

UGI ADVANTAGESM SERVICE AGREEMENT TERMS & CONDITIONS

A fourteen day waiting period shall apply after customer application has been processed before the selected plan goes into effect. Customer warrants that customer's natural gas, propane or electric house heater, electric central air conditioner or heat pump and/or natural gas, propane or electric water heater, or fuel line is in good working order and meets code and manufacturer installation requirements. This agreement covers, except as specifically set forth herein, all labor and materials for adjustment, repair or replacement of the functional parts (listed below) which fail through normal use during the term of your service agreement. A single plan will cover no more than one heater, water heater, or central air conditioner, and the agreement will only cover the equipment specified for that plan. Establishments with more than one unit will be priced at

multiples of the agreement rate for each additional unit. This agreement may be transferred to a new owner of the property where the equipment under coverage is located. **Contracts are non-cancelable and non-refundable.** Customers who choose monthly or quarterly payments options will pay 12 monthly or 4 quarterly payments over the duration of the contract term (1 year). If the account becomes delinquent, UGI reserves the right to terminate the contract. Unless cancelled by notifying UGI, this agreement will automatically renew upon the expiration date at the rates, fees, terms and conditions in effect at the time of renewal. UGI Technicians must have safe access to and safe working conditions at and around the covered equipment.

HEATER COVERAGE (Natural Gas, Propane and Electric)

Aquastat	Circulator Bearing & Coupler	Fan Door Switch	Low Water Cut-off Switch	Steam Pressure Controls
Automatic Gas Valve	Circulator Motor (up to 1/4 hp)	Fuses	Main Burners	Thermocouples
Blow Down Valve	Circulator Mounts	Gas Cock	Main Valve	Thermostat Standard (1 per year)
Blower Bearings & Belts	Draft Hood	Gauge Glass	Module	Thermostat – Outdoor
Blower Motor (up to 3/4 hp)	Draft Inducer	Gauges	Pilot Burner, Orifice, Tubing & Valve	Timers
Blower Pulley & Shaft	Electric Ignitions System	Heater Gas Controls	Pressure Regulators	Transformers
Blower Relays	Electrode	Ignitor	Relays	Vent Connector
Blower Wheel	Elements	Induced Fan Pressure Switch	Safety Pilot	Venturi Tube
Burner Gas Control Elements	Factory Wiring	Low Water Cut-off	Sequencers	
Burner Manifold	Fan & Limit Controls	Low Water Cut-off Float	Spill Switch	

ADDITIONAL GAS HEATER COVERAGE

This service agreement further covers the additional functional parts:
Circulators, Pressure Reducing Valves, Manual Valves, Relief Valves

If one of these parts fails and a total drain down and refill of the hot water or steam system is required, an additional \$60 will be charged.

WATER HEATER COVERAGE (Natural Gas, Propane and Electric)

Aquastat	Electronic Ignition	Main Valve	Relief Valve	Thermostat
Burner	Energy Cutoff	Modules	Sensors	Transformer
Burner Tubing	Factory Wiring	Pilot Burner, Orifice, Tubing & Valve	Spill Switch	Vent Connector
Dip Tube	Gas Cock	Pressure Regulators	Temperature Dial	Water Shut Off & Drain Valve
Draft Hood	Heating Elements	Pressure Switch	Temperature Limiting Control	
Draft Inducer (labor only)	Manifold	Pressure/Temperature Sensors	Thermocouple	

The draining or flushing of the Water Heater is not covered under the service agreement. We will perform this service at UGI's rates in effect at that time.

ELECTRIC CENTRAL AIR CONDITIONER/HEAT PUMP COVERAGE (Natural gas air conditioning coverage is not available at this time. Window units are not covered. Residential coverage for 5 ton units and lower and are single phase..)

Backup Heating Coil	Condenser Fan Blades	Electrical Low Voltage	Relays	Starting Capacitors
Blower Bearings	Condenser Fan Motor	Elements	Running Capacitors	Thermal Fuse – External
Blower Belts	Condensate Pump	Internal Condenser Wiring	Solenoid	Timers
Blower Motor	Contactors	Outdoor Unit Relays	Standard Thermostat	Transformers
Blower Pulley	Crankcase Heaters – External	Rain Shield	Standard Thermostat Subbase	
Blower Wheel	Defrost Controls	Refrigerant Addition (1 lb. over life of equip.)		
Circuit Board	Electrical Circuits	Refrigerant Leaks (locating only)		

INSPECTION AND SAFETY CHECK (Heater, Water Heater & Outside A/C Condenser Unit. Air handlers are not covered.)

Adjust Belts	Check Draft &/or Chimney Base	Check Temperature Rise & Drop Over Coils	Inspect Burners	Lubricate Motors/Blowers
Check Belts	Check Humidifier Dampers	Check Thermostat	Inspect Capacitors	Megometer Test
Check Blower Wheel	Check Operation – Limits & Controls	Check Thermostat Calibration	Inspect Condenser Coils	Prepare System for Operation
Check Burner Operation	Check Pressure Switch	Check Water Pressures	Inspect Contractor Points	Tighten Electrical Connections
Check Circuit Breakers & Fuses	Check Standard Air Filters	Check Worm/Defective Parts	Inspect Refrigerant Controls	
Check Condensate Drain		Inspect & Lubricate Motors	Inspect Temperature Controls	
Check Condensate Pump			Inspect Safety Controls	

INTERIOR GAS FUEL LINE COVERAGE

Black and/or Galvanized Piping (1/2" to 2" diameter)	Nipples	This plan covers only internal, exposed piping that is accessible for repair and/or replacement. All underground piping is excluded from coverage.
Caps	Pipe hangers, straps & clamps	
Elbows	Tees	
Manual "A" & "B" valves	Reducing Fittings	
Metal Flex Connectors	Unions	

WHAT IS NOT COVERED

Liability is limited solely to the repair or replacement of the parts listed above. If a part not listed above requires replacement, UGI will perform the work and charge the service rate in effect for labor and a separate fee for the part. Equipment with pre-existing conditions requiring repair will not be covered by this plan. Service and parts for logs, fireplaces, and other space heating, heat recovery, extraction or window air conditioners are not covered by the service agreement. This agreement covers no more than two circulators and two standard thermostats per contract, piping to and from boilers including all valves, flow checks, drains, and auto water feeds are not covered by this plan. UGI reserves the right to restrict coverage eligibility for certain specific makes of equipment, including, but not limited to, the Amana HTM, Paloma Pak, Hy-Tec, Glo-core, and Hydropulse. UGI reserves the right to inspect the equipment for satisfactory operating condition prior to acceptance. This agreement does not cover damages and repairs necessitated by customer abuse, fire, flood, freezing, or other abnormal conditions. Nor does it cover work from faulty design or installation. UGI reserves the right to reject any application or cancel the contract and refund the agreement price paid if the covered equipment does not comply with the provisions of the agreement.

ADDITIONAL SAVINGS

Within the 12-month coverage period on equipment plans, customers with a service agreement will receive a 10% discount on any repair work by UGI that is not covered by the agreement. This 10% discount is not applied to any fees or surcharges. Heater cleanings and A/C tune ups are not included with the contract. However, certain preferred pricing may be available for contract customers at specific times within the coverage year.

This is not a replacement plan; however, in the event your unit is deemed not repairable due to failure of a covered part or it is not cost effective to repair, UGI will give you a \$200 discount off the cost of a new air conditioning system (13 SEER* or above), \$100 discount off the cost of a new heating system, and \$25 discount off the cost of a new water heater that is purchased and installed by UGI.

UGI'S DISCRETION

The decision of whether to repair or replace a defective part and the selection of the replacement part rests exclusively with UGI. UGI is not responsible for obtaining obsolete or unavailable parts. Material and labor costs to alter existing equipment or piping to be adapted for replacement parts in the above circumstances will be borne by the customer. Qualified contractors, at UGI's discretion, may be used to fulfill all or part of its obligation under this contract. If equipment is inaccessible or unsafe for service by one technician, the customer must pay for additional personnel at prevailing rates. UGI assumes no liabilities for either the quality or condition of the water or for any damage that it may cause to the covered equipment or to any other property or fixture of customer or any other person or entity. If the equipment under coverage is moved anytime during the coverage period, the service contract is void.

NOTICE

Customer acknowledges that weather conditions shall effect response times. Customer further acknowledges that UGI, in its whole discretion shall schedule all work by priority.

FEES AND SURCHARGES

In addition to the price for desired coverage, Customer agrees to pay UGI HVAC Services, Inc. fees, rates, surcharges and other charges in effect on the date that services are rendered, which may include, but not limited to, a materials handling fee, response fee, and/or a motor fuel fee. UGI HVAC Services, Inc. reserves the right to change its fees and other charges from time to time without prior notice. UGI HVAC Services, Inc. fees, and other charges, if any, are not refundable except to the extent that a refund may be required by law. You will be assessed a \$20.00 fee for any returned checks.

*Seasonal Energy Efficiency Rating

Terms and Conditions subject to change.