



Thank you for your interest in Hillside. We're a full service heating, air conditioning, and fuel delivery company that has been family owned and operated for over 60 years. We proudly service all of New Castle and Cecil Counties, and parts of Delaware and Chester Counties. Our attitudes and commitments at Hillside strive to be those of customer satisfaction. We're people too and know how we'd like to be treated when we are customers.

Hillside
HEATING + COOLING

302.738.4144 410.398.2146
HillsideHVAC.com

We service & install many major brands of heating and cooling home comfort systems to accommodate all residences and budgets. This includes oil tanks, humidifiers, water heaters, and any indoor air comfort and quality systems.

- Home Heating Oil
- Diesel Fuels & Gasoline
- Automatic or Call-in Service
- Monthly Budget Plans
- Prompt Pay Discounts
- Full Service Heating & Air Conditioning
- Sales, Service, Installation
- Heating & Air Conditioning Maintenance Agreements

 **Free Estimates on New or Replacement Equipment** 

PERSONALIZED SERVICE

Family owned and operated for over 60 years. Real people still answer our phones.



Fax: 302.738.5879
40 Brookhill Drive
Newark, DE 19702

Hillside
HEATING + COOLING

**AIR CONDITIONER
AND HEAT PUMP
Maintenance Plan**



Get a Free Estimate on New or Replacement Equipment

We'll keep your paws comfy all year round!

MAINTENANCE AGREEMENTS

❄️ \$79 Annually - 15% Off

- 15% off any service invoice
- HVAC Tune-up offered at discount rate
- Credit toward upgrade/replacement
- Upfront pricing on all repairs

❄️ \$199 Annually - 50% Off

- 50% off any service invoice
- HVAC Tune-up Included (see below)
- Credit toward upgrade/replacement
- No overtime charge for nights or weekends

HVAC Tune-Up Includes the Following:

- Clean condenser coil and indoor coil (where accessible)
- Oil and inspect motors
- Inspect wiring and tighten electrical connections
- Check capacitor and contactor
- Check and change air filter (customer supplied)
- Clear condensate drain line
- Inspect refrigerant line connections
- Check system refrigerant charge and thermostat for proper operation
- Check amp draw of compressor, condenser motor, and blower motor

INSPECTION: Coverage does not begin until equipment has been inspected and approved by Hillside Heating and Cooling. Equipment must be in compliance with current code and in good working order when approved for coverage. Any repairs required to put the equipment into acceptable condition will be billed to you at our prevailing rates.

TERMS: The minimum term of this agreement is 12 months beginning on the date of inspection. The agreement is self-renewing at prices in effect at the time of renewal. The customer will be given advanced notification of renewal and 30 days to cancel. No refund will be given on plans canceled outside the 30-day cancellation period. The equipment will be subject to inspection annually and Hillside reserves the right to change or not renew based on age and condition of the equipment. After the initial terms of the agreement expires, you the customer, or us the company, may cancel this agreement for any reason or no reason, within 30 days. Notification must be in writing and delivered via regular mail or electronic mail. No refund will be given for unused services.

LIABILITY: Hillside will not be liable for any loss or damages of any kind resulting from the failure or inoperability of a customers' system or equipment. Hillside shall not be liable for any delay, loss, or damage

Covered Parts/Services

Hillside's maintenance plan for central air conditioning and heat pumps offer a percentage discount on all billable service based on your plan. Non-covered parts are billed at regular service rates.

Labor 7 days/week, 8am – 8pm including Holidays

Same Day Emergency Service:

Low Pressure Switch	Blower Belt
Run Capacitor	Air Handler Circuit
High Pressure Switch	Board
Start Capacitor	Relays
Condenser Motor	Transformer
Condenser Fan Blade	Condensate Pump
Contactor	Wiring, Motor Protector
Blower Control	Condensate Pan
Blower Motor	Hard Start Kit

Parts & Services Not Covered:

Ductwork, cabinets, insulating material, main power service and electrical wiring, indoor air quality products (i.e. humidifiers, electronic air cleaners), system accessories or enhancements, grill registers, diffusers, failure in physical appearance such as scratches, dents, rust, ect., refrigerant systems using other than R22 or R410A, any other part not included in the original manufacture of the system, freight, units over 5 ton (60,000 btu), commercial units, rooftop units or hanging units.

caused by unavailability of machinery, equipment or materials, strikes, lockouts, civil or military authority, riot, forces of nature or by any cause beyond our control. This agreement does not cover loss or damage resulting from fire, water, windstorm, hail, lightning, earthquake, theft, misuse, abuse, or any other circumstance beyond our control. Customer agrees to keep account current in accordance with current credit policy in order for this agreement to remain in effect. Hillside reserves the right to withhold service for delinquent accounts.

THIS AGREEMENT IS VOID IF ANY PERSON OTHER THAN AN EMPLOYEE OF HILLSIDE SERVICES EQUIPMENT.

Service calls resulting from Emergency switch being "OFF", blown fuses or tripped circuit breaker, unnecessary or nuisance calls or lack of annual maintenance will be billed at our normal prevailing rates. Customer is responsible for scheduling their annual maintenance visit. Customer agrees to make covered equipment accessible and free from any obstructions that deter proper servicing. Attic and crawl space units subject to Hillside's discretion for our technician's safe working conditions. Annual maintenance will only be scheduled during normal business hours, Monday-Friday from 8am to 4pm. Evening and weekend hours will be for Emergency calls only. Emergency service constitutes no cooling or water leaking where property damage may occur.



AIR CONDITIONER AND HEAT PUMP Maintenance Plan

YOUR PLAN IS NOT IN EFFECT UNTIL HVAC UNIT HAS BEEN INSPECTED & APPROVED

Indicate Your System:

- Central Air Conditioner
- Heat Pump

Select Your Plan:

- 15% Off Plan
- 50% Off Plan



PLEASE DETACH AND RETURN THIS PORTION

Name: _____

Address: _____

Service Address (if different or rental) _____

Phone: _____

Email: _____

Signature/Date _____

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