

GENERAL TERMS & CONDITIONS

- Woodfin reserves the right to inspect the system prior to issuing or renewing a Comfort Protection Plan
- We will endeavor to render prompt and efficient service but it is expressly agreed that we shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this Plan
- There shall be no liability for any reason on the part of Woodfin for work done by anyone else, unless such person is authorized in writing by Woodfin to perform such work or furnish parts
- For the safety of our technicians, we do not work on outdoor equipment after dark or during inclement weather
- The length of this plan is one year. It will automatically renew at that time unless we are notified of cancellation in writing 30 days prior. Likewise, should you sell your home within your coverage period, this Plan will automatically transfer to the new owners (for the remainder of the Plan). We provide a free one-time inspection of your system when you sell your home—please contact us for details
- No service will be rendered under this Plan if customer has a past due account

SCHEDULING

- Our Business Hours are 8:00 a.m. to 5:00 p.m. Monday through Friday (Excluding Legal Holidays)
- Tune-Ups & System Evaluations will be performed between 8:00 AM and 3:00 PM Monday - Friday by appointment
- We will provide reminders to schedule your tune-up/evaluation. Some of these reminders could include a phone call, text message, email or postcard. However, we highly recommend that you call and schedule the tune-up/evaluation promptly to ensure your work is scheduled at a convenient time and date. You may also request to schedule your tune-up/evaluation online at www.AskWoodfin.com, or through a Facebook or Google message.
- On-call Emergency Service available 24/7

OTHER SERVICES

Individual Comfort Protection Plans:



We also provide:

- / HEATING
- / COOLING
- / PLUMBING
- / ELECTRICAL
- / GENERATORS
- / INDOOR AIR QUALITY
- / PROPANE
- / HEATING OIL

WHOLE HOME COMFORT PROTECTION PLAN

WOODFIN

YOUR HOME TEAM



CALL:

804-730-5000

VISIT:

www.ASKWOODFIN.COM

CONNECT:





ELECTRICAL Tune-Up & System Evaluation



- Home: Check to current code status
- Main Electrical Panel: Inspect and test all circuit breakers for proper operation; Re-torque all electrical connections and coat with corrosion protection; Perform current load test and balance if needed; Inspect main grounding system
- Lighting: Inspect and test all indoor and outdoor lighting for proper operation; Replace owner furnished bulbs if necessary and accessible
- Smoke and Carbon Monoxide Detectors: Check, test, and replace up to two nine volt batteries, free of charge
- Timer & Dimmers: Check, test, and adjust
- Electronic Appliances: Inspect for surge and lightning protection
- Electric Receptacles: Inspect and test for proper polarity, opens, shorts and grounds
- Ground Fault Receptacles: Check and test safety shutdown
- Provide suggestions on how you can save on energy costs

PLUMBING Tune-Up & System Evaluation



- Safety check of your plumbing system
- Inspect & test all toilets
- Check all faucets for leaks & proper operation
- All sink traps will be inspected
- All drains will be checked
- Inspect all exposed hot & cold water pipes & valves
- Washing machine hose will be checked
- Visual inspection of water heater
- Outside faucets will be checked
- Sump pump or sewer ejectors (if applicable) will be inspected for proper operation

AIR CONDITIONING Tune-Up & System Evaluation



- Install gauges and check operating pressure and temperatures
- Measure superheat and subcool to fine-tune the refrigerant charge
- Inspect refrigerant connections and search for major leaks visually
- Chemically clean the condenser coil (If needed)
- Inspect start and run capacitors for bulges, rusting or leaks
- Safety test all controls and relays for proper operation
- Lubricate all motors and moving parts as required
- Test operation and condition of compressor contacts
- Inspect and safety test all wiring and connections
- Check Voltage and amperage of motors / Test for worn bearings
- Evaluate air filter condition / Clean or replace with customer supplied filters
- Inspect tension and condition of blower belts and adjust the fan speed if necessary on direct drive motors
- Test temperature split between supply and return air
- Flush condensate drain to protect against overflow
- Explain the proper operation of the thermostat and make sure it is operating correctly
- Inspect condition of evaporator coil and drain pan if accessible

**WHOLE HOME
COMFORT PROTECTION PLAN**

- **20% Parts & Labor Allowance**
On any repairs your system may require during the year
- **Extended Equipment Life**
A properly maintained system can last twice as long as a neglected system
- **Lower Energy Costs**
Properly adjusted equipment can save up to 37% on energy costs
- **System Reliability**
Many problems or breakdowns can be avoided by proper maintenance
- **Increased Capacity**
A clean system can provide up to 29% more heat or cooling capacity than a dirty one - Get more for your energy dollar
- **Peace of Mind**
Rest assured that your system is safe, clean and efficient
- **Priority Emergency Service**
No trip charge for emergency service during normal business hours
- **Worry-free service and appointment scheduling**



Enroll in Paw Points, Woodfin's customer rewards program and receive a Paw Point for every dollar you spend with us and 20x the points each year you renew your plan. Use your points toward valuable Woodfin products, services, and more. Visit www.AskWoodfin.com/points to learn more.

Customize your Whole Home plan by adding additional heating, cooling and generator Comfort Protection plans at a reduced rate to fit your home's needs.

HEAT PUMP Tune-Up & System Evaluation



- Install gauges and check operating pressure and temperatures
- Measure superheat and fine-tune the refrigerant charge
- Inspect refrigerant connections and search for major leaks
- Chemically clean the condenser coil (If needed)
- Inspect start and run capacitors for bulges, rusting or leaks
- Safety test all controls and relays for proper operation
- Lubricate all motors and moving parts as required
- Test operation and condition of compressor contacts and supplemental electric heaters and sequencers
- Inspect and safety test all wiring and connections
- Check voltage and amperage of motors / Test for worn bearings
- Evaluate air filter condition / Clean or replace with customer supplied filters
- Inspect tension and condition of blower belts / Adjust / Lower speed if necessary on direct drive blowers
- Test defrost initiation mode and reversing valve for proper operation
- Flush condensate drain to protect against overflow
- Inspect condition of evaporator coil and drain pan if accessible
- Test "temperature split" between supply and return air
- Explain the proper operation of the thermostat and make sure it is operating correctly

NATURAL GAS/PROPANE (LP) HEAT
Tune-Up & System Evaluation



- Clean burners and inspect heat exchanger
- Clean and adjust pilot assembly
- Test and adjust pressure regulator
- Test gas valve for proper operation
- Check and safety test all wiring and connections
- Adjust burner for efficient operation
- Vacuum boiler or furnace when necessary to improve/maintain efficiency
- Lubricate all motors and moving parts as required
- Inspect flue pipe and draft regulator
- Drain expansion tank or replace air filters with customer supplied filters
- Test and adjust all safety controls as needed
- Clean and adjust blowers or circulator pumps as needed
- Evaluate condition of blower belts and circulator couplings
- Perform routine tests for combustion or gas leaks
- Explain the proper operation of the thermostat and make sure it is operating correctly

OIL HEAT Tune-Up & System Evaluation



- Service burner including changing nozzle, oil filter and pump strainer
- Inspect and clean nozzle assembly and electrodes
- Test and adjust oil pump pressure
- Run a combustion analysis test (for maximum efficiency)
- Lubricate all motors and bearings as needed
- Drain expansion tank or replace customer supplied air filter
- Vacuum and clean boiler or furnace
- Inspect flue pipe and vacuum
- Check and clean chimney base where accessible
- Inspect combustion chamber
- Inspect all safety controls and pressure
- Inspect oil lines and tanks where accessible
- Explain the proper operation of the thermostat and make sure it is operating correctly
- Check and test all wiring and connections
- Test run system
- Clean oil lines
- Check oil level in tank and test for water

We will inform you about the entire condition of the system and alert you to possible problem conditions. We will help you understand how your system works and discuss no-cost conservation measures you can take to save you money with no hard-sell on additional services or installations! See reverse for General Terms & Conditions.