

# HVAC SOLUTIONS

## Service Plan Options

### HVAC Preventive Maintenance Programs from GEM Energy: A Full Range of HVAC System Service Agreements

If you call an HVAC maintenance firm only when there's a problem, you're choosing the most expensive way to pay for HVAC service. HVAC systems can be very expensive to repair if small problems in your system are not detected through regular maintenance.

With regular preventive maintenance, GEM Energy's HVAC service team keeps small problems from becoming major repairs that can be much more expensive. Plus, with regular service to keep your system running efficiently, you can save as much as 10-30% in yearly energy costs.<sup>1</sup>

#### CHOOSE THE RIGHT GEM ENERGY HVAC SERVICE PLAN FOR YOUR COMPANY

We offer a range of service plans to meet your business needs, customized for the age and condition of your HVAC system. All GEM Energy HVAC service plans offer a three-hour guaranteed emergency response.

##### **Preventive Maintenance (PM) Service Plan:**

Our basic PM plan includes regularly-scheduled maintenance, usually 2 to 4 times each year, and is a basic plan best suited for HVAC systems less than five years old. For these newer HVAC systems, PM services keep equipment warranties from being invalidated due to lack of regular service.

##### **Comprehensive Maintenance Plus (CM+) Service Plan:**

The CM+ plan includes all PM and CM services, plus repair/replacement of additional equipment items such as condenser and evaporator coils, heat exchangers, actuators, and control boards. This premium-level agreement also provides important coverage for replacement of items such as non-maintainable circuit boards, which otherwise could be a major out-of-pocket cost to you.

##### **Comprehensive Maintenance (CM) Service Plan:**

For repairs on newer systems that may not be covered by the manufacturer's warranty, and for HVAC systems more than five years old, our CM plan includes all services in our PM plan, plus repair/replacement of maintainable parts (motors, igniters, compressors, belts, etc.)

##### **Sustainable Preventive Maintenance (SPM) Service Plan:**

If your company does not have readily available capital to pay for an HVAC equipment upgrade or improvement project, the SPM Service Plan (which includes ongoing HVAC Comprehensive Maintenance plan) also provides a self-financing option to spread the cost of an immediate or future HVAC system replacement over an affordable term. With an SPM, your company's HVAC capital equipment replacement costs are included in your ongoing scheduled maintenance plan, allowing you to amortize the costs of your equipment upgrade as part of your CM plan. This service plan helps eliminate the risk to your company's cash flow for unexpected major equipment replacement.

# GEM Energy HVAC Services: SERVICE PLANS FOR EVERY FACILITY AND BUDGET



	<b>PREVENTIVE MAINTENANCE (PM)</b>	<b>COMPREHENSIVE MAINTENANCE (CM)</b>	<b>COMPREHENSIVE MAINTENANCE PLUS (CM+)</b>	<b>SUSTAINABLE PREVENTIVE MAINTENANCE (SPM)</b>
<b>FEATURES</b>	Regular scheduled maintenance 2-4X per year; 3-hour emergency response guarantee	Includes GEM PM plus repair and replacement of additional HVAC components; 3-hour emergency response guarantee	Includes both GEM PM and CM services and covered parts, plus repair and replacement of major HVAC system components; 3-hour emergency response guarantee	Includes CM+ plan, plus self-financing option for HVAC system replacement; 3-hour emergency response guarantee
<b>HVAC SYSTEM COVERAGE</b>	Routine preventive maintenance: Lubrication, filter changes, condenser coil cleaning, belt adjustments, refrigerant level checks, and heating/cooling cycle checks	Both preventive maintenance and ongoing service as needed for additional components: Motors, igniters, belts, etc.	Combines preventive maintenance, on-call service and repair/replacement of widest range of system components, including condenser and evaporator coils, heat exchangers, circuit boards, actuators, and control boards	Full HVAC preventive maintenance and on-call service, with capital equipment expense spread out in ongoing HVAC service agreement cost
<b>BEST CHOICE FOR</b>	Ideal for newer HVAC systems (5 years old or less)	Ideal for both newer and older HVAC systems	Provides highest level of HVAC system coverage	Provides both full service and financing for HVAC system replacement
<b>ADVANTAGES</b>	Preventive maintenance program to prevent unexpected HVAC breakdown and maintain manufacturer's warranty coverage	Full coverage to maintain warranties on newer systems and provide PM and economical on-call service for older systems	Premium-level agreement provides the best coverage to minimize HVAC service costs, including covered replacement of expensive components such as circuit boards	Lower payments as part of ongoing service agreement spread out the cost of major HVAC capital equipment projects and keep cash flow manageable and predictable

# Our Comprehensive Maintenance Plus (CM+) Plan:

## TOTAL HVAC SYSTEM COVERAGE FOR MAXIMUM SAVINGS AND MINIMAL SYSTEM DOWNTIME

The CM+ service plan includes all of our standard Preventive Maintenance (PM) and Comprehensive Maintenance (CM) services, and is a premium-level plan that covers the widest range of equipment in your system, such as condenser and evaporator coils, heat exchangers, non-maintainable circuit board replacement, actuators, and control boards.

For CM and CM+ service plans, we conduct an initial walk-through to assess the pre-existing condition of your current equipment and system. If repairs are required, we provide a list of what must be fixed, and a list of the estimated repair costs. Everything on the list must be repaired and in working order prior to the plan start date.

You have these repair options prior to signing the agreement:

- GEM Energy repairs the equipment at the quoted price
- You can remove a piece of equipment from the CM service plan, and GEM Energy will only perform preventive maintenance on it
- You can choose another contractor to make the repairs. Once complete, the equipment is then added to the list of items covered under the CM or CM+ service plan

Once in place, the GEM Energy CM+ service plan gives your company the highest level of service coverage for your facility's HVAC system, providing full preventive maintenance, regularly-scheduled service, and on-call repair service to give you the highest assurance of continued HVAC system performance at the lowest possible operating cost.



## CONTACT US TO SELECT THE BEST GEM ENERGY HVAC SERVICE PLAN FOR YOUR FACILITY AND BUSINESS NEEDS

For HVAC systems of any condition or size at your commercial building or industrial facility, GEM Energy has a service plan to meet your business needs—to save you significant costs each year in preventable repairs, employee downtime, lost productivity, and wasted energy costs resulting from unexpected HVAC system downtime.

## CONTACT US FOR DETAILS OR TO REQUEST A SYSTEM EVALUATION

All GEM Energy HVAC customers enjoy a guaranteed three-hour emergency response time and 24/7 service availability.

For more information, or to receive an initial evaluation, contact us [here](#).

For an immediate service or repair need, call **866.720.2700**.

### SOURCES:

1. Building Efficiency Initiative report: <http://www.buildingefficiencyinitiative.org/articles/studies-show-hvac-system-maintenance-saves-energy>