



Heat Pump Protection Plan



HOME
SERVICES

Count on us for protection that provides
total peace of mind.

Helping you protect your heating & cooling.

Your home is one of your most valuable assets — don't trust it to anyone else but Petro.

That's why we have a plan that can help you avoid any unexpected costly expenses. More importantly, our plan protects your home by ensuring that any repairs are done in a timely manner. We realize that this kind of protection can also be called peace of mind. That's what we really deliver. That's what we're really about.

Heat Pump Protection Plan

On-call access to service — 24 hours a day, seven days a week.

When you call, we're there for you. This means you can get repairs done quickly before they become bigger problems. There is no diagnostic fee when service is performed between 8:00am and 5:00pm. If you request service for arrival prior to 8:00am or after 5:00pm, on a federal holiday (day when the post office is closed) or weekend, there will be a diagnostic fee of \$49.00.

System check-up.

To help you keep your energy bill low, this plan provides a semi-annual system check-up. Customer-requested check-ups may be scheduled between April 1st and May 31st for cooling systems and August 1st through September 30th for heating systems. This schedule will allow us to optimize our response to your emergency service needs during the heating and cooling seasons.

Enjoy a 15% discount on regular rates.

To help you save even more, this plan gives you a 15% discount on our regular rates for any repair work.

Quality repairs by experienced Petro technicians.

When you ask Petro for help, you're accessing some of the best repair technicians around. It's their job to keep your system in top condition.



The following general exclusions apply:

- Each system must have its own service plan to be covered
- Coverage can be revoked if customer fails to pay for service within terms
- Coverage can be revoked if customer fails to remedy conditions identified as hazard
- Coverage can be revoked if customer permits anyone other than Petro rep to service equipment
- Providing adequate ventilation for proper operation (i.e., removal of debris, bushes, leaves away from condensers)
- Removal of materials containing asbestos
- Monitoring vacant or unattended premises
- Maintaining clean air filters
- Replacing fuses
- Resetting circuit breakers
- Turning on the emergency switch
- Setting thermostat temperatures and clocks
- Replacing batteries in system devices

Contact us today. **800.645.4328**



Contact us today
for more information on our home services.

800.645.4328

petro.com      

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