

A plan for your comfort

The Silver Platter Air Conditioning Plan is the best way to keep your system running problem free and your home comfortable.

Once you enroll in this plan, you can count on us for evening, holiday and weekend service (during daylight hours). Trust the same professionals who keep your heat running to maintain your central air conditioning system!

Most air conditioning breakdowns can be avoided simply by having your system tuned up each year. That's why tune-ups remain the cornerstone of our Silver Platter Air Conditioning Plan.

Tune-ups can increase the operating efficiency of your system, extend equipment life and allow us to prevent minor problems from turning into expensive repairs.

What your plan includes

- Annual 12-point checkup, which can be scheduled on weekdays in the spring, summer or fall
- Guaranteed emergency air conditioning service during daylight hours, including evenings, weekends and holidays
- Repairs as required with no charge for covered parts and the labor associated with their replacement*

*Parts not covered will be charged at normal time and material rates.

SCOTT WILLIAMS
Incorporated

“I have always been happy with your service. You are always promptly responsive, no matter when I call you, and it is appreciated.

—Mary S., Quincy

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Silver Platter
Air Conditioning Plan

Annual 12-point tune-up

A tune-up will be performed once during the service agreement term during regular working hours. Please call to schedule. During your tune-up service, we will do the following:

1. Check temperature of suction and liquid lines
2. Check all electrical components and controls
3. Clean accessible coils on the condenser and evaporator
4. Check amperage draw of compressor
5. Oil motors as needed
6. Check thermostat operation
7. Check condenser capacitors, contactors and wiring for corrosion
8. Clean debris from condenser
9. Check, clean and/or replace filters*
10. Check supply and return vents for clearances
11. Check condensate lines
12. Test condensate pumps and float switches

*One filter per customer per year. Only conventional air filters are covered; media, electrostatic or proprietary filters are excluded.

Covered Parts and Repairs

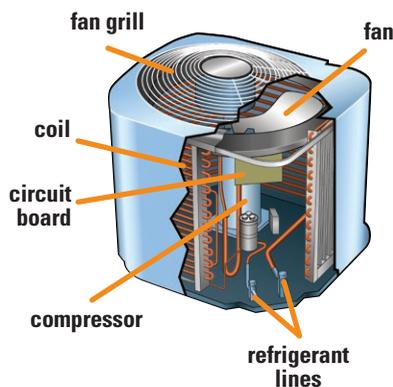
No material or labor will be charged on the following parts:

- | | |
|--------------------------------|----------------------------------|
| ■ air conditioning thermostat* | ■ freeze controls |
| ■ blower motor** | ■ high and low pressure switches |
| ■ circuit boards | ■ motor contactors |
| ■ condensate pumps | ■ run and start capacitors |
| ■ condenser fan | ■ safety limits |
| ■ contactor relays | ■ service port valve caps |
| ■ fuses | ■ time delay controls |
| ■ hard start kits | |

*non-programmable only; Wi-Fi units excluded

**non-ECM only

Understanding Your Outdoor Air Conditioning Unit



How a central air conditioning system works:

Passing along the indoor evaporator coil, refrigerant absorbs heat from the surrounding indoor air, leaving cooled air behind for redistribution to your house.

Meanwhile, the refrigerant — now a warm gas, thanks to the heat it has drawn from your air — travels to the outdoor unit, where the condenser coil squeezes all the heat out of the refrigerant, turning it back into a liquid.

The condenser's fan then pushes the heat it has gathered into the outdoor air, while the cool liquid is recycled and sent back to perform its heat transfer duties once again.

Terms and Conditions

1. Customers are responsible for making sure that the electrical service to the home is on, that the system switches are on, and that the thermostat is on. Calls resulting from switches/breakers being off or calls due to thermostats being off or needing batteries are not covered by the service plan and are chargeable. Additionally, any calls resulting from Wi-Fi thermostat issues are chargeable.
2. Any repair work done on excluded parts will be chargeable at normal time and material rates. Excluded parts/repairs include, but are not limited to: compressors, condenser coils, refrigerant, refrigerant piping, refrigerant leaks and diagnostics associated in looking for them, Wi-Fi and other non-standard thermostats, evaporator coils, drain pans, zone dampers and zoning controls, ECM motors, electrostatic, media, and factory proprietary filters, thermal expansion valves, UV lamps and humidifiers.
3. This agreement is between the customer and Scott Williams Inc.
4. This agreement is null and void if anyone other than Scott Williams Inc. services the equipment unless instructed to do so beforehand by Scott Williams Inc.
5. There shall be no obligation upon the Scott Williams Inc. to perform any service or provide parts after termination of this agreement; upon termination, there is no refund or credit allowed.
6. This agreement is offered to all customers subject to an inspection and approval of their equipment by Scott Williams Inc. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's agreement coverage will be canceled and a prorated refund will be returned to the customer.
7. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
8. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the service plan invoice.
9. This agreement is effective for a 12-month period. All repairs and service work shall be done during normal working hours which include Monday through Friday 7:30 a.m.–4:30 p.m., excluding holidays.
10. **No service will be performed in inclement weather or after dark, for safety reasons.**
11. Any modifications, additions, adjustments or repairs made by others unless authorized by Scott Williams Inc. will be cause to terminate our obligations under this agreement.
12. This agreement does not cover any work or modifications that may be required by the government regulations or codes, or insurance company requirements.
13. Equipment that has been deemed non-repairable or in need of replacement will immediately be dropped from the protection of the service plan at the discretion of the Service Manager.
14. This agreement does not cover duct work, structural supports, or other sheet metal components that may deteriorate due to corrosion or rust.
15. Equipment must be readily accessible by a 6-foot step ladder. Units in attic must have flooring.
16. Only systems of 5 tons of capacity or less are eligible.
17. This agreement will automatically renew on its anniversary date and pricing may change subject to Scott Williams Inc.'s discretion.
18. Heat pump systems are excluded from this coverage.
19. Ductless/mini split units are excluded from this coverage
20. This agreement is not transferable.
21. This agreement may be terminated by either party upon 30 days written notice. A prorated refund for the remaining agreement period will be made with a deduction for any work already completed.