



Customer Name \_\_\_\_\_

Email Address (required) \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Equipment Location \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Cell Phone \_\_\_\_\_

Home Phone \_\_\_\_\_

6222 Norwalk Rd. | Medina, OH 44256

**A \$3,030 Value**

**A \$1,622 Value**

**A \$1,179 Value**

**A \$836 Value**

PLAN BENEFITS (Refer to Terms & Conditions for more details) <b>Membership Members Direct Line 330-208-9896</b>	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, and Electric	X	X	X	X
21-Point Inspection (2 Visits Per Year)	X	X	X	X
Combustion Test	X	X	X	X
Friendly Reminder Service	X	X	X	X
Discount on Equipment Repairs	20%	20%	20%	20%
Discount on Accessories	15%	10%	5%	5%
Discount on Additional Protection Plans	35%	35%	35%	35%
Repair Warranty (Parts Only)	2 Years	1 Year	6 Months	90 Days
Priority Status for Emergency Service	Same Day	Same Day	24 Hours	24 Hours
Preseason Scheduling	X	X	X	X
Convenient Monthly Payment Option	X	X	X	X
Lifetime Workmanship Guarantee on Repairs	X	X	X	X
Equipment Replacement Accrual System	\$70/Year	\$40/Year	\$25/Year	
Quality Assurance Inspection and Cleaning (Meets ENERGY STAR® Recommendations)	X	X	X	
Covers Oil Furnace Maintenance	X	X	X	
Water Heater Visual Inspection	X	X		
Whole-House Duct Cleaning	\$50 Discount	\$25 Discount		
Choice of Technician	X			
<b>ACCA National Standard Task List Includes:</b>				
Furnace Efficiency Testing (\$119 Value)	X	X	X	X
Carbon Monoxide Testing (\$119 Value)	X	X	X	X
Burner Cleaning (\$218 Value)	X	X	X	
Clean All Sensors (\$149-\$184 Value)	X	X		
Blower Wheel Cleaning (\$280-\$315 Value)	X			
Evaporator Coil Cleaning (Indoor Unit \$225-\$325 Value)	X			
Clean Condensate Line (\$125 Value)	X			
<b>Monthly Investment</b>	<b>\$57.90</b>	<b>\$39.16</b>	<b>\$29.15</b>	<b>\$21.95</b>

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/yearly 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/yearly payment date.

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

Technician \_\_\_\_\_

FOPP12022

## 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/yearly · 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 canceled as follows:

- A This Agreement will continue and cannot be canceled within the first year. All agreements (yearly and/or monthly) will renew automatically unless our company receives a thirty (30) day notice of termination via mail or email
- 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 canceled 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.
- E Cancellation of agreement within the first year will be subject to a \$50 early cancellation fee along with any unpaid balances and discounts given due in full, immediately upon 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 This agreement does not include yearly hot water tank and/or tankless flushes.
- H Coil cleaning does not include outdoor unit. Indoor unit coil cleaning includes disconnecting, reconnecting, and removal of coil if necessary.

**In order to keep your new equipment in warranty, you are required to keep up on your yearly maintenances on any new system(s) install.**



**GENE'S**  
HEATING & AIR CONDITIONING, PLUMBING & ELECTRICAL

Agreement renews automatically. Contact for more details. Plan Members Only—Never Pay After Hour Fees!

6222 Norwalk Rd. | Medina, OH 44256



**330-723-4104**

**GENESREFRIGERATION.COM**

