



LINDSAY

HEATING & AIR CONDITIONING

P.O. Box 381 Pickens SC 29671 Office: 864-878-9388 Fax: 864-878-1800

www.lindsayheatingnadair.com

Frequently asked questions about Preventive Maintenance Agreements:

Q: I purchased an agreement, and the spring or fall service has been done. Does this mean that my heating or air conditioning system will not have any problems?

A: Unfortunately, no. While every effort is made when the service is done, things do happen. Just like your automobile, refrigerator, washing machine, or any other appliance, part failures do happen, sometimes unexpectedly and without warning.

Q: Will I have to pay the Diagnostic Fee if my system needs a service call?

A: Yes. The \$79.00 Diagnostic Fee covers the cost for our service technician to come to your home or business and find out what the problem is with your system. With the purchase of an agreement, you will enjoy a 20% discount off the flat rate price for repairing the problem, and you will get service ahead of non-agreement holders.

Q: Do I have to call for service in the spring or fall?

A: No. We will schedule spring and fall service and call you to confirm a time.

Q: I know that the Preventive Maintenance Agreement is good for one year. Do I have to renew it every year?

A: No. Your Preventive Maintenance Agreement automatically renews at the end of the coverage year. You will be billed the renewal fee at that time and upon payment, coverage will continue. If you do not wish to continue the agreement, you will have to notify our office prior to the expiration date.

Additional Questions and Answers:

Q: If I sell my home, is the Preventive Maintenance Agreement transferable to the new owner?

A: Yes. If the agreement is current, all the new homeowner has to do is to contact us and we will transfer it into their name. If the agreement is not transferred, the remaining time until expiration is non-refundable to the original owner.

Q: Lindsay Heating & Air Conditioning uses a Flat Rate system to charge for repairs. How does that work?

A: Flat Rate has been around for several years, and has been used by mechanics, doctors, and many other service professions. A fee is charged (in our case \$79.00) to cover the cost of our Service Technician making the trip to your home or business to diagnose a problem or to perform a service. After an examination of the equipment in question, the Service Technician refers to a Flat Rate Schedule to determine the price for performing the repair or task. Flat Rate prices are determined by the cost of the part, the labor for installing or replacing the part and the applicable sales tax.

Q: I need a new heating or air conditioning system. Is there a charge to get an estimate?

A: No. We will be happy to come to your home or business and work with you to determine what you need and give you a written estimate for the job at no cost. We appreciate the opportunity to replace an ailing system, which in most cases helps you in the long run by being more energy efficient and provides you with better performance and comfort.

Q: My oil furnace has quit and needs replaced. I'm interested in changing to another type of heat. Does Lindsay Heating & Air Conditioning offer any alternatives?

A: Yes. Lindsay Heating & Air Conditioning is a full service, licensed mechanical contractor. We service and install almost all types of heating and air conditioning equipment. Obviously, we would prefer that you remain an oil heat customer, but if you would like to change to gas heat, an electric heat pump system, or a hybrid dual fuel system we can do that also.