

GAULT ENERGY

Cooling Protection Plans



Energy Solutions for a Greener Tomorrow



our business.

a cooling
protection
plan with
you in mind

You will discover the many benefits that come with membership into one of our unique protection plan clubs, from saving you money to preventing equipment breakdowns, to improving the safety in your home. Our plans are meant to give you the comfort and security you need knowing that we are here for you. In fact, our Cooling Protection Plans have been proven to:

▶ **Help save you money on costly repairs that are a result of unmaintained equipment**

▶ **Reduce the likelihood that your equipment will break down during the hottest of summer days**

▶ **Extend the lifetime of your cooling equipment**

▶ **Provide you with peace of mind knowing that we will be there for you and your family 24/7**

PLAN OPTIONS

COOLING

The Start & Check Plan

To keep your house cool, and your A/C running at peak efficiency throughout the summer, we start with our 18-point precision tune-up. This includes:

- ▶ Check refrigerant charge and measure operating pressures and temperatures
- ▶ Test compressor operating voltage and amperage
- ▶ Lubricate and check all motors
- ▶ Check fan belts and adjust if needed
- ▶ Replace standard 1" air filters or wash electronic air cells
- ▶ Check condenser coil
- ▶ Check and flush condensate drain
- ▶ Check electrical connections and wiring
- ▶ Check crank case heater
- ▶ Check and flush condensate pump
- ▶ Test pressure cutout switches
- ▶ Check thermostat for proper operation
- ▶ Check compressor starting contactor
- ▶ Check condenser blade and motor bearings
- ▶ Check blower wheel and bearings
- ▶ Check condenser electrical disconnect switch
- ▶ Check evaporator coil (if accessible)
- ▶ Check controls and safety switches

The Preferred Cooling Protection Plan

In addition to receiving our 18-point precision tune-up, you will also receive:

- ▶ 15% discount on all repairs
- ▶ 24-hour emergency service
- ▶ 2-hour response window
- ▶ \$50.00 in annual Loyalty Credits

OPTIONAL ADD-ON PLAN

Air Handler Protection Plan for the Heating Season

While your cooling system's air handler tune-up is included with the purchase of either of our Cooling Protection Plans, you may want to consider purchasing additional air handler coverage when it is also in use during the heating season on Hydro Heating systems. This includes the following protection during the winter months:

- ▶ One precision tune-up
- ▶ 15% discount on all repairs
- ▶ 24-hour emergency service
- ▶ 2-hour response window
- ▶ \$25.00 in annual loyalty credits

YOUR PROTECTION PLAN GUARANTEES:

Expert cooling precision tune-ups

This helps keep your equipment running at peak efficiency to save you money and reduce the likelihood of equipment break downs

Priority service on all calls

You will receive priority service on all calls. We also save the very earliest—and very latest—appointments in the day for all of our Cooling Protection Plan members

Emergency service 24 hours a day/7 days a week

Each and every day of the year, day or night, you can rest assured that we will be there for you if you need us

No subcontractors

Only our highly trained and exceptionally skilled technicians will work on your equipment

Respect for your home and your property

Our technicians always wear protective shoe coverings in your home and clean their work area thoroughly before leaving

New parts used on repairs

We replace broken parts with brand new ones whenever possible

Lifetime workmanship guaranteed

We guarantee the workmanship of our technicians

100% satisfaction guaranteed

If for whatever reason you are not satisfied with a repair, we will return to fix it and will not leave until you are completely satisfied, guaranteed

Q&As:

Why should I invest in a protection plan?

Peace of mind! We guarantee that you will receive priority service 24 hours a day, 365 days a year. We only give our protection plan club members this type of service.

Will a protection plan save me money?

Absolutely! First, you save on the cost of performing the precision tune-up, and you will save money on all repairs. You will also receive loyalty credits which will help you save money on the cost of purchasing new equipment.

Why are tune-ups so important?

Regular system maintenance is proven to save you money on your monthly utility bills, prevent breakdowns, and identify small problems before they can become big ones.

How do I get started?

Getting started is easy! Simply call one of our friendly Customer Care team members at 203.227.5181, or log on to our website at www.gaultenergy.com and click on the "How may we help you?" tab on the left hand side.

Rewarding our loyal customers with loyalty credits!

For each protection plan you purchase, you will receive loyalty credits up to a total of \$500.00 during your lifetime as our customer. You can use these credits towards the purchase of a variety of new equipment meant to help you conserve more so you can spend less.*

Boiler	\$500
Central A/C	\$300
Oil fired water heater	\$250
Burner	\$100
Indirect water heater	\$150
Furnace	\$400
Oil tank	\$150
Humidifier	\$100

**The figures above illustrate how many credits can be used towards the purchase of any one item. Credits are not transferrable. They have value only as a credit towards the above mentioned equipment purchased from Gault Energy by its customers.*

Troubleshooting

Is your central air conditioning not working? Follow the simple steps below to troubleshoot your system before calling a technician:

- Check to make sure that the furnace and air handler switches are on
- Check to make sure that the circuit breaker is on
- Check to make sure that the thermostat is set to cool and low enough for the unit to turn on
- Check to see if the outside unit is running
- Check to see if the outside unit has any sign of ice on it. If so, please turn the unit off so the ice can melt.

Remember!

On very hot days, it will take several hours to cool a house. Some people have a tendency to leave the A/C off all day, return home, and expect the house to cool in a short amount of time. Instead, on very hot days, it is beneficial to leave the A/C running from the early morning hours in order to keep up with the heat of the day.

Service Hours:

Regular business hours are Monday through Friday, 7:30 AM – 4:30 PM. Emergency Service is available 24 hours / day, 365 days a year.



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Cooling Protection Plan Pricing

The following is a price list for Gault Energy's cooling protection plans. These are annual rates for which payment is due at the time of protection plan signup. These rates are effective as of March 2011, and are subject to change without notice. Prices are based on a per-unit basis. Discounts given for multiple units.

PRICE LIST:

Start & Check:	\$159
Preferred Cooling:	\$179
Air Handler:	\$49



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TERMS AND CONDITIONS:

- a.** Gault Energy is not responsible for the discovery or removal of asbestos or other hazardous materials
- b.** It is the homeowner's responsibility to contact Gault Energy at the time they receive or renew their contract to set up the tune-up appointment. Gault Energy will not credit or prorate any tune-up not conducted
- c.** Protection plans are for residential cooling systems only
- d.** Concealed or buried parts, pipes, and wiring are not covered
- e.** There shall be no liability for any reason on the part of Gault Energy for work done by another party, unless such party is authorized in writing by Gault Energy to perform such work
- f.** Gault Energy reserves the right to modify this agreement as to price or other terms and conditions effective on the anniversary date. The length of this agreement is one year and will automatically be renewed at that time unless we are notified of cancellation in writing 30 days prior
- g.** Gault Energy reserves the right to inspect the cooling system for eligibility prior to issuing or renewing the Agreement. Gault Energy may void this contract at any time due to age, location, or overall condition of the cooling system
- h.** Work performed on non-covered parts will be billed at prevailing repair rates



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