

To Our Customers:

Fulkerson Services commitment to you is long term, and that means listening and working with you to ensure that every experience you have with us is positive, and that when we leave, you are more than satisfied with our work, our professionalism, and the Fulkerson Value.

You have informed us that saving energy and planned maintenance were both key in taking care of your systems, so we are responding with a Planned Service Agreement.

Please take a few minutes to read over the values and benefits you receive when investing in a Planned Service Agreement.

PSA

1 Unit - 2 Visits per year

Your PSA will provide you with two (2) visits per year to insure optimum performance of your system. With the PSA you will never experience overtime rates for emergency calls and will always receive a 15% discount for any repair that may be needed. This savings alone could more than cover your investment in an PSA.

A widely cited study of residential air conditioners found the following:

- 75% of the condensing coils were dirty
- 70% of the units had improper refrigerant charge
- 55% of the evaporator coils were dirty
- 45% had dirty blower wheels
- 35% had significant duct leakage
- 10% had a wrong motor or fan installed

FULKERSON SERVICES PLANNED SERVICE AGREEMENT CONDITIONS

Fulkerson Services reserves the right to reject any agreement if on inspection by a Tune-Up Specialist, equipment is found in such condition that service will be unsatisfactory to either party. No service will be rendered under this agreement if customer has a past due account. Fulkerson Services will endeavor to render prompt and efficient service hereunder, but it is expressly agreed that Fulkerson Services shall in no event be liable for damage or loss caused by delay or loss arising out of the performance of this agreement.



PLUMBING • HEATING • AIR CONDITIONING

1601 W. Second St. • Roswell, NM 88201



PLUMBING • HEATING • AIR CONDITIONING

PLANNED SERVICE AGREEMENT

What to Expect with a PSA

- Lower Utility Bill
- Extended Equipment Life
- Fewer Repairs
- Improved Capacity
- 15% Discount on Repairs
- Priority Customer Service
- Inflation Protection
- Never an Over Time Charge

622-1600

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"We're not comfortable until you are."

PLANNED SERVICE AGREEMENT

Cooling Season

Condenser Coil will be cleaned as required.

Dirty condenser coils raise refrigerant pressure higher than needed, increasing your electric bill and contributing to premature compressor failure.

Evaporator Coil will be inspected.

Dirty Coils, at normal rates of dirt accumulation, degrade efficiency by 5% each year.

Refrigerant Charge will be checked.

A low or high refrigerant charge can easily go unnoticed, increasing operating cost. An improper charge can cause compressor failure.

Air Filter will be replaced at customer's option.*

A restricted air filter can cause your air conditioning unit to waste energy and shortens the compressor's life.

Thermostat will be checked for proper operation.

Improperly calibrated thermostats allow the unit to run longer than necessary. Every degree your air conditioning operates below 78 degrees can add up to 3% to the cost of cooling.

Controls & Safeties will be inspected and tested.

Controls and safeties that do not function properly can increase operation cost, cause other components to fail, and may lead to possible injury or even death!

Condensate Drain will be checked to assure it is open.

Algae can plug a condensate drain which can cause expensive water damage. Mold and mildew spores could form in the pan and distribute through the system.

Heating and Cooling Season

Temperatures & Pressures will be taken and recorded.

An accurate record of your equipment's vital data can indicate potential problems, which can then be avoided. A record will be kept which may reduce unnecessary service calls.

Relays, Contactors & Wiring will be inspected.

Worn contactors and loose wire connections can lead to motor or compressor failure and untimely down time.



Thank you for allowing Fulkerson Services to take care of all your comfort needs.

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Heating Season

Pilot will be cleaned and adjusted.

Weak or dirty pilots can easily be extinguished causing the furnace to shut down. (Not a fun thing on a cold night!)

Gas Line will be leak checked from the furnace shut off valve to the burner.

Undetected gas leaks can be deadly.

Combustion Air Openings will be checked.

Blocked or restricted combustion air openings can be dangerous.

Flue Pipe will be inspected.

Flue pipe corrosion or leaks can be dangerous.

All Panels will be Secured

Loose panels can increase operating costs and cause a dangerous condition.

Defrost Timer will be checked.

A defrost timer that is not working properly can cause a loss of heat and can shorten compressor life.

Reversing Valve will be operationally checked.

A reversing valve that is not operating properly can waste energy and cause the system not to heat or cool.

Auxiliary Heat Strips will be checked.

Heat strips that are not operating properly can cause a loss of heat and, most importantly, an increase in electric cost.

Heat Exchanger will be inspected for cracks and deterioration.

Heat exchangers can develop cracks with age. If they exist, there is a risk of serious illness from the toxic fumes that are emitted.

Carbon Monoxide Levels will be checked at the time of inspection.

Carbon Monoxide can be a hidden danger to your family's health. Have it checked for their safety.

* One free filter per system: basic only 1" pleated or fiberglass. Services will vary based upon type of heating equipment. (Heat Pumps, Gas Heat or Fuel Oil Systems.) Please Note: Services such as filter change, safety controls and thermostat checks and temperature recordings will be performed in both the cooling and the heating seasons.

