

Indoor Comfort EXPERTS

Luxury Heating & Air Conditioning

Angie's list
**SUPER
SERVICE**
AWARD
2016

Why Planned Maintenance?

Luxury Heating Company has been one of Northeast Ohio's premier HVAC contractors since 1947. As a family owned and operated business we value the long-lasting relationships we build with our customers and continuously strive to earn your trust and loyalty. Because we care about your comfort, we take great pride in our commitment to customizing solutions that match your unique needs. So whether you are looking for a whole new comfort system or a product to improve the air quality inside your home - you can count on the experts at Luxury to provide you with the right solution within your budget.

Small Investment...Big Savings.

Our planned maintenance solutions are designed to save you money. Your home's heating and cooling system can account for as much as 54% of your household's monthly energy consumption. And something as simple as a dirty filter or a build-up of dirt and debris inside of your system's mechanics can decrease the air flow throughout your home, causing your system to work harder than necessary and waste more energy than it has to. With regular maintenance your HVAC system can be restored to optimal efficiency, while increasing its life expectancy by up to 10 years.



Program Perks!



Seasonal Tune-Ups

Each Planned Maintenance Agreement includes (1) spring air conditioner tune-up and inspection along with (1) fall gas furnace tune-up and inspection. For homes with more than one air conditioner or gas furnace, add \$100 to agreement cost per complete system.



Priority Service

In the event of a system breakdown or malfunction, as a preferred customer you will receive scheduling priority above customers that are not members of the planned maintenance program.



Discounts

Just for being a member, you'll receive a 10% discount on future service calls throughout the life of your agreement. You can also take advantage of a 5% discount on future new equipment installations.



No Overtime Rates

Unfortunately, sometimes furnace and air conditioner breakdowns do happen. Rest assured no matter when you need service, day or night...as a planned maintenance member you'll never be charged for overtime rates.



Scheduling Made Easy

When it's time to schedule your seasonal planned maintenance, one of our experts will reach out to you by phone or text to set up an appointment.



Peace of Mind

When you are a member of our planned maintenance program, you benefit from knowing that your heating and cooling equipment is safe, efficient and operating effectively. However, if you experience an issue - our professionals can be reached 24 hours a day, 7 days a week.



Documentation

Planning to sell your home? As a member of the planned maintenance program, you can request equipment documentation including a record of maintenance services performed.

\$180 Per System

LUXURY
Heating & Air Conditioning
Total Indoor Air Quality - Since 1947

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Heating Tune-Up

- Check Thermostat Operation
- Check Pilot/Ignition Sequence
- Main Burner Operation
- Check Flue Draft on Natural Draft Furnaces
- Check Fan Switch
- Check Primary Limit Operation
- Visually Inspect Heat Exchanger
- Visually Inspect Blower Wheel (extra charge if the blower motor requires cleaning)

- Check and Oil Motor (if applicable)
- Replace 1" Filter (media type is extra charge)
- Check Furnace Temperature Rise
- Check Switch Operations
- Check Humidifier Operation and Replace Water Panel if Necessary (panel is extra charge)
- Operate the Furnace Through Complete Cycle

Combustion Analysis and CO Test Available for an Additional Charge Upon Request



Air Conditioning Tune-Up

- Check Thermostat Operation
- Replace 1" Filter (media type is extra charge)
- Inspect Blower Assembly
- Inspect and Lubricate Blower Motor (if applicable)
- Inspect Condensate Drain and Flush (if necessary)
- Inspect Condenser Coil (extra charge if cleaning is required).
- Inspect All Electrical Connections in Condensing Unit
- Check Service Valves and Service Port Caps
- Check Compressor Voltage

- Check Contactor Contacts for Voltage Drop
- Check Temperature Drop Across Evaporator
- Check Unit Operation According To Charging Calculator
- Cycle System Through Complete Cycle
- Re-Set Thermostat

**A water source must be within 100' of the outdoor unit. The service technician and/or Luxury Heating Co. is not responsible for verifying the operation of the water source or liable for malfunctioning plumbing.*



Residential Maintenance Agreement Terms & Conditions



1. This maintenance agreement is for single residential units up to and including 5 tons.
2. This maintenance agreement includes one (1) heating tune up and one (1) cooling tune up per system, per year.
3. Our tune-up includes a full inspection of the heating and air conditioning equipment for that season, any parts that need to be replaced will cost extra and homeowner will be informed before replacing. The 10% off applies for such parts.
4. Homeowner receives 10% off of future service invoices (parts and labor) excluding Freon / refrigerant and filters. Homeowner also receives 5% off future equipment installations.
5. You will be contacted by us in the Spring and Winter and given a time and date preference for your tune-up for a day and time frame during normal working hours.
6. Any service work needed will receive preference in our work schedule and performed during normal working hours.
7. This agreement may be terminated by either party upon 30 days written notice. A refund for the remaining contract period will be made on a pro-rated basis with a deduction for work already completed.
8. Luxury Heating Co. will endeavor to render prompt and efficient service hereunder, but it is expressly agreed that Luxury Heating Co. shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this agreement.
9. Luxury Heating Co. reserves the right to reject any agreement if, on inspection by a service technician, equipment is found in such condition that service will be unsatisfactory to both parties.
10. Any media-type air filters or de-humidifier filter replacements will be charged extra depending on the filter type.
11. Any water panels or steam humidifier accessories in humidifiers are an extra cost.
12. **No service will be rendered under this agreement if the customer has a past due account.**
13. **Full payment due upon acceptance of this contract.**
14. **Pricing is subject to change without notice.**