



Service Contract Options

Preventative PLUS Coverage

Ideal for those who want added labor protection while major parts are still covered under warranty, along with guaranteed seasonal maintenance.

Includes:

- ✓ Two pre-season tune-ups per year
- ✓ Labor coverage on qualifying repairs
- ✓ 15% off non-warranty parts (all brands)
- ✓ Priority service scheduling

Key Benefits:

- ★ Extends labor protection year after year
- ★ Helps preserve manufacturer warranty
- ★ Predictable repair costs
- ★ Special pricing on additional products

Preventative BASIC Coverage

Recommended for homeowners who want reliable seasonal maintenance to keep their system running smoothly and repair savings.

Includes:

- ✓ Two pre-season tune-ups per year
- ✓ 15% off repairs (all brands)
- ✓ Priority service scheduling

Key Benefits:

- ★ Guaranteed and affordable annual maintenance
- ★ Lower out-of-pocket repair costs
- ★ Special pricing on additional products

Coverage Feature	Preventative PLUS	Preventative BASIC	Utility Co.
Pre-season Tune Ups	✓	✓	X
Priority Service	✓	✓	X
Labor Coverage	✓	15% Discount	✓
Non-Warranty Parts/ Brands	15% Discount	15% Discount	Limited

Why Regular Maintenance Matters

- Can reduce energy costs by up to 20%
- Ensures detailed records of your system's performance and service history
- Satisfies requirements by Lennox and other manufacturers for warranties

Service Contract Terms

1. All work will be performed during working hours: 8:00 a.m. to 4:00 p.m., Monday through Friday; 7:30 a.m. to 12:00 p.m. on Saturday (emergencies only).
2. Alpine is not responsible for the manufacturers' inability to supply replacement parts. This service contract does not cover service as a result of fire, explosion, theft, accidental damage, neglect, vandalism, improper treatment, repair by purchaser or others, and/or acts of God.
3. Prior to the service contract's commencement, Alpine must inspect equipment and certify it as acceptable. Should the customer have paid for the service contract and the equipment is certified "unacceptable", all contract fees will be refunded.
4. Before calling Alpine please check to see if:
 - Thermostat is set correctly
 - All electric switches are on
 - Fuse is blown or circuit breaker is tripped
 - Filters are clogged
 - Pilot light is on
 - Furnace has been reset (emergency switch turned off for 5 minutes and back on)If a call originates from any of the above conditions, the prevailing service rate will be charged.
5. Your service contract is NOT an insurance policy. The agreement provides for inspections and maintenance along with coverage as described herein. Alpine reserves the right to cancel or modify this program without notice.
6. The labor for a filter change is included in your Preseason Inspection. Standard furnace filters (1") are also covered in cost of contract. If you choose an Air Filter option, the price of your air filter will be covered, with the exception of the PCO Light Kit and/or Filter (15% off) and MERV 16 (15% off).
7. Parts and Labor Not Included for: Compressors, condenser or evaporator coils, forced air zoning system components (damper assemblies, motors, control panels, hydronic T&P gauges, etc.), ECM Motors, heat exchangers, parts for hot water boilers in direct contact with water, Specialty thermostats (with remote temperature sensors and chronotherms).
8. Customer is responsible for scheduling Pre Season Maintenance Tune-Ups.