



• A division of Blue Flame Oil Co., Inc. •  
27 Laura Street • New Haven, CT 06512 Website: BlueFlameOil.com  
Phone (203) 468-2176 Email Service@BlueFlameOil.com

## HEAT PUMP MAINTENANCE AGREEMENT

This agreement includes an annual maintenance and inspection scheduled Monday through Friday between the hours of 8:00 AM and 2:00 PM between April and October.

### Performance of Technician:

1. Check filters. Clean or replace as necessary.
2. Check for adequate refrigerant charge.
3. Check and clean condenser.
4. Check condenser fan blades for tightness.
5. Check electrical connections.
6. Check voltage at unit under load.
7. Check condensates drain for blockage. Clean as necessary.
8. Check blower for cleanliness.
9. Check all safety controls.
10. Inspect contactor.
11. Inspect evaporator coil cleanliness.
12. Inspect starting capacitor.
13. Inspect running capacitor.
14. Check for vibration and noise.
15. Inspect relays.
16. Check running and starting amperages.
17. Check suction and discharge pressures.
18. Check electric heating elements.
19. Check sequence control for proper operation.
20. Check defrost control.
21. Check defrost cycle.
22. Make recommendations of any needed repairs to the system.

At the time of inspection, if repairs and/or replacement parts are necessary, such parts and any additional labor required to make repairs will be invoiced at the prevailing service rate. Emergency night/weekend calls are invoiced at time and a half rate.

### Terms and Conditions

- ◆ Blue Flame will make a reasonable attempt to contact customers for an appointment; however, it is the customer's responsibility to ensure maintenance is scheduled. There will be no carry-overs into the following year or credits for annual service not performed.
- ◆ All equipment is subject to our inspection and approval for acceptance of the maintenance agreement. If there is more than one unit in the residence, a separate maintenance agreement must be purchased for each unit.
- ◆ Blue Flame reserves the right to deny or cancel coverage for certain equipment due to the non-availability of parts, inaccessibility and the condition of the equipment or worksite, damaged by a third party or the age of the equipment.
- ◆ If customer's credit becomes impaired during the life of the maintenance agreement, the service will be discontinued until credit terms have been reinstated.
- ◆ Blue Flame reserves the right to terminate the maintenance agreement for the failure of the owner to comply with the provisions of the maintenance agreement.

**This agreement is in effect for a period of one year and will automatically renew April 1<sup>st</sup> unless cancelled by either party. No refund will be given if agreement is cancelled by customer before anniversary date; this agreement is non-transferable and is not in effect until payment is received.**