Agreement providing payment has been received has been received prior to this date. Pipe Doctor Home Services, Inc. has the right to change price and terms of the agreement at the time of renewal.

9. **Financial Commitment** - The obligations of Pipe Doctor Home Services, Inc. under this service contract are backed by the full faith and credit of Pipe Doctor Home Services, Inc.

10. **Limited Liability** - Pipe Doctor Home Services, Inc. shall not be liable for any consequential or incidental damages of any nature, such as customer's loss of use of its residence, or the cost of replacement shelter, heat or water, claims of personal injury, and/or attorneys fees. **Pipe Doctor Home Services, Inc. maximum liability under this agreement shall not exceed the annual amount paid by the customer to Pipe Doctor Home Services, Inc.**

11. **Circumstances Beyond Our Control** - Pipe Doctor Home Services, Inc. is not responsible for any delays on account of or due to labor problems, severe weather conditions, natural disasters, acts of war, acts of government, or any other circumstance or condition beyond our reasonable control.

12. **Covered Parts** - The following parts are covered by the **Doctor's Comfort** Service Program Agreement: **HEATING and HOT WATER EQUIPMENT** - Air Pressure Switches, Aquastats, Automatic Water Feeders, Blocked Vent Safety Switches, Blower Motors, Boiler Air Vents (400-3), Blower Motor, Circulators, Dirt Pockets, Drain Valves, Dual Valves, Electronic Control Boards, Direct Drive Blower Wheel (No Bearings), Electronic Ignition Modules, Expansion Tanks, Fan Belts, Fan Limit Controls, Flame Rollout Switches, Flame Sensors, Galvanized Flue Pipe (Single Wall), Gas Valves, Gauge Glass Components, High Limit Controls, Hot Surface Ignition Components, Inducer Assemblies, Low Water Cut Offs (limited to controls currently used by residential boiler manufacturers), Pilot Assemblies, Pilot Generators, Pilot Safeties, Pilot Tubing, Pressure Reducing Valves, Relays, Relief Valves, Service Switches, Steam Pressure Controls, Steam Pressure Gauge, Thermocouples, Thermostats, Transformers, Tridicators, Water Heater Thermostats, Zone Valves or Zone Valve Motors. **AIR CONDITIONING EQUIPMENT** - Blower Motor, Condenser Coil Cleaning, Condenser Fan Motor, Direct Drive Blower Wheel (No Bearings), Dryer Filters, Electronic Control Boards, Electronic Switches (AC only), Evaporator Fan Motor, External Crank Case Heaters, Fan Belt, Fan Blade, Fan Relay, Fuses on unit, Hard Start Kits (original equipment only), High Pressure Control, Low Ambient Control, Low Pressure Control, Minor Clean & Repair of Condensate Line (only if visible & accessible), Motor Contactor, Running Capacitor, Service Port Valve Caps, Sight Glasses, Starting Capacitor, Starting Relay, System Charging up to 2 lbs Annually (refrigerant), Thermal Expansion Valve, Time Delay Control, Transformer, Valve Cores (Schrader Type). **Visible Refrigeration Leaks. Any part not listed as covered should be considered not covered unless stated in writing by Pipe Doctor Home Services, Inc.**

13. **Parts And Services Not Covered** - The **Doctor's Comfort** Service Program Agreement does not cover Air Filters, Bearings (Motor & Blower Wheel), Chimneys, Chimney Cleaning, Cleaning of any Heating or Hot Water Equipment, Complete Conversion Burner Replacement, Complete Boiler, Furnace, Water Heater, Condenser, A-Coil, Evaporator, or Air Handler Replacement, Compressors, Condensers, Condenser Coils, Condensate Piping, Condensate Pump, Controllers, Damage Due to Condensate Leaks, Domestic Water Coil or Coil Gasket Replacement, Duct Work, Electrical Wiring, Flue Dampers, Evaporator/A-Coils (Including Cleaning), Fan Housings, Flow Valves, Grills, Humidifiers, Line Set Replacement, Plumbing Pipes & Valves, Radiators, Radiator Vents, Repair of Non-Visible Refrigerant Leaks, Sheet Metal Work, Thermostat Batteries, Thermostats, Refrigerant over 1 lb annually, Warm Air Zone Dampers, or Zone Dampers or any part (including items listed in section 12) that is obsolete or inaccessible as determined by Pipe Doctor Home Services, Inc. Nor does this **Doctor's Comfort** Service Program Agreement cover any labor incurred while replacing these parts or providing these services. Only parts supplied and installed by Pipe Doctor Home Services, Inc. will be warranted or covered under this **Doctor's Comfort** Service Program Agreement. Any equipment not installed by Pipe Doctor Home Services, Inc. once the agreement is in effect, must be inspected by Pipe Doctor Home Services, Inc. for proper installation and workmanship and be in working order before it will be covered. **The Doctor's Comfort Service Program Agreement does not cover any parts, materials or labor required as a result of any unusual circumstance, including, but not limited to fire, freezing, floods, natural disasters, equipment abuse, neglect or the like.**

14. **Miscellaneous Items** - This **Doctor's Comfort** Service Program Agreement can be modified only by a written agreement signed by both the customer and Pipe Doctor Home Services, Inc. The customer may assign the **Doctor's Comfort** Service Program Agreement with written consent of Pipe Doctor Home Services, Inc. The laws of the State of New York shall govern the terms and conditions of this agreement. Any action brought under the **Doctor's Comfort** Service Program shall begin in the appropriate court in Nassau County, New York. If any provision contained in this agreement is deemed to be unenforceable or invalid, it will not affect or void the remainder of the **Doctor's Comfort** Service Program Agreement.