

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 Service Charge if my system needs a service call?

A: Yes. The \$69.00 service charge 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 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 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.

Additional Questions About Lindsay Heating & Air Conditioning

Q: How does the Flat Rate system work?

A: Flat Rate has been around for several years, and has been used by mechanics, doctors, and many other service professions. A fee (in our case \$69.00) is charged to cover the cost of our service technician making the trip to your home or business to diagnose a problem or 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.

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

A: No. We will come to your home or business and 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 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 provide 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 and oil heat customer, but if you would like to change to gas heat, or an electric heat pump system we can do that also. From change out of an existing system, to new construction Lindsay Heating & Air Conditioning is equipped to take care of all your needs.