



SERVICE PLANS

Hillside

HEATING + COOLING

HEATING AND AC MAINTENANCE PLAN

Annual Maintenance Plans (2024-2025)



OIL DELIVERY



HEATING



AIR CONDITIONING



SERVICE PLANS



COMMERCIAL FUELS



Keeping Your Paws
Comfy All Year Long!

www.HillsideHVAC.com 302-738-4144 (DE & PA) 410-398-2146 (MD)



Annual Maintenance Plans

Regular furnace cleaning and maintenance help prevent equipment failures, inefficient performance, and poor indoor air quality. Hillside Heating & Cooling's maintenance plans offer an annual tune-up to remove any dirt and debris built up within the system throughout the year, as well as discounted parts and labor, and priority service options. Our goal is to have your air conditioning or heat pump always running efficiently! Not only will your system perform better and have a longer lifespan, but you will also save money on your utility bill and avoid unexpected breakdowns.

HILLSIDE OFFERS 2 TYPES OF ANNUAL MAINTENANCE



Basic Coverage Plan – provides 15% service and parts discount, one annual tune up at discounted rate, priority scheduling and availability outside of regular working hours, and more.

Premium Coverage Plan – includes annual tune-up(s) for covered unit(s) at no extra charge, plus 25% service and parts discount, priority scheduling and availability outside of regular working hours, and more.



Basic Coverage Plan (Heating or Cooling) – \$79 / year (first year free with signup for auto delivery)

- 15% discount on any service (parts and labor)
- HVAC Tune-up offered at discounted rate
- Priority scheduling
- Emergency service response within 24 hours
- Availability for emergency service outside of regular business hours, with no overtime charges
- Credit toward upgrade / replacement
- Agreement stays with the unit, and is owner-transferrable



Premium Coverage Plan – priced per unit covered (see unit pricing on back)

- 25% discount on any service (parts and labor)
- 1 annual preventative maintenance "tune-up" per year included for any unit(s) covered (see pricing table)
- Priority scheduling
- Emergency service response within 24 hours
- Availability for emergency service outside of regular business hours, with no overtime charges
- Credit toward upgrade / replacement
- Agreement stays with the unit, and is owner-transferrable

2025 ANNUAL MAINTENANCE PLAN PRICING

Natural Gas / Propane Heat (no Air Conditioning)	\$229 / year
Natural Gas / Propane Heat with Air Conditioning (heat pump – addl. \$40)	\$269 / year
Heat Pump Only (electric backup included if installed)	\$269 / year
Oil Heat only (no air conditioning)	\$359 / year
Oil Heat with Air Conditioning (heat pump – additional \$40)	\$449 / year
Air Conditioning only (no heater unit attached)	\$169 / year
Mini-Split System (one head – additional head units \$59 each)	\$269 / year

(\$50 discount off prices above if you are also on an automatic oil delivery plan.)

HVAC Tune-Up Includes the Following:



Oil Heating: Replace nozzle, one oil filter, and pump strainer (oil) – Clean, lubricate, and adjust burner, inspect all controls and adjust if needed – Vacuum and clean boiler or furnace, smoke pipe and base of chimney (Where needed and accessible) – Inspect and clean combustion chamber – Clean and adjust electrode and high-tension leads – Check pump, examine belts, pulleys, and couplings.



Natural Gas/Propane Heating: A gas furnace tune-up includes inspecting and testing key components like the heat exchanger, burners, thermostat, ignition system, gas connections, and safety controls to ensure proper operation and prevent hazards. It also involves cleaning burners, blower components, and the flame sensor, replacing or cleaning the air filter, lubricating moving parts, and checking for gas leaks or carbon monoxide issues.



Cooling/Heat Pump: Clean condenser coil and indoor coil (where accessible) – Oil and inspect motors – Inspect wiring and tighten electrical connections – Check capacitor and contactor – Check and change air filter (customer supplied) – Clear condensate drain line – Inspect refrigerant line connections – Check system refrigerant charge and thermostat for proper operation – Check amp draw of compressor, condenser motor, and blower motor.



Terms and Conditions

Heating parts covered for furnaces include burner and blower parts that were part of the original equipment manufacturer's (OEM) design of the furnace. Coverage is excluded for primary and secondary heat exchanger, ductwork, cabinets, insulating material, main power service and electrical wiring, indoor air quality products (i.e., humidifiers, electronic air cleaners), system accessories or enhancements, grill registers, diffusers, failure in physical appearance such as scratches, dents, rust, etc., commercial units, rooftop units or hanging units.

Heating parts covered for boiler systems include burner parts, aquastat, feed valve, relief valve, one circulator, extrol expansion tank, and backflow preventer. Coverage is excluded for domestic coils, indirect water heaters, piping inside walls, attics or crawl spaces, radiators or convectors, domestic water piping, and boiler block. (NOTE: One circulator and one thermostat are covered for the main living space. Each additional circulator will be an additional \$25 per year.)

Air conditioning/heat pumps are covered for parts that were part of the OEM design of the equipment. Coverage is excluded for failed compressor, leaking evaporator/condenser coil, ductwork, cabinets, insulating material, main power service, and electrical wiring, indoor air quality products (i.e., humidifiers, electronic air cleaners), system accessories or enhancements, grill registers, diffusers, failure in physical appearance such as scratches, dents, rust, etc., refrigerant systems containing dye, any other part not included in the original manufacture of the system, freight, units over 5 ton (60,000 btu), commercial units, rooftop units or hanging units. (NOTE: If a system is leaking refrigerant, the leak will need to be repaired or the system replaced for coverage to continue.)

Inspection: Coverage does not begin until equipment has been inspected and approved by Hillside Heating and Cooling. Equipment must be in compliance with current codes and in good working order when approved for coverage. Any repairs required to put the equipment into acceptable condition will be billed to you at our prevailing rates.

Term: The minimum term of this agreement is 12 months beginning on the date of inspection. The agreement is self-renewing at prices in effect at the time of renewal. The customer will receive advanced notification of renewal and have 30 days to cancel. No refund will be given on plans canceled outside the 30-day cancellation period. The equipment will be subject to annual inspection, and Hillside reserves the right to change or not renew based on the age and condition of the equipment. After the initial terms of the agreement expire, you, the customer, or us, the company, may cancel this agreement for any reason or no reason within 30 days. Notification must be in writing and delivered via regular mail or electronic mail. No refund will be given for unused services.

Liability: Hillside will not be liable for any loss or damages of any kind resulting from the failure or inoperability of a customer's system or equipment. Hillside shall not be liable for any delay, loss, or damage caused by the unavailability of machinery, equipment, materials, strikes, lockouts, civil or military authority, riot, forces of nature, or by any cause beyond our control. This agreement does not cover loss or damage resulting from fire, water, windstorm, hail, lightning, earthquake, theft, misuse, abuse, or any other circumstance beyond our control. Customer agrees to keep account current in accordance with current credit policy in order for this agreement to remain in effect. Hillside reserves the right to withhold service for delinquent accounts.

This agreement is void if any person other than an employee of Hillside services equipment. Service calls resulting from Emergency switch being "OFF", blown fuses or tripped circuit breaker, running out or low of fuel, unnecessary or nuisance calls or lack of annual maintenance will be billed at our normal prevailing rates. **Customer is responsible for scheduling their annual maintenance visit.** Customer agrees to make covered equipment accessible and free from any obstructions that deter proper servicing. Attic and crawl space units are subject to Hillside's discretion for our technician's safe working conditions. Normal service hours are from 8:00 a.m. to 4:00 p.m., Monday through Friday. Annual maintenance will only be scheduled during normal business hours. Service calls between 4:00 p.m. and 9:00 p.m. on weekdays, as well as on weekends and Holidays, will be reserved for true emergency calls only. Emergency service constitutes no cooling or water leaking where property damage may occur. Calls after 9:00 p.m. will be returned first thing the next day.

This maintenance plan is invalidated if any payments are delinquent. No refund will be made if customer or Hillside cancels insurance plan before termination date.



THE TRUSTED LOCAL COMFORT EXPERTS

Guided by three generations of family attitudes, Hillside has earned over **3,000 certified 5-star reviews** from our heating and cooling customers.



"Techs are always friendly and give great explanations of issues or things to look out for and even a detail of what they did and why. Customer Service is awesome as well. I've been a customer for many years...I believe it's over 25 years now and I wouldn't change companies for any amount of money. Thank you for keeping my house warm in winter and cool during the summer."

Review by M.P. from Newark, DE

Keeping your paws comfy all year long!

Hillside Oil Heating & Cooling is a proud to be an award-winning HVAC, full-service heating oil delivery, and commercial fuel company successfully servicing our communities and costumers for almost 70 years.

We know what it is like to be a customer and how we like to be treated. We take pride in thinking like a customer when dealing with our customers. We'll do everything we can to make sure you have an exceptional customer experience. **It's our promise to you.**



Jim Sellers, President



Our mission:
To keep you warm in the winter
and cool in the summer
while doing customer service right.



Address: 40 Brookhill Drive • Newark, DE 19702

Telephone: 302-738-4144 (DE & PA) 410-398-2146 (MD)

Email: contact@hillsidehvac.com

Hours of Operation: Monday–Friday: 7:30AM–4:30PM | Saturday: 9:00AM–1:00PM (Winter)

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