

PREMIER PLAN SERVICE CONDITIONS

Service Hours

ITL Home Service Team provides dependable, prompt service 7 days a week from 7am - 10pm.

- During the life of this membership, we will provide parts and labor for services covered, depending on the plan purchased, at no additional charge.
- Non-Emergency Covered Repairs will be performed during “Regular Service Hours”.
- Emergency service constitutes No Heat, No Hot Water, Imminent Property Damage, or Dangerous Situations.
- Regular service hours are 7 days a week from 7am - 10pm.

The following requirements must be met to enroll equipment into Premier Plan Coverage

- Forced Air / Central Air Systems Must be less than 15 years old to enroll.
- Hot Water & or Steam Boilers Must be less than 20 years old to enroll.
- All systems must be fully operational, in good working and physical condition prior to enrollment.

*A preliminary inspection may be needed prior to enrollment and HB Home Service Team will decide at that point if the system can have Premier Coverage added.

ITL Home Service Team agrees to keep the covered equipment in good working order and repair for the life of this membership. This includes all parts and labor as detailed in this membership. This membership does not cover secondary/ consequential damages from failed equipment or parts, example: water damage resulting from a failed covered item.

1. Annual maintenance performed by HB Home Service Team is required to maintain this coverage. Failure to schedule and allow performance of your annual maintenance shall void this coverage.
2. Heat pumps, air conditioners, and gas-fired equipment will all have full equipment (unit) coverage except items listed as exclusions below
3. Oil Fired equipment parts coverage (oil-fired furnaces, hydronic boilers, steam boilers, water heaters)

BURNER PARTS: fuel nozzle, fuel pump, fuel pump strainer, burner control relay, burner end cone, burner motor, burner motor wheel, fuel pump jet line, fuel pump coupling, ignition electrodes, ignition transformer, nozzle adapter.

FUEL SUPPLY PARTS: fuel filter, fuel filter canister, exposed oil line, fuel tank gauge glass.

FURNACE PARTS: blower belt, one (1) standard disposable filter per year, blower motor, blower relay, fan/limit switch, blower wheel, fan center, fan safety control systems, exposed flue piping.

HOT WATER BOILERS: PRIMARY zone circulator, auto air vents, expansion tanks (up to T30), temperature gauge, zone valve powerhead (only), pressure relief valve (not on water heaters), exposed flue piping.

STEAM: Pressuretrol, Gauge Glass, Pressure Relief Valve

CONTROL: safety control/relay, (Primary) Honeywell T1 thermostat**, low voltage transformer, service disconnect.

4. Exclusions from coverage are listed below; This membership does not cover parts or labor for the following:
 - Smart or Communicating Thermostats are not covered (available at discounted price)
 - Heat exchanger, boiler core or combustion chambers
 - Expansion tanks with over five (5) gallon capacity
 - Supply and return heat piping on boiler systems, radiators, radiator valves, steam traps, and steam vents

- Piping, wells, coils, gaskets, valves, heating elements, storage tanks, **or any part which comes in direct contact with domestic or well water unless listed in "parts covered"**
- Cabinets, ductwork, dampers, damper controls, damper motors, air cleaners, and/or purifiers
- Frozen, gelled, air noise or air bound fuel lines, heat piping, baseboard, or radiators
- Fuel tanks, fuel tank shutoff valves, fuel regulators, fuel gauges, or oil tank vent alarm
- Chimneys, flue liners
- leaking refrigeration is NOT covered
- Inadequate mechanical room ventilation
- Customer leaving the emergency switch in "off" position, thermostat set improperly, and/or dirty air filter(s)
- Failure to maintain the proper boiler water level
- Lack of fuel or change in fuel consumption
- Any work which requires IT Landes Home Service Team to expose concealed piping, wiring, or fuel line for repair
- Interruption of power, wars, acts of God, accidents, fire damage, flooding or other water damage, government regulations, strikes, riots, or other conditions beyond the control of IT Landes Home Service Team.
- Vacant or unattended premises
- Repair or replacement parts that are not available through regular sources of supply

No Coverage available for the following system types

- Oil-Fired Systems with flue gases vented via "power vent system"
- Space Pak™ or High Velocity Mini Duct Systems
- Off-peak thermal storage systems
- Gas/Oil Furnaces over 140,000 BTU output, refrigeration systems over five (5) tons and any "rooftop" style unit.

Maximum Life Cycle Coverage Changes and Limited Deals - For systems/ equipment 10 years of age or older

• Compressor, indoor/outdoor refrigeration coils, refrigerant repairs, or components of the refrigeration circuit are not covered. Repairs of this nature, in equipment this age, would be recommended for system replacement rather than repair.

At the end of a system's expected life cycle, Premier coverage is no longer available as the system should be under consideration for replacement.

- When any Forced Air / Central Air Systems reaches over 15 years old
- When any Hot Water or Steam Boilers reached over 20 years old
- **When any system at any age has been found to have obsolete parts which prohibit needed repairs, it will no longer be eligible for continued Premier coverage.**

5. This membership will be void if:

- Customer procures related equipment service or installation from anyone other than IT Landes Home Service Team.
- There shall be no liability on the part of IT Landes Home Service Team for work done by anyone else unless such person is authorized in writing by IT Landes Home Service Team to perform such work or furnish such parts.
- Delinquent accounts will result in automatic termination.
- In the event of cancellation, no refund will be made on any fraction of the year for any unused portion of the membership.

The precision tune-up is a critical part of this membership. ITL Home Service Team will contact the customer by email or by phone, or both, to schedule this service. Failure on the customer's part to schedule or allow this service within the membership period will result in the loss of this service, without refund, for that membership period. In addition, if emergency service becomes necessary because of the tune-up being delayed by the customer's failure to schedule or allow this service to be performed, payment of the emergency service fee will be required. Under this condition, the customer has the option to have the emergency service performed and pay the emergency service fee or wait until such time that the tune-up and emergency service can be scheduled and performed during normal working hours.

All equipment replacement allowances are only applicable toward equipment purchased from and installed by ITL Home Service Team.

This membership does not insure against fuel storage tank leakage or any damages to persons or property resulting from tank leakage. This membership does not cover any installation, cleanup, removal, remediation, or other costs of compliance with any laws, rules, or regulations regarding fuel storage tanks. ITL Home Service Team will not be responsible for any injury or damage resulting from the disposal, discharge, dispersal, release, or escape of fuel or other petroleum substances into or upon the customer's property, surrounding property, the atmosphere, or any watercourse or body of water. The customer shall be responsible for the condition and maintenance of the fuel tank, fuel tank shutoff valve & regulators, and for compliance with all laws requiring notice to government agencies or officials in the event of a leak from said tank.

Customer agrees by acceptance of the services furnished that, absent negligent conduct by the employees of IT Landes Home Service Team, IT Landes Home Service Team shall not be responsible or liable in any manner or amount or injuries, damages, costs, and expenses as a result of the equipment failure, which shall include the chimney, power venting systems failure or malfunction, to include any such injures, damages, costs, and/or expenses arising from soot or smoke damage, "puff backs," or such similar events or conditions.

Renewed memberships may be subject to price and coverage changes. If the customer moves, this membership may be assigned to the new owner providing the new owner agrees in writing to assume the terms of this membership, all customer's outstanding bills are paid, and the customer gives ITL Home Service Team written notice at least ten (10) days before closing. Cancellation is at the option of either party.

A system inspection may be required before the customer is accepted for Premier Service Plan coverage. If the inspection shows that the system is in unacceptable condition, it must be repaired or replaced before the customer will be accepted for coverage. IT Landes Home Service Team reserves the right to reject, at any time, any equipment from coverage should IT Landes Home Service Team find it to meet the conditions for system replacement or if the customer refuses required work beyond the scope of services covered under this membership.

Customer and IT Landes Home Service Team agree that there are no promises, terms, conditions, or obligations between the parties which are not already contained in this membership. Statements made by HB Home Service Team personnel that are not contained in this membership have not been relied upon by the customer and are not a party to this membership.

IT LANDES HOME SERVICE TEAM
215-256-4221