

Enjoy year-round
Complete comfort
with our service plans



Complete
Heating Plan



Complete
Cooling Plan

C  **MPLETE**
HEATING & COOLING

TOM FRICKER

Save money, Stay comfortable

No one wants the inconvenience or unexpected cost of a heating or air conditioning system breaking. Usually it happens at the worst time.

That's why our customers choose our Complete service plans to help them save money and stay comfortable. Choose a heating plan, a cooling plan, or both.

For the cost of a simple maintenance call, you get priority service and significant discounts. Plus, we can find little problems before they become big one, and restore your equipment to its best efficiency.

Once you're enrolled, depend on us to:

- ✓ **keep you Completely happy**
- ✓ **get to you fast if you have a problem**
- ✓ **fix your equipment right the first time**
- ✓ **keep your system running at peak efficiency**
- ✓ **give you priority service if you lose your air conditioning or heat**
- ✓ **save you money with discounts on repairs**

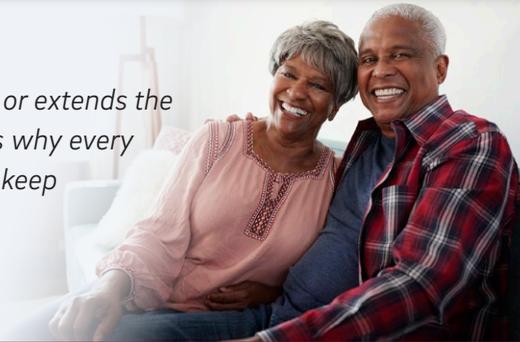
Don't wait until your next problem happens before you sign up. Get covered now, and relax all year long.



Complete Service Plans

Why maintenance is so important

Nothing prevents breakdowns, increases system efficiency or extends the life of your equipment like your annual maintenance. That's why every manufacturer requires evidence of regular maintenance to keep their warranties intact. Now for the cost of your annual maintenance you get a complete service plan.



Complete Heating Plan

- ✓ 15% discount on any repair
- ✓ 15% discount on diagnostic fee
- ✓ annual heating maintenance
- ✓ priority emergency service

Precision Heating Annual Maintenance

1. Test carbon monoxide levels
2. Clean and adjust burner and inspect heat exchanger
3. Check thermostat operation
4. Lubricate all motors, bearings, fans and circulator controls
5. Clean pilot assembly
6. Test and adjust safety and operating controls
7. Inspect flue pipe and gas valve
8. Clean and check blower motor (and belt if applicable)
9. Test and tighten all wiring and connections
10. Turn exposed dampers to heating position if marked (no balancing)
11. Flush condensate drain to protect against overflow
12. Check temperature rise
13. Check fan speeds
14. Check gas pressure at gas valve
15. Inform customer of equipment condition; recommend necessary repairs



Complete Cooling Plan

- ✓ 15% discount on any repair
- ✓ 15% discount on diagnostic fee
- ✓ annual cooling maintenance
- ✓ priority emergency service

Precision Cooling Annual Maintenance

1. Lubricate all moving parts, such as blower motor and condenser fan (if necessary)
2. Check suction line temperature and pressure
3. Check temperature drop between return and supply air
4. Flush condensate drain to protect against overflow
5. Clean outdoor condenser coil
6. Check blower motor (and belt, if applicable)
7. Check blower speed
8. Inspect all controls for proper operation
9. Check voltage and amperage in all motors
10. Check for worn bearings in all motors
11. Inspect operation and condition of compressor contacts
12. Inspect start and run capacitors and relays for bulges, rust and leaks
13. Tighten and inspect all wires and connections
14. Inspect and adjust thermostat
15. Inform customer of equipment condition
16. Recommend necessary repairs

Terms & Conditions

1. It is the responsibility of the customer to call and schedule an appointment for maintenance. Tom Fricker Complete Heating and Cooling (TFC) is not responsible if maintenance is not performed due to unavailability of customer to schedule this service during regular business hours.
2. Regular business hours are Monday through Friday, 7:30 am – 4 pm. After hours calls are charged at overtime rates.
3. Service plans are in effect for 12 months and are self-renewing at prevailing rates, unless canceled within 15 days of renewal. Plans are not written on a prorated basis, and no refunds are given for early cancellation. If customer pays monthly via credit card and cancels, a reconciliation will be done and any remaining balance will be billed to the card.
4. The service plans at prices quoted are for ordinary residential heating systems and for air conditioning and heat pump equipment up to 5 tons. Service plans are for a single heating unit or cooling unit. Additional units can be covered at extra cost.
5. TFC's responsibility under a service plan will automatically cease if customer's account is past due. Also, a finance charge of 1-1/2% per month (annual rate of 18%) will be charged on items not paid 30 days from invoice date.
6. TFC shall be released from liability for failure or delay to provide, within a reasonable time, the service called for under these plans when failure or delay may result from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortages; government regulations; extreme weather conditions or unavailability of parts.
7. TFC shall be released from liability for loss of heat or air conditioning, or any damage resulting from freeze-up in an occupied or unoccupied dwelling. It is the customer's responsibility to arrange for a daily house check if the customer is away from the premises.

You can trust our service

Whether it's maintenance, repairs or installation, Tom Fricker Complete Heating & Cooling provides top-quality service for all your HVAC needs!

Customers' Stories

"Tom Fricker installed the heating/AC system in our home. Entire staff is courteous and very knowledgeable. Service calls are addressed very promptly! Five stars!"

—John M., Medfield

"Nick B. did a great job on the yearly service and the quick repair. I really like Tom Fricker. I highly recommended them."

—Rita C., Walpole

"I am totally satisfied with the service I received! All of the technicians were polite and helpful. They arrived at exactly the time they were expected. They kept my home clean and neat. I couldn't ask for anything more!!"

—Merilyn T., Millis



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TomFricker.com

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