

# OVERVIEW OF HOME SERVICE PLUS® PRODUCTS AND SERVICES

## The Basic Repair Plan - \$17.50/month

Provides unlimited repair visits, including covered parts and labor, for these major appliances:

- Natural gas or propane furnace or boiler
- Natural gas, propane or electric:
  - Range
  - Water heater
  - Clothes dryer

## Additional coverage options - \$5.20/month each

You can add any appliance listed below to your Repair Plan.

- Central air conditioner/Heat pump
- Refrigerator
- Freezer
- Natural gas fireplace
- Clothes washer *Cancelled*
- Dishwasher
- Gas grill
- Main Drain cleaning
- Additional gas furnace or boiler
- Additional range
- Additional water heater
- Additional clothes dryer
- Freestanding icemaker

## Total Repair Plan - \$39.95/month

The most comprehensive coverage. All of your home's major appliances are covered. Including multiples of each. (Except main drain)

## Annual Maintenance - \$8.00/month each

Add your annual tune-up coverage to your Repair Plan for added peace of mind and savings.

- Furnace tune-up & CO safety check
- Central air conditioner tune-up
- Gas fireplace tune-up

## Appliance Repair Helpline 612-522-0000

Talk to the experts. The CenterPoint Energy Repair Helpline is staffed by experienced HSP repair technicians ready to answer your appliance repair questions. Helpline assistance is free and available to everyone. Monday through Friday 7:30 a.m. to 9:00 p.m. and Saturday 8:00 a.m. to 4:00 p.m.

## Heating, Cooling and Fireplace Sales

We offer convenient in-home shopping for your purchase of new home comfort equipment. Plus, convenient financing options are available for qualified customers.

Our professional home comfort experts come to your home and offer you recommendations on energy saving, quality home comfort equipment best suited to your needs. Get a **FREE** in-home consultation on:

- Natural gas furnaces
- Central air conditioners
- Ultraviolet light treatment (Helps clean your home's air)
- Heat recovery ventilators (System for fresh air in homes)
- Gas fireplace or inserts
- Air conditioning systems

## For homes without ductwork:

- Gas boilers

## Additional home products offered:

- Central humidifiers
- Air cleaners
- Gas or electric water heaters

10/23/12

# MAINTENANCE RECORD

Heater, Water heater, Carbon monoxide



See inside for summary of important information

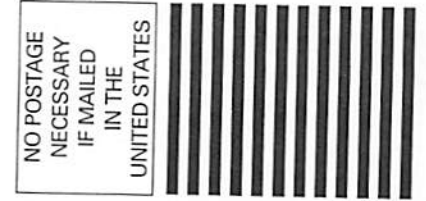
Home Service Plus  
is an offering of  
**CenterPoint Energy**

# IMPORTANT SERVICE RECORD — KEEP FOR YOUR RECORDS

GO TO [HSPTODAY.COM](http://HSPTODAY.COM) TO SCHEDULE

Today 10-23-12

I visited your home and conducted important maintenance services.  
Here's what I did:



## Furnace/Boiler

I performed a furnace tune-up and safety check on your furnace.

- Checked and adjusted gas input to manufacturer's specifications to ensure maximum efficiency.
- Checked furnace or boiler for unsafe levels of carbon monoxide (CO) at the time the check was performed.
- Checked combustion chamber/heat exchanger condition.
- Checked burner flame for proper characteristics including gas and air adjustment; cleaned burner, as necessary, at no additional cost.
- Checked pilot/ignitor operation; cleaned pilot as necessary.
- Checked flame sensor or pilot safety timing and replaced thermocouple, as necessary, at no additional cost.
- Checked motors, oiled as needed (oiled pump if boiler).  
Replaced belts, if necessary, at no additional cost.
- Checked condition of blower wheel and cleaned as necessary.
- Checked furnace filters and indicated proper replacement size.
- Checked operational control sequence, including safety controls and thermostat.
- Checked condition of vent pipe to chimney and draft intensity.
- Removed dust and scale from burner compartment and other key parts as needed.
- Restarted furnace or boiler.
- Checked high-efficiency furnace drain line and replaced as necessary.

*This valuable maintenance does not constitute furnace or boiler certification.*

## Duct Cleaning

I cleaned the duct work and furnace parts which carry warm and cold air through your home.

- Cleaned air ducts with state-of-the-art equipment to remove dust and dirt.
- Cleaned warm air supply and return duct work.
- Cleaned and lubricated furnace blower assembly.
- Cleaned furnace filter, if permanent type.
- Made other minor adjustments, as necessary.
- Cleaned A-Coil if system included central air conditioner, and was accessible.

\* Duct cleaning includes up to 10 rooms and one furnace; additional rooms and additional furnaces on the same heating system cleaned, at extra charge.

### Customer tips

- Check filter monthly; clean or replace if necessary.
- Vacuum grills and ducts.
- Keep furniture or other obstructions away from forced air vents.
- Check manufacturer's instructions for recommended maintenance of your make and model.

Comments:

Parts N/A  
Furnace Inspection 189.00

## Air Conditioner Tune-Up

We performed the following 11-point tune-up service for your central air conditioning system.\*

- Checked voltage
- Checked condition of belts
- Checked & oiled blower
- Checked thermostat operation and control sequence
- Checked, adjusted and oiled motor and bearings
- Checked furnace drain line and replaced, as necessary
- Checked unit for optimal cooling performance
- Provided tips and information about operating your central AC
- Washed condensing unit coils
- Checked filter
- Confirmed proper air flow

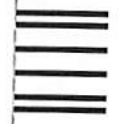
\* Repairs (including leak repairs), parts and refrigerant additional. If we identified a leak during your AC check, it is noted below. At your request, we will repair the leak at an additional charge for the labor and parts. If you are a Home Service Plus Repair Plan Customer with central air conditioning coverage, additional labor and parts covered under your plan will be provided at no extra charge, leak repairs are not covered under the Home Service Plus Repair Plan. See other side for information about federal environmental regulations.

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Customer tips

- Check filter monthly; clean or replace as necessary  
Filter size: \_\_\_\_\_
- Do not use weather cover that retains moisture and causes rust
- Keep outdoor coil clean and free of obstructions
- Follow manufacturer's instructions for care and maintenance



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 190 MINNEAPOLIS, MN

POSTAGE WILL BE PAID BY ADDRESSEE

HOME SERVICE PLUS®  
REPAIR & MAINTENANCE  
CENTERPOINT ENERGY  
PO BOX 59302  
MINNEAPOLIS MN 55459-9753



Home Service Plus is an offering of CenterPoint Energy



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**OVERVIEW OF HOME SERVICE PLUS® PRODUCTS AND SERVICES**

**Charges to you**

Furnace tune-up *3 payments = \$199.00*

Additional furnace tune-up.....\$ \_\_\_\_\_

Fireplace tune-up.....\$ \_\_\_\_\_

Additional fireplace tune-up.....\$ \_\_\_\_\_

Central air tune-up.....\$ \_\_\_\_\_

Additional central air tune-up.....\$ \_\_\_\_\_

Duct cleaning.....\$ \_\_\_\_\_

Dryer vent cleaning.....\$ \_\_\_\_\_

Furnace tune-up and duct cleaning combo.....\$ \_\_\_\_\_

Water heater check.....\$ \_\_\_\_\_

Other:.....\$ \_\_\_\_\_

**Total**.....\$ \_\_\_\_\_

Services completed by: \_\_\_\_\_

If you have questions, please call us at 612-333-6466 or 1-800-247-0638 or visit HSPtoday.com to schedule, review, and change service appointments.

Thank you for choosing Home Service Plus.

\*Plus tax.

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 Natural gas, propane or electric:  
 Range  Water heater  Clothes dryer

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- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Central air conditioner/Heat pump      | <input type="checkbox"/> Main Drain cleaning              |
| <input type="checkbox"/> Refrigerator                                      | <input type="checkbox"/> Additional gas furnace or boiler |
| <input type="checkbox"/> Freezer   | <input type="checkbox"/> Additional range                 |
| <input type="checkbox"/> Natural gas fireplace                             | <input type="checkbox"/> Additional water heater          |
| <input checked="" type="checkbox"/> Clothes washer <i>Cancelled 4/9/10</i> | <input type="checkbox"/> Additional clothes dryer         |
| <input type="checkbox"/> Dishwasher  | <input type="checkbox"/> Freestanding icemaker            |
| <input type="checkbox"/> Gas grill   |   |

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