



Schedule service today. Visit
catesheatingandcooling.com
for same day service.

info@catesservice.com
Kansas: 913-888-4470
Missouri: 816-944-1844

Cates Heating & Cooling
14361 W. 96th Terrace
Lenexa, KS 66215

One Call Solves It All

Home protection from a company you trust.



FOR AS LITTLE AS
\$41/MO.
SEE DETAILS INSIDE



What is Cates Care?

Cates Care is an annual service contract that covers repair or replacement of your home's HVAC, Plumbing, and Electrical components. Cates Care will help protect things your homeowner's insurance doesn't cover and is designed to help bring protection, peace of mind and convenience if something unexpected were to happen.

Protect your Heating, Cooling, Plumbing and Electrical all for \$41 per month

- Full parts and labor coverage
- Convenient "One Call" solution
- End the contractor guessing game. With Cates Care, you know the company who will be providing service.

Covering Repairs up to \$2000

Have peace of mind knowing you're covered with the convenience of Cates Care.

Base Price: \$492 per year; \$41 per month

- Covers two heating and cooling systems and single-tank plumbing
- Includes one combined preventative maintenance call
- Service fee for each trade call: \$70

Annual
Spring/Fall
HVAC Tune-Ups
Included!



Need additional protection?

Simply check these services for the listed monthly fee.

Per additional heating & cooling systems (after 2)	\$8.25
Additional water heater	\$6.75
Boiler (includes gas valves, ignitors, pilot safety, thermocouples, transformers, pilot)	\$18.33
Merv 10 filter (twice per year)	\$8.25
Merv 16 filter (twice per year)	\$10.25
Ultra-violet light bulb change	\$12.33
Zone controls	\$15.50
Steam canister humidifiers	\$16.75
Back-up sump pump (excludes batteries)	\$7.33
Water softener	\$8.25
Tankless water heater or power vent	\$8.25
Ground source heat pump (per system)	\$50.00
Septic tank	\$10.00
Sewer ejector	\$11.00

Convenient home protection from a company you can trust.

Service Call Fees

- \$70.00 fee for each trade service call
- Items repaired must be under a current paid contract and included within the scope of the contract
- Each trade (HVAC, Plumbing, Electrical) is a separate trade call
- Different mechanical trades require a separate fee
 - Repairs will be guaranteed for 30 days
 - \$25.00 fee for returned payment
- An additional \$50.00 service charge will apply for non-emergency service calls after 6 pm, on weekends, or holidays.



Heating & Cooling

Coverage

- One heating maintenance and one cooling maintenance per contract
- Thermostat
- Humidifier (excludes maintenance and filter)
- Fan motors
- Compressor
- Coils (condenser and evaporator)
- Condensate pumps
- Refrigerant leaks, up to \$500 in value. See exclusions.
- Boiler coverage (see additional fees) 15% discount on covered repairs

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Coverage

- All faucets
 - If faucet cannot be repaired, it will be replaced with a builder standard faucet
- Garbage disposal (first system)
- Drain and sewage stoppage (up to 100 feet) within customer's property line
- Sump pump
- Single water heater; 40-gallon, 50-gallon, tankless (gas or electric)
- Tub/Shower valve
- Built-in bathtub whirlpool (motor and pump assembly only)
- Washing machine outlets and hoses
- Toilet (interior mechanisms)
 - If toilet cannot be repaired, it will be replaced with a builder standard toilet
- Pressure regulators
- Recirculating pumps
- Gate valves
- Gas line, interior
- Fixtures, faucets
- Shower heads
- Hose bibs
- Gas log lighters (valve only)
- 15% discount applied to non-covered repairs

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Electrical

Coverage

- Home electrical panel
- Sub panel
- Fuses and circuit breakers
- Outlets
- Wiring (high voltage)
- GFI circuits
- Attic fan
- Exhaust fans
- Ceiling fans
- Doorbells (excluding security systems)
- Light sockets
- Junction box
- 15% discount on non-covered repair

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Terms & Conditions

Limitation of Coverage

- Coverage begins 15 days from contract start date and/or following 1 of 2 HVAC maintenance check-ups
- Plan applies to single-family homes, townhomes, condos and multi-family dwellings. Does not include additional detached structures.
- Known preexisting condition or damaged property
- Coverage due to damage property not included in the agreement coverage
- Maximum liability under this warranty is \$2,000.00 per trade.
- Coverage for R-22 refrigerant will be limited to a \$500 maximum and will not be covered after its phase-out in 2020.
- Systems repairs, zone or code violations
- A malfunction due to missing or mismatched components
- A malfunction due to lack of capacity
- Damage caused by pets or pests
- Improper installation
- Modification of a covered item
- Repair or replacement of manufacturer's recalled items
- Heating or cooling systems over 30 years of age
- Cosmetic effects not affecting working condition of unit
- Solar systems; wind systems
- Back-up generators
- Outside geothermal loops, wells and pumps
- Expense of access; wallpaper repairs, paint, concrete, sheet rock, ceramic tiles, tub enclosures, bathtubs
- Necessary landscape repairs
- Removal of asbestos
- Mold, fungus, lead paint, odors and noises
- Matching paint or existing stain on floors or woodwork
- If fixtures (plumbing) need to be replaced, they shall be replaced with builder standard products.
- If parts are no longer available, the customer will be offered the parts charges to apply against replacement offer.
- Act of God, power failures, power surges, or weather events.
- Cates Service Company is not liable for personal injuries, property damage due to delay or failure to provide service due to lack of parts availability or availability of labor.

- Wi-Fi, internet or cable-related features shall be covered by failures
- **Service Time** (non-emergency): 24 hours from notification during normal business hours (7am to 6pm)
- Emergency response will be 24 hours from original notification. An emergency is a covered item that may cause property damage or personal injury to the agreement holder.
- **Pricing/Service Fees:**
 - \$70.00 fee for each trade service call
 - Items repaired must be under a current paid contract and included within the scope of the contract.
 - Each trade (HFAC, Plumbing, Electrical) is a separate trade call.
- Different mechanical systems require a separate fee
- Repairs will be guaranteed for 30 days with a \$25.00 fee for returned payment.
- Payment will be made through debit, credit, or ACH.
- Failure to make payment on time will result in cancellation of agreement.
- For service plans referred to collection, customer agrees to pay all expenses, attorney fees and interest.
- Services include agree-to term of agreement for existing covered items.

- **Preventative Maintenance:** Included one heating maintenance and one cooling maintenance per contract. Both maintenances will be performed at one time. No service charge for planned maintenance.
- **Discounts on non-covered repairs:** All service for non-covered labor and repair will be discounted by 15%.
- **Access:** On covered repairs, access will be provided through unobstructed walls, ceilings, and floors. Repairs to access is not covered by this agreement.
- **Limits of Liability:**
 - Maximum coverage under this agreement is \$2,000.00 per trade call.
 - R-22 (Freon) will be covered up to \$500.00 until January 2020. After this date, it will not be covered due to availability.
 - Obligation is to listed contract owner and address and is limited to the terms of this brochure.
 - Cates Service Company will not be liable for damage from drains or condensation leaks.
- **Termination:** Cates Service Company may terminate this plan without notice for:
 - Failure to pay service fees
 - Fraud or misrepresentation by you of any

fact relating to heating, cooling, plumbing or electrical.

- **Unsafe Conditions:** Unsafe conditions or code violations must be corrected within 30 days of written notice.
- **Renewals & Modifications:** Customer will receive 30-day written notice of any modifications to plan as well as renewal notice and coverage changes.
- **Arbitration:** All disputes or claims arising out of this agreement between the parties will be settled as follows:
 - Each party waives its right to a jury trial and the right to participate in any class action, private attorney general action, or other representative or consolidated action, including any class arbitration or consolidated arbitration proceeding.
 - All disputes must be submitted to either party in a written complaint signed by waiving party.
 - The laws of the state in which the covered property is located will govern the interpretation of this warranty and all other claims.
 - Service plan signed agreement (brochure) contains all details of coverage of the agreement. If supersedes any oral or written agreement.

Terms & Conditions

Limitations of Warranty

- Drain and sewer stoppages are limited to property line not to exceed 100 feet. Maximum liability under this agreement is \$2,000.00 per trade call.
- Broken or cracked sewer lines
- Blue polybutylene piping will have a \$500.00 maximum repair
- R-22 refrigerant: Up to \$500.00 maximum for one year.
 - In 2020, R-22 refrigerant, because of discontinuation, will not be covered in our agreement.
- No pool or spa coverage
- Galvanized piping repairs not included
- Not responsible for:
 - Damage from frozen pipes
 - Drains
 - Condensation leaks
- Agreement does not include or cover repairs for:
 - Improper installations
 - Code violations
 - Design or sizing of existing mechanical system
 - Air flow issues
 - Failures due to inadequate maintenance
 - Any and all pre-existing conditions
 - Compressors, heat exchanges, and coils that exceed 30 years of age will not be covered
- Equipment replacement or repair is based on builder standard, base make and models.
- For replacement of components no longer available through standard purchasing channels, a credit amount will be offered based on repair and parts cost.
- Flue inspections are limited from the appliance to the ceiling or wall penetration.
- Brick or clay tile flue are to be considered an existing condition.
- To gain access for necessary repairs, the expense will be that of the homeowner, inclusive of:
 - Cosmetic damage
 - Wallpaper
 - Tiles
 - Paint repairs
 - Toilets
 - Shower enclosures
 - Paving
 - Landscaping
- Any and all damage incurred for access
- Covered Plumbing
 - Water, drain, waster or vent line breaks or leaks
 - Gas lines within foundation
 - Toilets and related mechanisms
 - Faucets

- Shower heads and shower arms
- Tub and shower valves and diverters
- Hose bibbs
- Basket strainers
- Permanently installed sump pumps (ground water only)
- Built-in whirlpool bathtub (motor and pump only)
- Pressure regulators
- Drain stoppages
- Main line cleaning through accessible clean out
- up to 100 feet from foundation
- Fireplace gas shut-off valve
- Washing machine box
- Water heater (up to 50 gallons) Covered HVAC
 - Forced air gas or electric furnaces
 - Heat pumps
 - Air conditioner
 - Plenums
 - Compressor
 - Coils
 - Humidifier
 - Thermostat
 - Heat exchanger
 - Refrigerant
 - Two seasonal tune-ups (one heating and one cooling)

Exclusions

- Heating & Cooling
- Gravity furnace
 - Oil furnace
 - Gas air conditioner
 - Window air conditioner
 - Duct cleaning
 - Ground Source underground piping and components
 - Boiler piping, radiators, baseboards, pumps or gauges, sectional boiler heat exchangers
 - Asbestos removal
 - Damage from condensation and/or humidifier drains
 - Zoning controls (separate monthly charge of \$15.50 per month)
 - Use of crane for lifting, if necessary
 - In-Floor heat

- Plumbing
- Gas lines
 - Under floor, tile concrete, radiant systems
 - Cracked porcelain
 - Fiberglass
 - Grout/Caulking
 - Tubs and sinks
 - Tile and ceramic
 - Water quality
 - Water circulation system

- Lawn systems
- Lake irrigation systems
- Thermostatic mixing valves
- Frozen pipes or drains
- Code violations
- Shower pans
- Stoppages that cannot be cleared by cable or hydro-jetting, cracked or broken sewer lines
- Bathtub jets (pumps and motors only)
- Inadequate or excessive water pressure when backflow valve and water regulator are in installed
- In-floor heat or radiators

- Electrical
- Garage door opener
 - Light fixtures
 - Electrical service upgrades
 - Security and fire alarm systems
 - Generator
 - Intercoms
 - Radon systems
 - Remote controls
 - Low voltage
 - Inadequate capacity
 - Power surges
 - Aluminum wiring
 - Knob and tube wiring



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About Cates Heating and Cooling

Cates Service Company was founded in 1973, as a family owned and operated company with one goal in mind, Quality Technicians Providing Exceptional Service. We continue that mission today with Service Makes The Difference, serving our customers with great, reliable and prompt service by the best technicians and support staff in Kansas City.