

WATER HEATER 360

PREMIUM PREVENTATIVE MAINTENANCE AGREEMENT

Complete Protection — Tank Flush & Tankless Descaling Included

ANNUAL PRICE	VISITS / YEAR	DURATION	REPAIR DISCOUNT	FLUSH / DESCALE	ADD-ON UNIT
\$199	1	6 Months	15% Off	Included	\$79/unit

Plan Overview

Everything in the Water Heater Tune-Up plan, plus the two services that matter most in Oklahoma: a full tank flush for standard water heaters and a complete descaling flush for tankless units. Both are included with your plan at no extra charge.

Oklahoma's water is hard — typically 15–25 grains per gallon across most of our service area. That means mineral buildup is not a question of if, but when. A full flush once a year keeps your system running efficiently and can extend its useful life by 3–5 years.

Membership Benefits

- One comprehensive water heater service visit per year (any brand serviced)
- **Full tank flush included** — removes sediment that reduces efficiency and shortens tank life
- **Full tankless descaling flush included** — food-grade vinegar solution clears mineral buildup from heat exchanger
- Complete safety inspection: T&P valve, gas connections, venting, and electrical
- Anode rod inspection with written condition assessment
- Geothermal desuperheater inspection and service (if equipped)
- Hot water recovery time and performance testing vs. manufacturer specs
- Written condition report with all readings and remaining life estimate
- **15% discount** on all water heater repairs and replacement
- Same or next-day priority service scheduling
- Additional water heater add-on: **\$79/unit**

Why Water Heater 360?

A standalone tank flush runs \$125–\$175. A tankless descaling runs \$150–\$250. Your Water Heater 360 plan includes one of these services plus the full inspection — all for \$199.

Already a Dave's HVAC PMA member? Bundle the Water Heater 360 with your existing plan and we'll do everything on the same visit — no extra trip charge.

Your Membership Includes

- **Auto-Scheduling** — We contact you when your service is due. No reminders needed.
- **Service History Online** — Access your water heater reports anytime from your phone.
- **Priority Service** — 360 members get first-available scheduling when something goes wrong.
- **6-Month Labor Guarantee** — If a covered issue returns within 6 months, the labor is on us.

Scheduling & Agreement

Prepaid visits must be scheduled Monday–Friday, 9:00 AM – 3:00 PM. Call 405-375-4822 to schedule. By enrolling, you authorize Hartzell's Heat & Air to perform the services described above at \$199/year. Plan duration is 6 months from enrollment.

Customer Signature: _____ Date: _____

Print Name: _____ Address: _____

Phone: _____ Email: _____

WATER HEATER 360 SERVICE CHECKLIST

Full safety inspection + flush/descaling included. Every visit tailored to your equipment.

Tank Water Heater (All Brands)

- Inspect tank exterior for corrosion, leaks, or water damage
- Check and test T&P relief valve — a failed valve is a safety hazard
- Inspect anode rod condition — depleted rod = corroding tank
- Check thermostat setting and calibrate if needed (120°F recommended)
- Inspect all water supply connections, shutoff valves, and fittings
- Inspect gas line, test for leaks, verify venting and draft (gas units)
- Inspect burner assembly; check pilot/electronic ignition (gas units)
- Inspect electrical connections, heating elements, amp draw (electric units)
- Check expansion tank, drain valve, and pan/drain line
- Verify proper clearance and ventilation around unit
- Perform full tank flush — remove sediment buildup (INCLUDED)
- Measure hot water recovery time vs. manufacturer First Hour Rating

Tankless Water Heater (All Brands)

- Inspect unit exterior for error codes, leaks, or damage
- Check and record inlet/outlet water temperature differential
- Verify control panel accuracy; review error code history
- Inspect gas supply, venting, and combustion air (gas units)
- Inspect burner assembly and heat exchanger (gas units)
- Inspect electrical connections and heating elements (electric units)
- Check flow sensor operation and minimum activation flow rate
- Inspect inlet water filter/screen and clean if needed
- Check condensate drain; inspect pressure relief valve
- Verify proper clearance and ventilation around unit
- Perform full descaling flush with food-grade vinegar solution (INCLUDED)
- Measure flow rate and temperature rise vs. manufacturer GPM specs

Geothermal Desuperheater (If Equipped)

- Verify desuperheater pump operation, flow rate, and amp draw
- Check hot water output temperature at desuperheater connection
- Inspect all fittings and connections for leaks
- Flush desuperheater heat exchanger if mineral buildup suspected
- Verify integration with backup water heater
- Confirm desuperheater is not short-cycling or overheating water

Written Performance & Condition Report

- Document all readings, flush results, and test measurements
- Rate overall system condition: Good / Fair / Monitor / Replace Soon
- Record pre-flush and post-flush water quality observations
- Compare performance to manufacturer specs (First Hour Rating, GPM, recovery)
- Estimate remaining useful life based on age, condition, and water quality
- Provide sizing and pricing options if replacement is recommended

What You Can Do Between Visits

- Test your T&P relief valve every 6 months — lift the lever; water should flow and stop cleanly
- Check around your water heater for moisture, rust stains, or dripping
- Listen for popping or rumbling — this means sediment is building up
- Keep the area clear for ventilation and access
- Keep thermostat at 120°F — higher wastes energy and accelerates scaling
- Watch for error codes on tankless displays — call us if you see one