












## GENERAL CONDITIONS



### NOONAN ENERGY SERVICES

-  Heating Oil
-  Diesel
-  Kerosene
-  Water Heaters
-  Plumbing Services  
MA Plumbing Master  
License #12826
-  Heating & Air Conditioning
-  Heat Pumps
-  Indoor Air Quality
-  Electrical Services  
License #22552 A

### YOUR GUARANTEE OF SAFETY AND DEPENDABILITY

Your home comfort systems are at the heart of your family's comfort and well-being. Our Comfort Plans are one way of ensuring that your system is always in top condition and running efficiently.

### THE BEST PROTECTION AGAINST OUT-OF-POCKET REPAIR COSTS

Equipment that is well maintained provides trouble-free service, so it makes sense to protect it. All service is performed by our highly trained technicians who do more than just fix the problem at hand; they also solve potential problems before they become expensive repairs and inspect your system to ensure peak performance saving you energy and money!

### COMFORT PLANS MAKE \$ENSE

We also want to make sure that you are getting your money's worth. An efficient system is also a cost-effective one: another reason why comfort plans help to protect the safety and comfort of your home and budget.

Ensure your home comfort all year long.  
**Call (800) 343-8829 today to sign up!**

1. This agreement is between the customer and Noonan Energy herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the air conditioning or heat pump system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable.
2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's contract coverage will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Maintenance Plan invoice. This agreement is effective for a twelve (12) month period and will automatically renew.
4. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: 1.) no heat, 2.) air conditioning service creating an unsafe health condition or causing damage to property.
5. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze-up, acts of God, or civil disturbance.
6. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis. Removing and cleaning of the fan wheel and blower on ductless mini-split units, if necessary, not included as part of the cooling system tune-up and will be billed hourly on a time and material basis.
7. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.
8. The 15% part and labor discount associated with the Cooling Comfort Plan is only eligible toward the replacement of existing parts and the required labor of the current system in place. The respective plan discounts will not be valid toward parts and labor associated with upgrading equipment, converting energy sources, or new equipment installations.
9. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.



### EXCEPTIONAL COOLING SERVICES

For Air Conditioning and Heat Pump Systems

*A Full Service Home Comfort Company*

**(800) 343-8829**  
**www.noonanenergy.com**



Cooling Comfort Plan  
**CENTRAL AIR CONDITIONING**

\$169.95 first outdoor unit, \$49.95 each additional unit

Includes the following benefits:



**Cooling System Tune-Up & Periodic Safety Check**

A certified and highly trained Noonan Energy Service Technician will conduct a safety check of the central air conditioning system based upon industry best practices.



**Increases Efficiency**



**Lowers Energy Bills**



**Prolongs System Lifespan**

**A NOONAN ENERGY COOLING SYSTEM TUNE-UP INCLUDES:**

- Check Pressure of System to Detect for Leaks
- Inspect Outside Condenser Coil for Damage and Abnormalities
- Assess Amp Readings on Both the Compressor and Condenser to Ensure Proper Power Usage
- Clean Condenser Coil (as needed)
- Clean Evaporator Coil (as accessible)
- Add up to 1 lb. of Freon to the Unit at No Charge (as needed)
- Evaluate & Wash Air Filter and Replace 1" Standard Media Filter as needed
- Observe Blower Belt for Cracks and/or Deterioration on Units with Belt Drive Motors Only
- Assess Amp Readings on Both Direct & Belt Drive Blower Motors
- Inspect Evaporator Coil for Damage and Abnormalities
- Evaluate Condition of Condensate Pump
- Check Drain Line for Blockages and Holes
- Blow Out Drain Line (as needed)
- Inspect Contactor in the Compressor



**15% Discount on Labor & Parts**

Customers will receive a 15% discount off all parts and labor charges related to repair work on your system during normal business hours (Monday - Friday 8am to 4:30pm excluding holidays). Discount does not apply to a system replacement.



**Priority Service**

Cooling Comfort Plan customers receive priority scheduling for any unexpected issue that may occur. Rest assured that we will be there for you all year round if you should ever need us.



**Improved Indoor Air Quality**

New Air Conditioning System Installations  
**CENTRAL A/C & DUCTLESS MINI-SPLIT SYSTEMS**

If your air conditioning system is old, inefficient, or in need of repair, upgrading to a new system can help you save significantly on energy costs. Today's systems are as much as 60% more efficient than those systems manufactured as little as 10 years ago. If you are concerned about utility bills or are faced with an expensive repair, you may want to consider replacing your system rather than enduring another costly season or paying to replace an expensive component. The utility cost savings of a new unit can provide an attractive return on your investment.

**Benefits of a High-Efficiency Upgrade**



**Lower cooling bills**



**Better home comfort**



**Greater energy savings**



**Reduced risk of breakdowns**



**Added value to your home**



**\$200\*** TOWARD A CENTRAL A/C OR DUCTLESS MINI-SPLIT INSTALLATION

\*Save coupon for \$200 toward your next central A/C or ductless split A/C installation. Cannot be combined with other offers. Limit of one per customer. Coupon only valid for equipment sold and installed by Noonan Energy.

Contact Noonan Energy to  
**schedule your air conditioning  
installation today!**



Cooling Comfort Plan  
**DUCTLESS MINI-SPLIT AND HEAT PUMP**

\$169.95 first unit, \$49.95 each additional outdoor unit  
*\$19.95 each additional indoor unit not matched with an outdoor unit*

Includes the following benefits:



**Cooling System Tune-Up & Periodic Safety Check**

A certified and highly trained Noonan Energy Service Technician will conduct a safety check of the ductless mini-split or heat pump system based upon industry best practices.



**Increases Efficiency**



**Lowers Energy Bills**



**Prolongs System Lifespan**

**A NOONAN ENERGY COOLING SYSTEM TUNE-UP INCLUDES:**

- Check Electrical Connections
- Evaluate and Clean Air Filters (as needed)
- Evaluate and Blow Out Drain Lines (as needed)
- Inspect Fan Wheel and Blower
- Inspect Evaporator Coil for Damage and Abnormalities
- Clean Evaporator Coil (as needed)
- Inspect and Clean Outdoor Condensing Unit



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**Improved Indoor Air Quality**



\*Plan can be added to monthly invoice for heating oil budget plan customers upon request at the following pricing: \$14.95 per month for Cooling Comfort Plan, \$4.95 per month for additional outdoor unit, \$1.95 per month for additional indoor unit without outdoor unit.