



800-525-6684  
330-723-4104  
6222 Norwalk Rd.  
Medina, OH 44256  
www.genesrefrigeration.com



# PROTECTION PLAN

Customer Name _____		Email Address (required) _____		
Billing Address _____		City _____	State _____	Zip _____
Equipment Location _____		City _____	State _____	Zip _____
Cell Phone _____	Home Phone _____	Work Phone _____		

Plan Benefits (refer to Terms & Conditions for more details)	Fantastic	Best	Better	Good
	FREE Service Calls (\$89.00 Value)	\$49.00 Service Calls	\$59.00 Service Calls	\$69.00 Service Calls
	Peace of Mind	Efficiency	Reliability	Safety
• Covers Heating, Cooling, Plumbing & Electric	✓	✓	✓	✓
• 21 Point Inspection (2 Visits Per Year)	✓	✓	✓	✓
• Combustion Test	✓	✓	✓	✓
• Reminder Service	✓	✓	✓	✓
• Discount on Equipment Repairs	20%	20%	20%	20%
• Discount on Accessories	15%	10%	5%	5%
• Discount on Additional Protection Plans <sup>1</sup>	35%	35%	35%	35%
• Landlord Same Owner -Discount on Additional Protection Plans <sup>4</sup>	10%	10%	10%	10%
• Repair Warranty (parts & labor)	2 years	1 years	6 months	90 days
• Priority Status for Emergency Service	Same Day	Same Day	24 Hours	24 Hours
• No Overtime Charges	✓	✓	✓	✓
• Pre-Season Scheduling	✓	✓	✓	✓
• Convenient Monthly Payment Option	✓	✓	✓	✓
• Lifetime Workmanship Guarantee on Repairs	✓	✓	✓	✓
• Inflation Protection on Protection Plan	3 Year	2 Year	1 Year	1 Year
• Equipment Replacement Accrual System*	\$70 per year	\$40 per year	\$25 per year	
• Quality Assurance Inspection & Cleaning (Meets Energy Star Recommendations)	✓	✓	✓	
• Covers Oil Furnace Maintenance	✓	✓	✓	
• Water Heater Maintenance (\$95 Value) <sup>2</sup>	✓	✓		
• Whole House Duct Cleaning <sup>5</sup>	\$50 discount	\$25 discount		
• Choice of Technician <sup>3</sup>	✓			
■ACCA National Standard Task list Includes:				
• Furnace Efficiency Testing (\$69 Value)	✓	✓	✓	✓
• Carbon Monoxide Testing (\$69 Value)	✓	✓	✓	✓
• Burner Cleaning (\$175 Value)	✓	✓	✓	
• Clean All Sensors (\$149-\$184 Value)	✓	✓		
• Blower Wheel Cleaning (\$209-\$257 Value)	✓			
• Chemically Clean Coils (\$191-\$307 Value)	✓			
• Condensate Treatments (\$20 Value)	✓			
Total VALUE of selected services (shown above)...More than:	\$1,680.00	\$1,250.00	\$745.00	\$570.00
<b>Monthly Investment</b>	<b>\$57.90</b>	<b>\$39.16</b>	<b>\$29.15</b>	<b>\$21.95</b>
Yearly Investment	\$694.80	\$469.92	\$349.80	\$263.40

PLAN SELECTION (select one): ☐ Fantastic ☐ Best ☐ Better ☐ Good

Card # \_\_\_\_\_ Effective Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Expiration Date: \_\_\_\_ / \_\_\_\_ CSV: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Monthly Amount: \_\_\_\_\_ ☐ additional plan

I have read and understand the Terms and Conditions of this PROTECTION PLAN as outlined on the reverse side, understand that this PROTECTION PLAN is for a minimum of one year and authorize all automatic monthly payments as defined on the selected plan to be charged to the above credit card. I may cancel this PROTECTION PLAN after the initial term (one year) by providing written notice of termination to Gene's Refrigeration 30 days prior to automatic monthly payment date.

Customer's Signature (MUST be signed even if not making monthly payments)

Technician

## Additional Terms and Conditions

This Agreement is a PROTECTION PLAN, not an insurance policy, extended warranty or service contract. This Agreement is between the Seller (Us/We) and the Purchaser (You/Your) and provides inspections and maintenance services for Your HVAC and/or Plumbing Equipment as indicated herein.

**\*\*One year minimum term · Automatically renews monthly · Thirty (30) day written Notice of Termination required.\*\***

You are ultimately responsible for the scheduling of the inspections and cleanings. As part of the program, We will use reasonable efforts to inform and remind You when inspections and cleanings are due. This may include but are not limited to phone calls, emails, text messages and mailings. The performance inspections and cleanings will be scheduled to be completed during normal business hours. Normal business hours are Monday through Friday 8 a.m. to 5 p.m. (excluding holidays).

**I. This Agreement starts at 12:01 a.m. local time on the effective date identified on the front of this Agreement**

**II. We will provide the following benefits to You during the term of this Agreement with respect to Your equipment:**

- A. We will perform an annual or semi-annual inspection on Your equipment each 12-month period during the term(s) of this Agreement determined by Your covered equipment. This performance inspection will include (to the extent applicable and to the extent of the components of Your equipment are accessible) those services indicated on the front of this Agreement
- B. For other service(s), You may contact Us for emergency service 24 hours a day, 7 days a week, 365 days a year. **Emergencies are situations that create substantial risk of injury to persons or substantial property damage.**
- C. For any repairs We perform on the Your equipment during an Active Agreement, We will provide You with our flat rate pricing applicable to such repairs, when available. We will provide You with a discount off the flat rate price for any repairs You have Us perform on the Your equipment during the term of this Agreement as outlined in the PROTECTION PLAN selected.
- D. Repairs performed by Us on the Your equipment during the term of this Agreement will be covered by the warranty on the repair services We provide as outlined in the PROTECTION PLAN selected so long as the PROTECTION PLAN is still active and has not lapsed. Should any such repair performed by Us on the Your equipment during the term of this Agreement fail due to Our workmanship, We will perform the repair again at no cost to You for Our labor. This warranty does not constitute a warranty of any parts or include the cost of any replacement parts. A separate warranty from the manufacturer of these parts may apply to parts that were used to perform the repair or otherwise furnished to You.
- E. This Agreement will provide 24 hour emergency service for heating on Your covered equipment. All necessary services labor for Your covered cooling equipment will be performed up until dusk, due to OSHA safety guidelines.
- F. We will only sell PROTECTION PLANS when all of the components to Your comfort system are covered.

**III. This Agreement may be transferred or cancelled as follows:**

- A. This Agreement will continue and cannot be cancelled within the first year. After the first year, the Agreement will continue on a month-to-month basis unless Our company receives a Thirty (30) day written Notice of Termination.
- B. This Agreement cannot be transferred, assigned or modified without prior written consent from Us and signed by all parties.
- C. No service will be required to be rendered by Us under this Agreement if You have a past-due account. This Agreement can be cancelled by Us for fraud, material misrepresentation, Your failure to make any payments required under this Agreement when due or Your failure to pay for any services or goods rendered or provided by Us to You, whether in connection with this Agreement or otherwise.
- D. In the event of cancellation for any reason, no refunds will be given within the first year of the Agreement and any unpaid balance will become due in full and immediately upon the cancellation.

**IV. This Agreement does not cover and We will not be responsible for:**

- A. Any breakdown or failure of Your equipment or any failure to detect any defect in or malfunction of Your equipment.
- B. Any consequential, secondary or incidental damages or any bodily injury or property damage, regardless of cause.
- C. Freon or freon leak repairs are not covered under this Agreement. Hermetically sealed parts and equipment such as evaporator, condenser coil and refrigeration lines are examples of what is not covered.
- D. This Agreement will not cover the labor on replacement compressors, heat exchangers or leveling of Your condensing unit.
- E. This Agreement will not cover labor for problems that occur due to inadequacies in Your existing duct system, air balancing, air flow or improper sizing with Your system.
- F. This Agreement will not cover labor for boiler water leaks due to age of the covered system and/or neglect. Replacement of cast iron sections will not be covered under this Agreement. Bleeding of Your radiator(s) and replacing Your zone valves is not covered under the terms of this Agreement.
- G. Pre-existing problems to Your equipment will not be covered under this Agreement. Your system must be brought up to the manufacturer's recommended operating conditions before We will cover it under the terms of the Agreement.
- H. Any repairs not performed by Us. This includes but is not limited to homeowners and other contractors.

\*Amount accumulates each consecutive year purchased and paid. Rewards are accumulated based on specific level purchase for a full year. Accumulated rewards can be used for replacement of Your equipment (heating, cooling, or combination "full system") only and must be purchased and installed by Us. Rewards cannot be redeemed for cash and/or credit on account for service. Rewards will be forfeited with any lapse in PROTECTION PLAN coverage.

<sup>1</sup>Per added system at the same location.

<sup>2</sup>Does not include draining

<sup>3</sup>Based on technician availability and scheduled only during normal business hours

<sup>4</sup>Landlord discounted contracts all homes must be owned by same person.

<sup>5</sup>Whole House Duct Cleaning to be done by The Duct Busters, LLC 330-299-8300

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