



**McALLISTER...**  
The Service Company  
Established 1876

## Service Plans



Over 149 Years of Quality Experience



## 4 Generations of Excellence

Oil & Gas Heating  
Central Air Conditioning  
Endless Hot Water Heating Systems  
Heat Pumps  
Indoor Air Quality  
Radiant Systems  
Ductless Air Conditioning Solutions  
ENERGY STAR® Products

- ✓ Prompt Emergency Service
- ✓ Service Agreement Customers Enjoy Priority Response
- ✓ Preventive Maintenance
- ✓ Monthly Payment Plans



30 Mays Landing Road  
Somers Point, NJ 08244  
MASTER HVACR LIC: 19HC00685700

**609-927-4122**  
[www.mcservice.com](http://www.mcservice.com)

We Accept:



# Service Plan Reply Card

## Yes!

Sign me up for the service plan(s) below.

### COMFORT CLUB+

Qty	Equipment	Annually	Monthly
	Heater	<input type="checkbox"/> \$290.00	<input type="checkbox"/> \$24.17
	A/C* or Heat Pump	<input type="checkbox"/> \$278.00	<input type="checkbox"/> \$23.17
	Heater & A/C*	<input type="checkbox"/> \$486.00	<input type="checkbox"/> \$40.50
	Gas Water Heater	<input type="checkbox"/> \$140.00	<input type="checkbox"/> \$11.67
	Humidifier	<input type="checkbox"/> \$140.00	<input type="checkbox"/> \$11.67
	Electronic Air Cleaner	<input type="checkbox"/> \$178.00	<input type="checkbox"/> \$14.83

### COMFORT CLUB

Qty	Equipment	Annually	Monthly
	Heater	<input type="checkbox"/> \$182.00	<input type="checkbox"/> \$15.17
	A/C* or Heat Pump	<input type="checkbox"/> \$161.00	<input type="checkbox"/> \$13.42
	Heater & A/C*	<input type="checkbox"/> \$300.00	<input type="checkbox"/> \$25.00
	Ductless Unit* (outside & 1 inside)	<input type="checkbox"/> \$161.00	<input type="checkbox"/> \$13.42
	Additional Wall Units* (w/ductless system)	<input type="checkbox"/> \$54.00	<input type="checkbox"/> \$4.50
	Tankless Water Heater	<input type="checkbox"/> \$150.00	<input type="checkbox"/> \$12.50
	Gas Water Heater	<input type="checkbox"/> \$100.00	<input type="checkbox"/> \$8.33
	Humidifier	<input type="checkbox"/> \$87.00	<input type="checkbox"/> \$7.25
	Electronic Air Cleaner	<input type="checkbox"/> \$87.00	<input type="checkbox"/> \$7.25

Signature \_\_\_\_\_ Date: \_\_\_\_\_



Established 1876

Once you've filled out both sides of this card, please mail it back. A McAllister representative will contact you shortly to confirm your selections.

\*Taxes and Parts Additional



### Humidifier Plan

#### Nine-Step Preventive Maintenance

1. Clean or replace evaporator pad
2. Clean float valve assembly
3. Clean basin
4. Clean outer chassis
5. Check saddle valve
6. Check float valve
7. Check humidistat
8. Check humidifier motor
9. Check and clean condensate line

#### Parts Covered

- ✓ All burner parts
- ✓ Upper & lower thermostats
- ✓ Electric elements
- ✓ Thermocouple
- ✓ Oil shut-off valve
- ✓ Gas valve

### Water Heater Plan

#### Performance Tune-Up

1. Performance Tune-Up
2. "No Charge" for Covered Replacement Parts
3. "No Labor Charge" for Covered Repairs
4. 15% Discount for Repairs not Covered by Service Plan
5. Loyalty Credits (\$100 maximum credit)

### Electronic Air Cleaner Plan

#### Five-Step Preventive Maintenance

1. Remove and clean pre-filters
2. Remove and clean cells
3. Clean inside chassis
4. Clean outside chassis
5. Check overall operation

### Ductless System Plan

#### Performance Tune-Up

1. Cleaning and inspection of outdoor unit
2. Clean air filter on indoor wall units
3. Check and clear drainage
4. Check and tighten all moving parts and electrical connections
5. Check remote thermostat(s)

General Terms and Conditions  
Restrictions Apply

1. The Term of the Plan is one year, commencing on the date of billing. We will inspect the unit and may require repairs before it becomes effective. At the end of each year, unless advised to the contrary, we will invoice for a renewal term at the prevailing rate. This Plan supersedes all prior versions.
2. The "covered unit" is the heater and/or air conditioner on which maintenance is performed under this agreement. If there are multiple heaters or air conditioners, you will be required to specify to which unit(s) you want coverage applied.
3. The 15% discount will be applied to our prevailing fees for parts and labor to perform any repairs to the covered unit. The discount does not apply to the purchase of replacement equipment.
4. The Plan covers repairs due to normal wear. Repairs for other reasons, including fire, water, abuse, freezing, lightning, lack of fuel or electricity, vandalism, tampering, acts of God or unusual operation are not covered.
5. The Plan is not a guarantee against equipment failure. We will assume no liability for the loss or impairment of use of the property or premises for any other consequential damage.
6. You must use normal care in operating the equipment including: making sure there is water in the boiler, flushing the lowwater cut-off, checking switches and fuses, and arranging regular inspections during periods of absence.
7. The air filtering system should be checked periodically by the customer and McAllister can assume no responsibility for the operation of these parts.
8. The Plan will be void if you obtain service, refuse repairs needed for safe operation, attach incompatible devices to the system or fail to comply with our credit terms.
9. Only the parts listed will be repaired or replaced by McAllister, at its option. Any other repairs or parts not listed shall constitute an additional charge. Replacement of parts is subject to availability. Supply of obsolete parts cannot be guaranteed. Service, repairs or parts replacement to the system made necessary by loss or damage resulting from fire, lightning, water, flooding, lack of proper electricity, freezing or abnormal operation shall not be covered.
10. The Plans do not cover every part on your heater, air conditioner or water heater. Among the parts/services not covered are: boiler sections, cabinets, chambers, chimneys/flue pipe, condensate pumps/lines, circulators, domestic coils, ductwork, oil lines, fuel lines, water pipes, water or coolant leaks, house wiring or electrical service, zone valves, distribution ducts, piping, oil tanks, anode rods, emergency drain pans, smoke pipe, and replacement of the complete heater, air conditioner or water heater. Water heaters, humidifiers, electronic air cleaners and ductless systems are covered only with the purchase of a supplemental service plan.
11. McAllister shall not be liable for loss, damage or injury of any nature, caused by failure or delay in performing the listed services or furnishing the materials agreed to be furnished when such failure arises from any cause beyond its control including, but not limited to, strikes, riots, war, acts of God, civil disturbances, terroristic acts, labor disputes, strikes or picketing regardless of targeted employer, accidents, explosion, fire, storm, flood, earthquake, delays in receipt of materials and regulations of civil, military municipal, state and federal authorities. Nor shall there be liability of McAllister for loss or impairment of the use of property or premises or any other consequential damage. There shall be no liability on the part of McAllister for its refusal to render service in any instance when in its opinion the conditions of the area in question present an unreasonable risk of harm to any of its personnel. McAllister's decision not to provide the goods and services as a result of, or which is related to, any of the foregoing reasons shall not be considered a breach of this agreement.
12. Necessary service will be provided between the hours of 8 AM and 6 PM Monday through Friday and Saturday between the hours of 8 AM and 12 PM. Services performed at any other times and on holidays will be charged at our prevailing contract overtime rate.
13. No service shall be performed to the equipment in flooded areas.
14. Loyalty Credits are accumulated only in consecutive years and may only be applied to replacement of the equipment currently under coverage.
15. The cost of this plan is not refundable, but the coverage may be transferred to a new owner/occupant.
16. Plan is in effect for 12 months. Early termination fee applies.

# Service Plan Reply Card

Please use this card to select the service plan(s) in which you'd like to enroll. On the reverse side, pick your preferred coverage level (Comfort+ Club or Comfort Club), the type(s) of equipment you want covered and sign the bottom of the card.

On this side, fill out the Customer Information Form, pick your preferred payment method (credit card or check) and provide relevant credit card information (if applicable). If you'd like to pay by check, enclose check made payable to McAllister.

Please read the enclosed brochure for more information including full terms and conditions.

## Customer Information

Name \_\_\_\_\_  
 Service Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_  
 Daytime Phone \_\_\_\_\_  
 Email Address \_\_\_\_\_

Charge my credit card monthly\*  
 Charge my credit card once for full year's payment  
 Or Make check payable to: McAllister

## Credit Card Info

Visa  MasterCard  Discover  Amex

Card # \_\_\_\_\_ Security Code # \_\_\_\_\_  
 Expiration Date \_\_\_\_\_  
 Signature \_\_\_\_\_  
 Today's Date \_\_\_\_\_



Once you've filled out both sides of this card, please mail it back. A McAllister representative will contact you shortly to confirm your selections.

## McAllister Service Plans

As South Jersey's preferred home comfort company since 1876, McAllister knows a thing or two about dependability. We know that you expect it from us and from your home comfort equipment. Furnaces, boilers, air conditioners, heat pumps, hot water heaters, humidifiers and electronic air cleaners are all important investments. So, to protect your investments and keep these systems running at peak efficiency, McAllister offers a range of value-added service plans.

For heating and cooling equipment (furnaces, boilers, air conditioners and heat pumps), we offer two levels of coverage: Comfort Club and Comfort+ Club. Additional coverage is available for water heaters, humidifiers, electronic air cleaners and ductless systems. Specific benefits and costs differ from one coverage level to the next, but all of our service plans can reduce operating costs, prolong equipment life, improve your home comfort and prevent untimely equipment breakdowns.

Please keep reading to learn more about each of our service plans, and for more information, give us a call at 609-927-4122.



## Service Plan Checklist

	*Comfort Club	^Comfort+ Club
Priority Emergency Service	✓	✓
Annual Inspection	✓	✓
Performance Tune-Up	✓	✓
12-Month Guarantee on Repairs	✓	✓
15% Discount for Repairs Not Covered by Service Plan	✓	✓
Loyalty Credits	✓	✓
No Diagnostic Fee During Normal Business Hours		✓
"No Charge" for Covered Replacement Parts		✓
"No Labor Charge" for Covered Repairs		✓
15% Discount on Accessories	✓	✓

\* Comfort Club service plan covers a customer's boiler or furnace, air conditioner or heat pump, ductless unit, additional wall units (with ductless system), oil-fired water heater, gas-fired water heater, humidifier, or electronic air cleaner. Coverage is purchased on a per-unit basis. Combined equipment coverage discounts are available. See pricing card and General Terms and Conditions for complete details.

^ Comfort+ Club service plan covers a customer's boiler or furnace, air conditioner or heat pump, oil-fired water heater, gas-fired water heater, electric water heater, humidifier, or electronic air cleaner. Coverage is purchased on a per-unit basis. Combined equipment coverage discounts are available. See pricing card and General Terms and Conditions for complete details.

## Behind the Service Plans

**Priority Emergency Service** – In case of emergency, our technicians are available. If necessary, we will turn away new business to serve our contract customers' needs.

**Performance Tune-Up** – Included in the Comfort Club and Comfort+ Club Plans, our Performance Tune-Up ensures that your equipment is operating at peak efficiency and providing optimum performance. It can help reduce energy costs by as much as 10%, extend the life of your equipment and preserve your rights for equipment still under warranty.

### In addition to basic cleaning and inspection, we perform the following services during your Performance Tune-up:

- Measure and record operating temperatures and temperature changes\*
- Change or clean filters (deluxe or high-efficiency filters extra)
- Check operations of relays and contactors
- Adjust belts and inspect for wear
- Lubricate and check all motors
- Prove all safety controls
- Tighten wiring connections
- Adjust thermostat, if needed
- Check condensate drains
- Measure refrigerant pressure (if necessary)\*
- Perform complete efficiency test using high-tech instruments\*\*
- Replace thermocouple
- Clean and adjust burners\*\*
- Reseal clean-out access\*\*
- Clean vent pipe and chimney base, if accessible\*\*
- Measure chimney draft\*\*
- Report our findings
- Make recommendations

\*Air Conditioning Equipment Only      \*\*Heating Equipment Only

**12-Month Guarantee on Repairs** – All repairs performed on covered equipment are guaranteed for one full year from the service date. If the same part malfunctions again during that one-year period, we will repair it at no additional cost.

**15% Discount for Repairs not Covered by Service Plan** – If anything not covered in the Service Plan malfunctions during the period listed in your service contract, we will repair it at 15% off the normal rate.

**Loyalty Credits** – For every year that you are enrolled in our Comfort Club or Comfort+ Club, you will earn Loyalty Credits that can be used toward the cost of replacing your covered heating or cooling system. Each year, you earn \$25 for each piece of covered equipment, to a maximum of \$400.

**Dispatch Fees – No Service Plan:** \$120/\$220 Monday–Friday 8am–4:30pm. **Contract Plan:** Monday–Friday 8am–6pm and Saturday 8am–12pm. **Comfort Club:** \$69/\$120. **Comfort+ Club:** \$0/\$79. All repairs are based on flat-rate pricing.

**"No Charge" for Covered Replacement Parts** – If any of the following parts fail in normal operation, while the Comfort+ Club Plan is in effect, we will repair or replace it (our option) at no charge to you:

- All Burner Parts\*\*
- Blower Components\*\*\*
- (Covered by Heating Plan Oct-Apr; Cooling Plan May-Sept)
- Circulator Relay-Main Zone\*\*
- Compressor\* (During Manufacturer Warranty)
- Control Modules & Logic Boards
- Condenser Fan & Motor\*
- Contactors\*
- Line Driers\*
- Door Switch\*\*
- Draft Inducers & Regulators\*\*
- Fan Control\*\*
- Heat Exchanger\*\*
- (In First 10 Years of Manufacturer Warranty)
- Limit Controls
- Metering Device\*
- Oil Shut Off Valve\*\*
- Gas Valve\*\*
- Refrigerant\* (Maximum 2lb. in 12 Consecutive Months)
- Relays
- Safety Controls\*\*
- Thermostat-Main Zone (Non-Specialty)
- Transformers

\* Air Conditioning Equipment Only      \*\* Heating Equipment Only      \*\*\* Up to \$500 for Variable Speed/ DC Motor

**"No Labor Charges" for Covered Repairs** – If one of the parts listed above requires additional service, there will be no labor charge for repairs made during normal working hours (Monday–Friday 8am–6pm and Saturday 8am–12pm, except holidays). Repairs made outside normal working hours will be subject to a nominal charge.

**15% Discount on Accessories** – This discount can be applied to, but is not limited to: humidifiers, high-efficiency air cleaners, energy-saving thermostats, and air conditioner covers.

\*McAllister does not maintain credit card information on file unless you selected "Charge my credit card monthly" above.