

RESIDENTIAL  
COMMERCIAL  
INDUSTRIAL



PROMPT & PROFESSIONAL  
24/7 EMERGENCY SERVICE  
100% SATISFACTION GUARANTEE

service@pipedoc.net  
www.pipedoc.net

516-295-2448 Office  
516-706-0375 Fax

**Doctor's Comfort Service Program Enrollment Form**

Customer Information/Billing Address *(Please complete)*

Covered Property Address *(Please complete if different)*

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

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

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

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

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Telephone: \_\_\_\_\_

Cross Street: \_\_\_\_\_

Cross Street: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

GAS HEAT SERVICE PROGRAM

CENTRAL AC SERVICE PROGRAM

COMBO GAS HEAT &  
CENTRAL AC SERVICE PROGRAM

Make of Boiler \_\_\_\_\_

Make of AC \_\_\_\_\_

Make of Boiler \_\_\_\_\_

# of Zones \_\_\_\_\_

# of Zones \_\_\_\_\_

Make of AC \_\_\_\_\_

**\$229/yr.**

**\$220/yr.**

**\$399/yr.**

Additional "Doctor's Comfort" Options  
*(Check what applies)*

Additional Gas Hot Water Heater  
\$35/yr.

Additional Gas House Heating Appliance  
\$180/yr.

Additional Zones  
\$35/yr.

"Doctor's Comfort" Gas Heat Service Program  
Covers:

\*1 Gas House Heating Appliance

\*1 Gas Water Heater

\*Service Calls

\*24 hour/7 day (in season)

\*Labor Charges

\*Almost all replacement parts.

Additional "Doctor's Comfort" Options  
*(Check what applies)*

Additional Central A/C System  
\$170/yr.

"Doctor's Comfort" Central AC Service Program  
Covers:

\*1 Central A/C System/Condenser

\*Service Calls

\*Yearly tune-up.

\*Labor Charges

\*Almost all replacement parts.

Additional "Doctor's Comfort" Options  
*(Check what applies)*

Additional Gas Hot Water Heater  
\$35/yr.

Additional Gas House Heating Appliance \$180/yr.

Additional Central A/C System  
\$170/yr.

Additional Zones  
\$35/yr.

"Doctor's Comfort" Combo Gas Heat Service &  
Central AC Program Covers:

\*All services listed under Gas Heat Service Program and  
Central A/C System Service Program.

INDICATE PAYMENT METHOD. Please make checks payable to The Pipe Doctor Plumbing, Heating & Air

Total Purchase Price \_\_\_\_\_ (Please include sales tax – Rate 8.625%)

Full Payment *I have enclosed a check for the full price of coverage.*

Comfort Pay *I have enclosed a check for 1/3 of the total Plan cost. Remainder of payment to be billed in 2 equal payments over the next two months. Amount Enclosed: \_\_\_\_\_*

Credit Card *Please bill my credit card for the full amount of coverage.*

Card Type (circle one): Name of Card: \_\_\_\_\_

VISA MasterCard Credit Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Please sign & return this enrollment form with payment and start enjoying all the comforts of home with all the peace of mind.

CUSTOMER SIGNATURE (Required): \_\_\_\_\_ Date: \_\_\_\_\_

## The Pipe Doctor Plumbing, Heating & Air Conditioning - Doctor's Comfort Service Program Terms & Conditions

- Coverage - The Doctor's Comfort Service Program** is between you the customer and The Pipe Doctor Plumbing, Heating & Air Conditioning with a location at 1 Club Drive, Suite 4GR, Woodmere, New York 11598. A Doctor's Comfort Service Program agreement provides service for one or more of the following, as selected on the initial enrollment form and listed on the service program agreement and subsequent renewals, a) gas fired house heating equipment with a gas input no greater than 400,000 Btu's / hr. with up to 4 zones and b) gas fired domestic hot water equipment with a gas input of no more than 100,000 Btu's / hr. c) Central air conditioning equipment up to 5 tons per system. Coverage is available to one, two, and three family homes located in Nassau and parts of western Suffolk counties. All equipment must have been installed according to manufacturer's installation recommendations and national and local codes. All equipment is subject to inspection prior to acceptance of any Doctor's Comfort Service Program enrollment form. The Doctor's Comfort Service Program provides parts and labor coverage for the selected equipment. The Doctor's Comfort Service Program also provides for one scheduled visit annually between March 1st and August 31st for preventative maintenance and safety check on covered heating equipment and one scheduled annual tune up between March 1st and May 31st on covered central air conditioning equipment. Coverage can be obtained for an additional gas hot water heaters, additional heating zones, additional gas house heating appliances (boiler or furnace) and additional central air conditioning systems by selecting the appropriate Doctor's Comfort options on the enrollment form.
- When Coverage Begins** - Coverage begins 10 days after receipt and acceptance of payment accompanied by a signed Doctor's Comfort Service Agreement form. Doctor's Comfort Service Program Agreements will be in effect for a period of one year from the date of acceptance and will be renewed annually unless otherwise notified in writing by the customer. All equipment must be in good working condition at the time of acceptance. Preexisting problems will not be covered. All equipment is subject to inspection by The Pipe Doctor Plumbing, Heating & Air Conditioning prior to acceptance.
- How To Obtain Service** - Service can be obtained by calling 516-295-2448 24 hours a day, 7 days a week. Emergency service for no heat or no hot water complaints will be available 24 hours per day, seven days per week, from October 1st thru April 30<sup>th</sup> and from 9am-5pm from May 1st thru September 30th and holidays. All non-emergency calls will be scheduled for a time convenient to the customer and The Pipe Doctor Plumbing, Heating & Air Conditioning. Preventative maintenance and safety checks on heating equipment are scheduled between March 1st and August 31st. Air Conditioning service is available during normal business hours Monday - Friday 9:00am - 5:00pm. No air conditioning service is available on Saturday, Sunday or holidays. Annual Tune-ups on AC equipment are scheduled between March 1st and May 31st. All Preventative maintenance and safety checks and annual tune-ups are the customer's responsibility to call and schedule.
- Service Response Policy** - The Pipe Doctor Plumbing, Heating & Air Conditioning will make every reasonable attempt to provide prompt same day (within 24 hours) service to our customers on emergency no heat or no hot water complaints. The Pipe Doctor Plumbing, Heating & Air Conditioning will make every reasonable attempt to schedule air conditioning calls within 3 business days. The Pipe Doctor Plumbing, Heating & Air Conditioning is not responsible for delays beyond our control (such as labor problems, severe weather conditions, natural disasters and the like). Safe access, as determined by The Pipe Doctor Plumbing, Heating & Air Conditioning must be provided by the customer for service to be rendered.
- One-Year Warranty** - The Pipe Doctor Plumbing, Heating & Air Conditioning warrants all parts for defects in workmanship for a period of one year from date of installation or the length of the existing Doctor's Comfort Service Program Agreement should the Doctor's Comfort Service Program Agreement be cancelled or not be renewed. The Pipe Doctor Plumbing, Heating & Air Conditioning also warrants the labor associated with the replacement of any part for a period of one year or the length of the existing Doctor's Comfort Service Program Agreement should the Doctor's Comfort Service Program Agreement be cancelled or not be renewed. The Pipe Doctor Plumbing, Heating & Air Conditioning will at our discretion repair or replace any part proven to be defective under normal usage. Damage caused by the homeowner, neglect, environment, flooding or any natural disaster will not be covered by this warranty. The Pipe Doctor Plumbing, Heating & Air Conditioning is not responsible for any collateral damage caused by parts, covered equipment, improper operation or failure of any covered equipment. This warranty does not apply and/or does not provide for claims of personal injury, attorneys fees, or other such consequential damages. The Pipe Doctor Plumbing, Heating & Air Conditioning will not be responsible for expenses accrued due to unavailability of parts. Any warranty implied or otherwise is to the customer, location and equipment listed on the Doctor's Comfort Service Program agreement.
- Customer Option To Cancel** - A customer may cancel a Doctor's Comfort Service Program Agreement within 30 days of The Pipe Doctor Plumbing, Heating & Air Conditioning receiving the Doctor's Comfort Service Program form. Cancellation must be made in writing and mailed return receipt requested to The Pipe Doctor Plumbing, Heating & Air Conditioning, 1 Club Drive, Suite 4GR, Woodmere, New York 11598. A Doctor's Comfort Service Program Agreement may not be cancelled if any service has been provided prior to receipt of a cancellation request. If the terms for cancellation have been met, the agreement shall be void and a refund for the Doctor's Comfort Service Program Agreement equaling the amount received by The Pipe Doctor Plumbing, Heating & Air Conditioning will be made within 14 days of our receipt of the cancellation request. A 10% penalty per month shall be added to a refund that is not made within 30 days of return of the service agreement to The Pipe Doctor Plumbing, Heating & Air Conditioning.
- Provider Option To Cancel** - The Pipe Doctor Plumbing, Heating & Air Conditioning has the right at its sole discretion to cancel any contract in the event The Pipe Doctor Plumbing, Heating & Air Conditioning determines the covered equipment becomes unserviceable due to factors such as age, environment, unavailable parts, unsafe working conditions, abuse or neglect of equipment, or failure to make payments according to the Doctor's Comfort Service Program Agreement. Doctor's Comfort Service Program Agreements may be cancelled by The Pipe Doctor Plumbing, Heating & Air Conditioning without notice for non-payment of the Doctor's Comfort Service Program Agreement, failure of the customer to follow the professional advice of The Pipe Doctor Plumbing, Heating & Air Conditioning or unsafe working conditions. Cancellation for any other reason will be made by mail to the address listed on the Doctor's Comfort Service Program agreement 15 days prior to cancellation.
- Service Agreement Renewal** - Customers will be notified and invoiced by mail 60 days prior to the Doctor's Comfort Service Program Agreement expiration date. A new one-year Doctor's Comfort Service Program Agreement will take effect on the anniversary of the previous Doctor's Comfort Service Program Agreement providing payment has been received prior to this date. The Pipe Doctor Plumbing, Heating & Air Conditioning has the right to change price and terms of the agreement at the time of renewal.
- Financial Commitment** - The obligations of The Pipe Doctor Plumbing, Heating & Air Conditioning under this service contract are backed by the full faith and credit of The Pipe Doctor Plumbing, Heating & Air Conditioning.
- Limited Liability** - The Pipe Doctor Plumbing, Heating & Air Conditioning shall not be liable for any consequential or incidental damages of any nature, such as customer's loss of use of its residence, or the cost of replacement shelter, heat or water, claims of personal injury, and/or attorneys fees. The Pipe Doctor Plumbing, Heating & Air Conditioning maximum liability under this agreement shall not exceed the annual amount paid by the customer to The Pipe Doctor Plumbing, Heating & Air Conditioning.
- Circumstances Beyond Our Control** - The Pipe Doctor Plumbing, Heating & Air Conditioning is not responsible for any delays on account of or due to labor problems, severe weather conditions, natural disasters, acts of war, acts of government, or any other circumstance or condition beyond our reasonable control.
- Covered Parts** - The following parts are covered by the Doctor's Comfort Service Program Agreement: HEATING and HOT WATER EQUIPMENT - Air Pressure Switches, Aquastats, Automatic Water Feeders, Blocked Vent Safety Switches, Blower Motors, Boiler Air Vents (400-3), Blower Motor, Circulators, Dirt Pockets, Drain Valves, Dual Valves, Electronic Control Boards, Direct Drive Blower Wheel (No Bearings), Electronic Ignition Modules, Expansion Tanks, Fan Belts, Fan Limit Controls, Flame Rollout Switches, Flame Sensors, Galvanized Flue Pipe (Single Wall), Gas Valves, Gauge Glass Components, High Limit Controls, Hot Surface Ignition Components, Inducer Assemblies, Low Water Cut Offs (limited to controls currently used by residential boiler manufacturers), Pilot Assemblies, Pilot Generators, Pilot Safeties, Pilot Tubing, Pressure Reducing Valves, Relays, Relief Valves, Service Switches, Steam Pressure Controls, Steam Pressure Gauge, Thermocouples, Thermostats, Transformers, Fridricators, Water Heater Thermostats, Zone Valves or Zone Valve Motors. AIR CONDITIONING EQUIPMENT - Blower Motor, Condenser Coil Cleaning, Condenser Fan Motor, Direct Drive Blower Wheel (No Bearings), Dryer Filters, Electronic Control Boards, Electronic Switches (AC only), Evaporator Fan Motor, External Crank Case Heaters, Fan Belt, Fan Blade, Fan Relay, Fuses on unit, Hard Start Kits (original equipment only), High Pressure Control, Low Ambient Control, Low Pressure Control, Minor Clean & Repair of Condensate Line (only if visible & accessible), Motor Contactor, Running Capacitor, Service Port Valve Caps, Sight Glasses, Starting Capacitor, Starting Relay, System Charging up to 2 lbs Annually, Thermal Expansion Valve, Thermostat, Time Delay Control, Transformer, Valve Cores (Schradler Type), Visible Refrigeration Leaks. Any part not listed as covered should be considered not covered unless stated in writing by The Pipe Doctor Plumbing, Heating & Air Conditioning.
- Parts And Services Not Covered** - The Doctor's Comfort Service Program Agreement does not cover Air Filters, Bearings (Motor & Blower Wheel), Chimneys, Chimney Cleaning, Cleaning of any Heating or Hot Water Equipment, Complete Conversion Burner Replacement, Complete Boiler, Furnace, Water Heater, Condenser, A-Coil, Evaporator, or Air Handler Replacement, Compressors, Condensers, Condenser Coils, Condensate Piping, Condensate Pump, Controllers, Damage Due to Condensate Leaks, Domestic Water Coil or Coil Gasket Replacement, Duct Work, Electrical Wiring, Flue Dampers, Evaporator/A-Coils (Including Cleaning), Fan Housing, Flue Valves, Grills, Humidifiers, Line Out Replacement, Plumbing Pipes & Valves, Radiators, Radiator Pans, Repair of Non-Visible Refrigerant Leaks, Sheet Metal Work, Thermostat Batteries, Warm Air Zone Dampers, or Zone Dampers or any part (including items listed in section 12) that is obsolete or inaccessible as determined by The Pipe Doctor Plumbing, Heating & Air Conditioning. Nor does this Doctor's Comfort Service Program Agreement cover any labor incurred while replacing these parts or providing these services. Only parts supplied and installed by The Pipe Doctor Plumbing, Heating & Air Conditioning will be warranted or covered under this Doctor's Comfort Service Program Agreement. Any equipment not installed by The Pipe Doctor Plumbing, Heating & Air Conditioning once the agreement is in effect, must be inspected by The Pipe Doctor Plumbing, Heating & Air Conditioning for proper installation and workmanship and be in working order before it will be covered. The Doctor's Comfort Service Program Agreement does not cover any parts, materials or labor required as a result of any unusual circumstance, including, but not limited to fire, freezing, floods, natural disasters, equipment abuse, neglect or the like.
- Miscellaneous Items** - This Doctor's Comfort Service Program Agreement can be modified only by a written agreement signed by both the customer and The Pipe Doctor Plumbing, Heating & Air Conditioning. The customer may assign the Doctor's Comfort Service Program Agreement with written consent of The Pipe Doctor Plumbing, Heating & Air Conditioning. The laws of the State of New York shall govern the terms and conditions of this agreement. Any action brought under the Doctor's Comfort Service Program shall begin in the appropriate court in Nassau County, New York. If any provision contained in this agreement is deemed to be unenforceable or invalid, it will not affect or void the remainder of the Doctor's Comfort Service Program Agreement.