



Thank you for your interest in Hillside. We're a full service heating and air conditioning company that has been family owned and operated for over 65 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're the customers.

**Hillside**  
HEATING + COOLING

302.738.4144 410.398.2146  
**HillsideHVAC.com**

We service & install most 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 65 years. Real people still answer our phones.

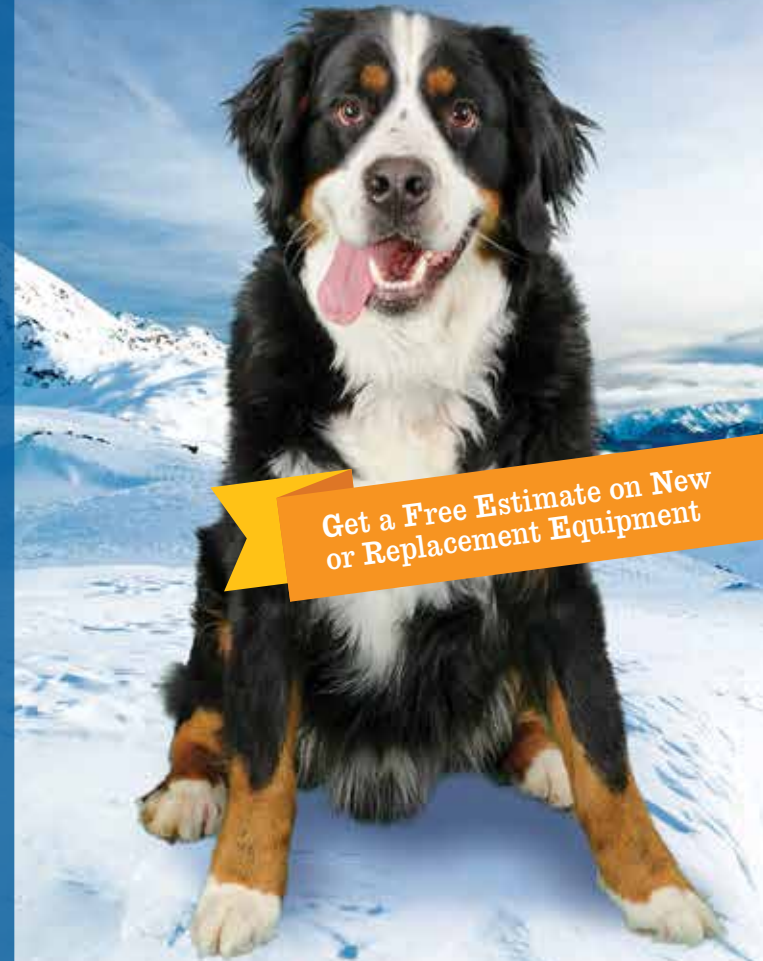


BBB Torch Awards  
for Ethics

Fax: 302.738.5879  
40 Brookhill Drive  
Newark, DE 19702

**Hillside**  
HEATING + COOLING

**HEATING**  
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% Discount

- 15% off any service invoice
- Annual Furnace Tune-up offered at discount rate
- Credit toward upgrade/replacement
- No overtime charge for nights or weekends (No heat emergencies only)
- Upfront pricing on all repairs

## \$299 Annually - 50% Discount (Automatic delivery of heating oil required)

- 50% off any service invoice
- Annual Furnace Tune-up Included (see below)
- Credit toward upgrade/replacement
- No overtime charge for nights or weekends (No heat emergencies only)
- Upfront pricing on all repairs

### Heater Tune-Up Includes the Following:

- Replace nozzle, one oil filter, and pump strainer
- Clean, lubricate, and adjust burner, inspect all controls and adjust if needed
- Vacuum and clean boiler or furnace, smoke pipe and base of chimney (Where needed and accessible)
- Inspect and clean combustion chamber
- Oil circulating pump or fan motor and bearings
- Clean and adjust electrode and high-tension leads
- Check pump, examine belts, pulleys, and couplings

Normal service hours are from 8am-5pm Monday through Friday. Calls between 5-10pm and on weekends and Holidays will be NO HEAT or true emergency calls only. Calls after 10pm will be returned first thing the next day.

Heating equipment and tank are subject to inspection and approval before acceptance of agreement. Any parts or repairs required to place equipment in acceptable condition are excluded from this maintenance plan and will be charged separately at regular rates for repairs.

This maintenance plan is invalidated if any payments are delinquent or if oil is purchased from another source. No refund will be made if customer or Hillside cancels insurance plan before termination date.

We will assume no responsibility for any furnace serviced by anyone other than our company or its associate representatives. We will declare all guarantees void if furnace is serviced by out-side parties.

Maintenance plans do not cover labor or material needed due to water damage, water in oil tank, frozen oil lines, or

## Warm Air Systems:

Percentage of coverage based on plan for parts and labor associated with repairs or replacement of defective parts (as listed below) due to normal wear and tear for one year from date of acceptance. Parts not specifically listed are not covered. If replacement of equipment becomes necessary, or customer decides to upgrade, Hillside will credit the amount of this maintenance plan toward a replacement performed by Hillside. It is the customers' responsibility to call and schedule annual tune-up to keep furnace in an operating condition.

Electrodes	Combustion Chamber	Fuel oil filter
Nozzle	1 Thermostat (Plain)	Primary relay
Pump strainer	Drive Couplings	Burner fan
Fan & limit control	Smoke pipe-10'	Blower motor
High tension lead	Shaft/bearings	Blower belt
Oil burner motor	Transformer	
Draft regulator	Fuel oil pump	

## Hot Water Heating Systems:

All parts covered in warm air system plus:  
**Feed Valve, Relief Valve, Aquastat, Circulator Motor, Drive & Bearing Assembly**

An extra \$20.00 is charged for each additional circulator.

other abnormal conditions. TANK-GUARD heating oil tank warranty program available for an additional charge.

It is understood that service rendered by us will at all times be prompt and efficient, but we shall not be held responsible for delay or inability to perform service caused by or resulting from strikes, lockouts, fires, accidents, weather conditions, war, riot, lack of material, explosions, electrical failure, or any other cause beyond our control. In any case, we are NOT liable for any consequential damages or injury.

Service required due to emergency switch being off, improper setting of thermostat, dirty air filters, blown fuses, weak or dead batteries, tampering, abuse, unoccupied homes, NO or VERY LOW oil, will be charged at our regular rates. This also includes automatic customers with no oil due to delinquent balances. Hillside cannot be held responsible for the negligence of a homeowner. This maintenance plan is for coverage of malfunctioning equipment that requires qualified repairs.

This maintenance agreement shall be in effect from the date of acceptance for 1 year and shall continue thereafter from year to year unless terminated upon notice by either party.



# HEATING Maintenance Plan

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

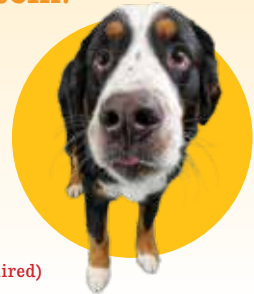
## Indicate Your System:

- Warm Air System
- Hot Water System

## Select Your Plan:

- 15% Coverage Plan
- 50% Coverage Plan

(Automatic delivery of heating oil required)



Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Service Address (if different or rental)

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signature/Date \_\_\_\_\_

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**HillsideHVAC.com**

PLEASE DETACH AND RETURN THIS PORTION