

**TLC**

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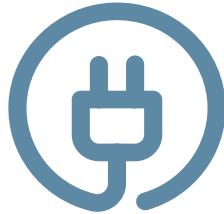
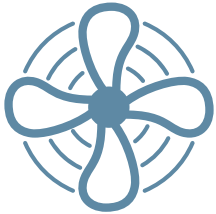
# Preventive Maintenance Homeowner's Guide



# Welcome



Welcome to your membership in TLC's Preventive Maintenance Agreement (PMA) Program. We are excited that you have joined our family! We look forward to helping you keep your home's comfort systems running smoothly for years to come.



## Our Commitment to You:

Here at TLC, we are committed to improving the quality of life for our customers and our community. We do this by providing exceptional service, doing the right things for the right reasons, and standing by a 100% Make It Right Guarantee.

If you have any questions about your PMA, please don't hesitate to contact us at **505-761-9696**. We look forward to serving you!

# Your PMA



So, you've joined hundreds of others and invested in TLC's PMA Program. What should you expect?

- 4 Maintenance Visits a Year
- Protect Your Home Equipment
- Reduce Unexpected Emergency Repairs
- Potential Energy Cost Savings
- Maintain Equipment Warranties
- Extend the Life of Your Equipment
- Peace of Mind

## Additional Membership Benefits



10% off any services or installations not covered by your PMA



Early scheduling opportunities for spring and fall visits

# Service Snapshot



## Agreement Start Date

*The date you purchase your PMA is the day it formally “starts.”*

## Spring Cooling Visit

*Spring visits are usually scheduled for April or May.*

## Fall Heating Visit

*Fall visits are usually scheduled for October or November.*

## Plumbing Inspection Visit

*Plumbing visits are scheduled at various times throughout the year.*

## Electrical Inspection Visit

*Electrical visits are scheduled at various times throughout the year.*

## Add On: Root X Treatment

*Root X Treatment is scheduled at various times throughout the year.*

# Scheduling PMA Visits

It's our goal to make scheduling your visits as easy as possible. That's why we proactively reach out to get you on the schedule. Here is what you can expect:

## Spring & Fall Visits

Spring and fall are the busiest seasons of the year for HVAC companies. That's why you will receive a complimentary call to schedule your visit **before** the busy season starts. You can still schedule your spring or fall visit for the time you would like - right in the middle of busy season if you want! - you will just be on the schedule before other customers fill it in.

## Courtesy Visits

Your courtesy visits include your annual plumbing and electrical inspections and Root X Treatment if you added that on to your agreement. TLC will schedule these visits with you by email throughout the year. You are also free to schedule your plumbing and electrical visits at your convenience. You can give us a call at **505-761-9696** or schedule online at [tlcplumbing.com/service-request](https://tlcplumbing.com/service-request).

## Additional Repairs and Services

While your Preventive Maintenance Agreement covers the maintenance services and activities listed in the following pages, it does not cover repairs, maintenance, or installations above and beyond this. If additional services, repairs, or installations are necessary, you will receive **10% off**. Please reach out to us if you have any questions about what is covered and what is not covered by your PMA membership.

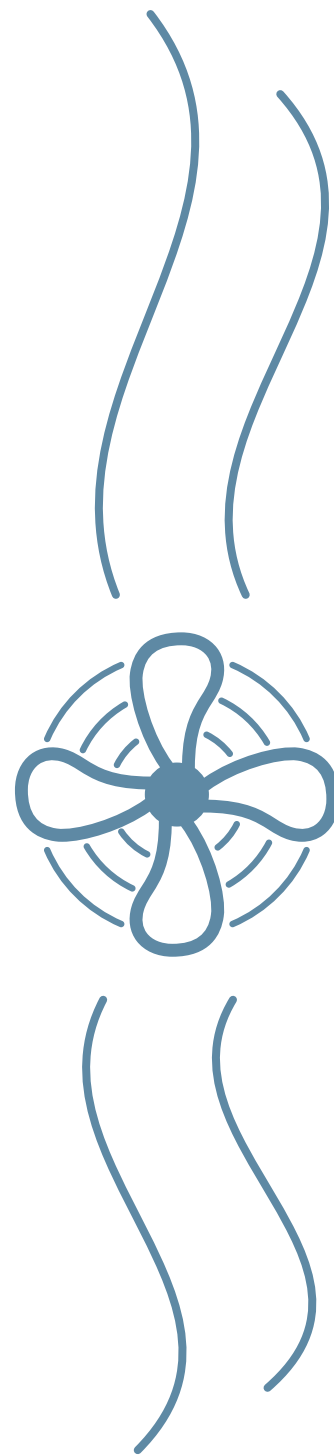


# Cooling Visits



## Swamp Cooler Startup:

- Clean/vacuum cooler
- Clean pump tube and distribution tube
- Oil motor and pillow block bearings
- Adjust belt and pulley
- Remove cooler damper
- Pump, float, belt and pad\* replacement
- Shut down furnace
- Turn off gas
- Install furnace damper
- Water hook up and float adjustment
- Thermostat/controls



*\*Your PMA covers the replacement of standard Aspen swamp cooler pads only. CELdek® or ChillCel® pads must be purchased prior to or at the time of service.*

## Refrigerated Air Inspection (Spring Startup):

- Inspect and clean air filter or cleaner
- Wipe down and clean indoor cabinet
- Inspect indoor coil
- Inspect condensate drain line and pan
- Measure and record Delta T
- Visually inspect indoor unit, electrical wiring, and components
- Inspect indoor fan motor and record amp draw
- Test and inspect capacitors
- Test and inspect contactor
- Test system charge
- Record refrigerant pressures
- Record super heat and sub cooling data
- Visually inspect outdoor unit
- Inspect the fan motor and the compressor
- Inspect condenser coil
- Thermostat/controls



# Heating Visits



## Gas Forced Air Furnace

- Inspect and clean air filter or air cleaner
- Wipe down and clean indoor cabinet
- Conduct carbon monoxide test
- Inspect the heat exchanger
- Inspect condensate drain line and trap
- Measure and record Delta T
- Visually inspect indoor unit, electrical wirings, and components
- Test and inspect capacitor
- Burners
- Flame Sensor
- Inducer draft/venting
- Inspect indoor fan motor and record amp draw
- Ignition system
- Thermostat/controls

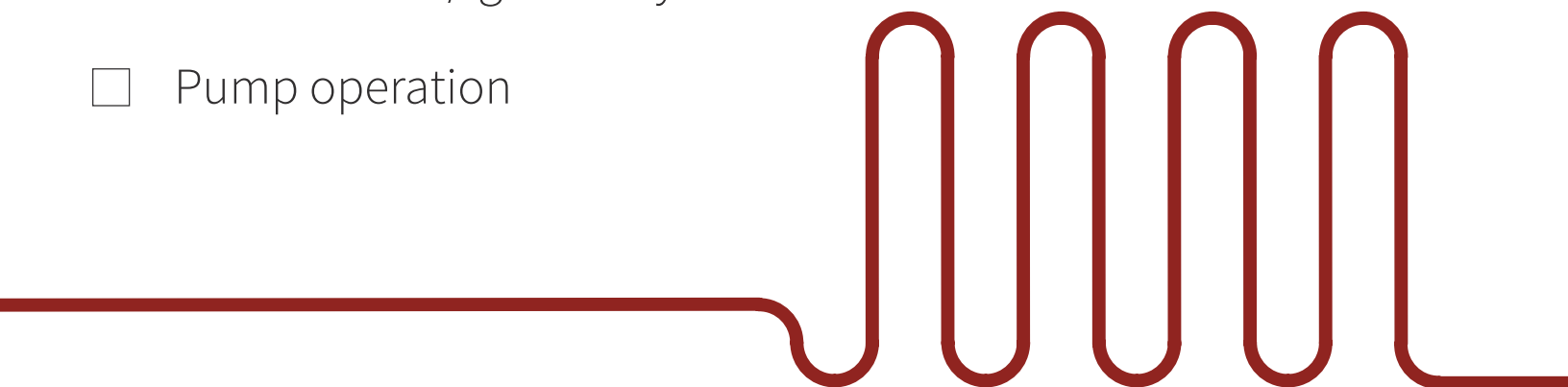




## Boiler Radiant/Baseboard Heating



- Ensure proper operation of auto vent damper
- Inspect auto fill unit
- Wipe down and clean indoor cabinet
- Conduct carbon monoxide test
- Inspect heat exchanger
- Inspect condensate drain line and trap
- Measure and record Delta T
- Visually inspect boiler unit, electrical wirings, and components
- Inspect and exercise all accessible system valves
- Visually and manually inspect all zones' valves and actuators
- Burners
- Flame sensor/ignition system
- Pump operation

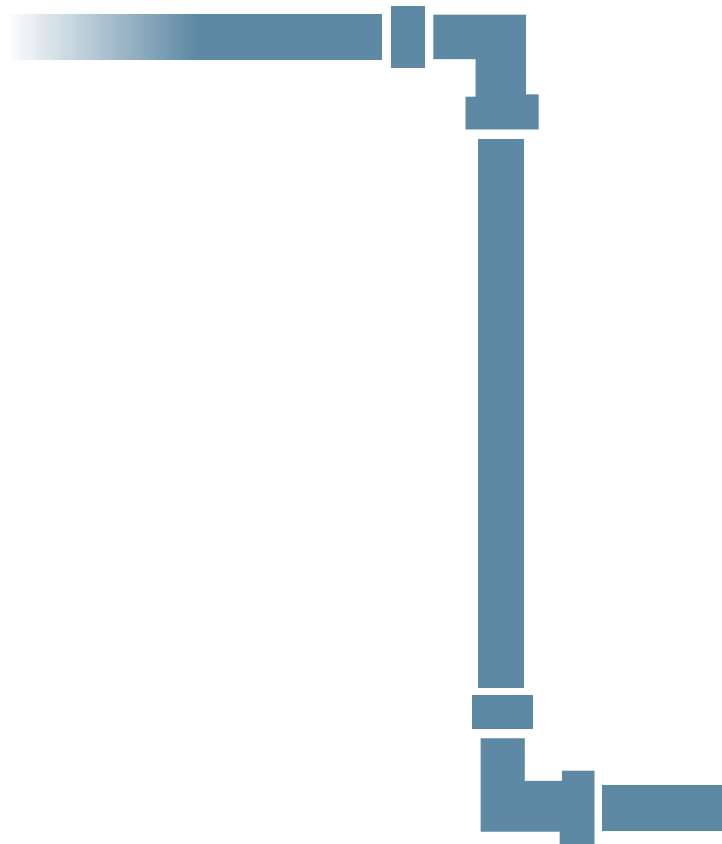


# Additional Visits



## Annual Plumbing Inspection

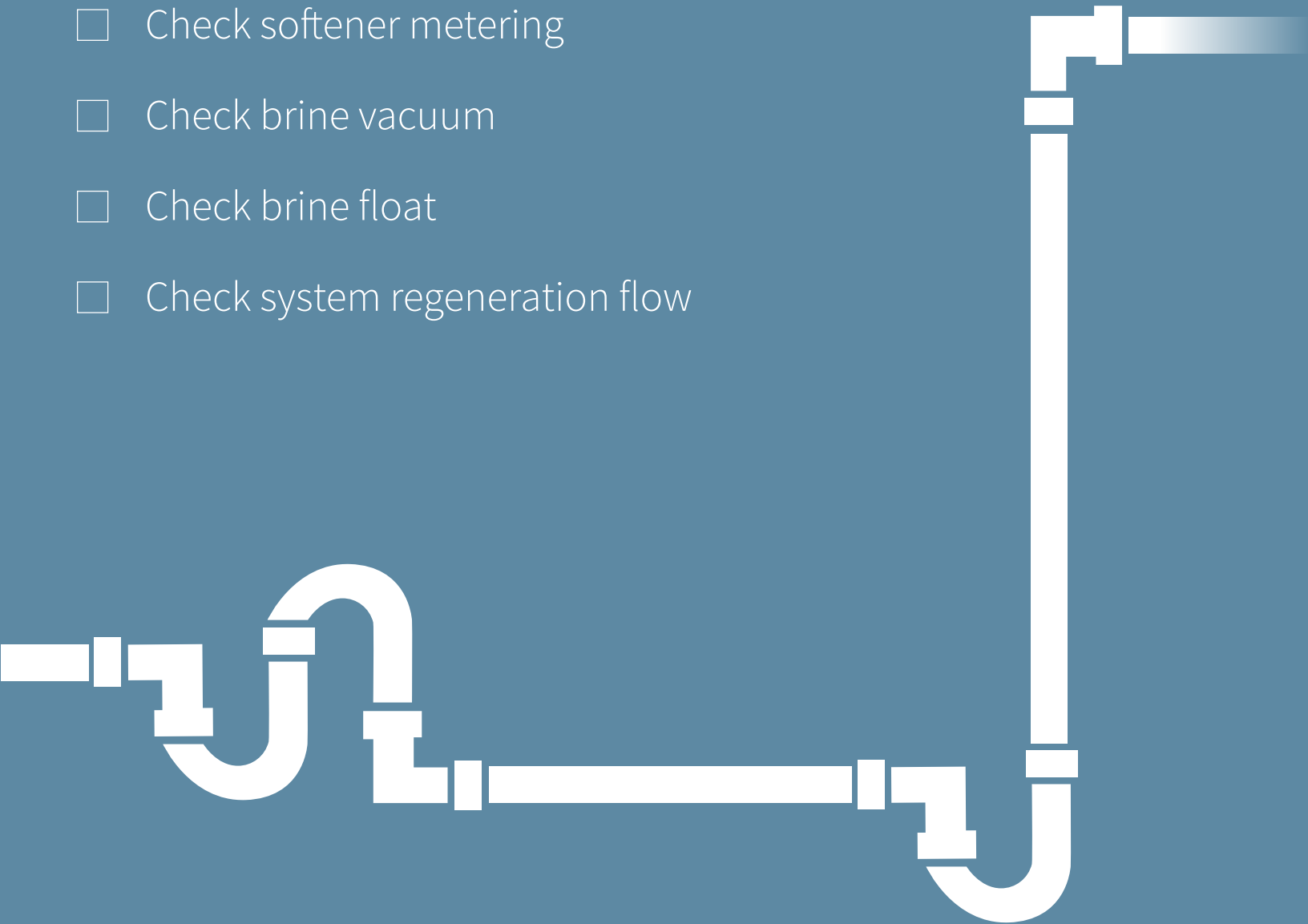
- Dye test
- Angle stop test
- Test all drain levers
- Testing incoming water pressure
- Inspect water heater
- Hot water test
- Water heater T&P valve
- Identify age of current anode rod
- Check ice maker line
- Check exposed water supply lines and gas flex connectors
- Check all faucets, fixtures, and hose bibs for leaks
- Identify and tag main house emergency shut off valves
- Test incoming water
- Test water after softener



## Plumbing Inspection (continued)



- Inspect bypass valve
- Inspect pre-filter assembly
- Check softener metering
- Check brine vacuum
- Check brine float
- Check system regeneration flow



# Annual Electrical Inspection



- Inspect main panel
- Tighten the main feeders, neutral, and grounds
- Tighten all breaker lugs
- Test and record voltage
- Visual inspection of utility service to the home
- Test all GFI outlets for proper operation
- Identify and record wiring type
- Locate and record additional panels and sub panel locations
- Replace customer supplies light bulbs
- Inspect and test all smoke detectors, replace batteries if needed, and record MFD
- Thermal inspection of main broken panel

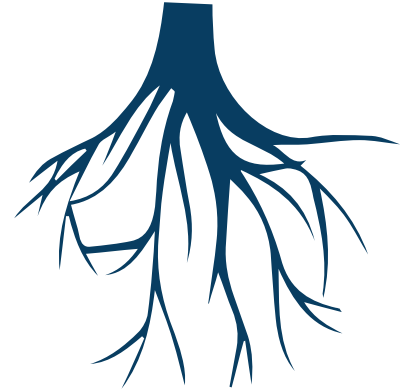


# Add-On Options



## Drain Add-On: Root X Pipe Treatment

- Drain cabling and root cutting
- Drain inspection
- Root killer treatment



If you experience frequent clogs and root issues in your drain lines, you may want to add-on the Root X Pipe Treatment.

## A Note on CELDek® and ChillCel® Cooling Pads

If you have Mastercool®, Aerocool®, Breezair®, or Convair®, the pads do not need to be replaced every year. They use either CELDek® or ChillCel® pads, which are not standard swamp cooler pads and are not covered by your PMA. Thankfully, these pads don't need to be replaced every year, but can last 3 - 5 years.

When it comes time to replace CELDek® or ChillCel® pads, they will need to be purchased at the time of service.



# Frequently Asked Questions

## **What service calls are covered by my PMA?**

Your PMA membership includes four annual visits: spring cooling start-up, plumbing inspection, fall heating start-up, and electrical inspection. All additional visits – troubleshooting, repairs, installations – are not covered by your PMA. If you find you need additional services beyond your four annual visits, you will receive a 10% PMA member discount.

## **Does my PMA automatically renew?**

Your Preventive Maintenance Agreement does not automatically renew each year. You will receive renewal instructions through email or by mail prior to your PMA expiration date. A TLC team member will then review your account with you and receive your permission to renew the agreement.

## **How do I know when it's time to renew my PMA?**

Prior to your PMA expiration date, you will receive a notice by email or mail with renewal information and instructions. A TLC team member will then work with you to review your account and renew the agreement.

## **Why is a tankless/tank water heater flush not included in my plumbing inspection?**

The courtesy plumbing inspection is not a service call, it is just an inspection. The goal of courtesy visits is to avoid emergency repairs by identifying potential problems before they become major issues. In the case of a tankless flush, this is a service that requires additional equipment, material, and time to perform. If you choose to have a water heater flush done, you will receive a 10% PMA discount.

## **Why can't all services be done at the same time and by the same technician?**

Most of your PMA service calls are seasonal and should be done in accordance with seasonal needs. For example, you don't want to start your furnace up at the same time you start your cooler. Although some visits may be scheduled at the same time for convenience, TLC's goal is to provide a licensed professional who is well-educated to the related trade and code requirements for each visit. For example, a licensed electrician should conduct your electrical inspection, while a licensed plumber should conduct your plumbing inspection. This ensures that you get the most out of each visit.

## **What parts are included in my swamp cooler start-up?**

We include all the necessary parts for your swamp cooler start-up. This includes a new pump, float, belt, and standard swamp cooler pads.

The exception to this rule is if you have a Breezair®, Convair®, Mastercool®, or Aerocool® swamp cooler. These require specialized pads that only need to be replaced every 3 – 5 years. These pads are not included in your PMA.

## **Does my PMA cover the replacement of my CELdek® or ChillCel® pads?**

No, CELdek® and ChillCel® pads are not covered by your PMA. These pads are used in Breezair®, Convair®, Mastercool®, or Aerocool® swamp coolers and do not need to be replaced every year. When the time comes to replace them, they will need to be purchased at the time of service.

## **Do I really need plumbing and electrical inspections?**

The plumbing and electrical inspections included in your PMA membership are courtesy visits and come at no additional cost. The goal of these courtesy visits is to avoid emergency repairs by identifying potential problems before they become major issues.

## **Do the plumbing and electrical inspections include repairs?**

Repairs or upgrades to plumbing and electrical systems are not included in your courtesy inspection. If you choose to make a repair or upgrade based on the findings of your courtesy inspection, you will receive a 10% PMA member discount.

## **What type of air filters are included in my air conditioning start-up?**

Changing the air filter in your AC system is one of the most important steps in your AC inspection and start-up. Your PMA includes a standard 1 – 2” pleated or washable air filter. If you prefer a specialized air filter, you are welcome to purchase it beforehand and ask our technician to install it for you at the time of service.

## **Does TLC offer discounts (SD, military) on the PMA price?**

TLC’s PMA is sold at the most discounted price possible. Because of this, it cannot be combined with additional discounts or offers.



# Annual Pricing

PMA Type	Base Price for 1 Unit	Each Additional Unit	Optional: Root X Treatment Add-On
Air Conditioning	\$250	\$100	\$140
Swamp Cooler	\$300	\$150	\$140

## Our Commitment to You

Your comfort and safety in your home is our highest priority. We are committed to a 100% Make It Right Guarantee. We promise that you'll be satisfied with the service you receive, or we will make it right. Every time. Any reason. This is our commitment to you.

If you have any questions about your Prevent Maintenance Agreement, please give us a call at **505.761.9696**.





# Full Home Services by

## Here for Your Whole Home:

- Swamp Coolers
- Refrigerated Air Conditioners
- Mini-Split Heating & Cooling
- Force Air Furnaces
- Baseboard & Radiant Heating
- Duct & Vent Cleaning
- Plumbing & Drains
- Drain Root Repair
- Water Heater Repair & Replace
- Faucets & Bathroom Fixtures
- Toilet Repair & Replacement
- Water Softening & Filtering
- Leak Detection Services
- Sprinkler Systems
- Lighting & Electrical Fixtures
- Electrical Wiring Repairs
- Electrical Panels
- Bathroom Remodeling
- Kitchen Remodeling
- Outdoor Space Remodeling
- Tile & Backsplash
- Flooring
- Cabinets & Shelving
- And much more!

As a PMA Member, you will receive an **additional 10% off** any repairs and installations that are not covered by your Preventive Maintenance Agreement.



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