

WATER HEATER TUNE-UP

PREVENTATIVE MAINTENANCE AGREEMENT

Annual Inspection for Tank & Tankless Water Heaters — All Brands Serviced

ANNUAL PRICE	VISITS / YEAR	DURATION	REPAIR DISCOUNT	ADD-ON UNIT
\$99	1	6 Months	10% Off	\$49/unit

Membership Benefits

- One comprehensive water heater inspection per year (tank, tankless, or hybrid — any brand)
- Full safety inspection: T&P valve, gas connections, venting, and diagnostics
- Anode rod inspection — we check condition before your tank starts corroding from the inside
- Thermostat calibration check and efficiency assessment
- Geothermal desuperheater inspection if equipped — a service most companies can't offer
- Written condition report with recommendations and remaining life estimate
- **10% discount** on all water heater repairs and replacement
- Same or next-day service scheduling when you call for repairs
- Additional water heater add-on available: **\$49/unit**

Your Membership Includes

- **Auto-Scheduling** — We contact you when your tune-up is due. No reminders needed.
- **Service History Online** — Access your water heater inspection reports anytime from your phone.
- **Same / Next-Day Service** — Members get priority scheduling when something goes wrong.
- **6-Month Labor Guarantee** — If a covered issue returns within 6 months, the labor is on us.

Why Water Heater Maintenance Matters

Sediment from minerals in your water supply builds up at the bottom of your tank over time. Without regular maintenance, this buildup reduces efficiency, shortens your water heater's lifespan, and can lead to premature failure. A neglected anode rod allows rust and corrosion to eat through the tank from the inside — often with no visible warning until it's too late.

With proper annual maintenance, the lifespan of a standard water heater extends to 10–15 years. Our tune-up catches small problems early — before they become expensive emergencies.

Scheduling

Prepaid visits must be scheduled Monday–Friday, 9:00 AM – 3:00 PM. Call 405-375-4822 to schedule or with any questions.

Agreement

By enrolling in this plan, you authorize Hartzell's Heat & Air to perform the services described above at the agreed annual rate of \$99/year. Plan duration is 6 months from the date of enrollment.

Customer Signature: _____ Date: _____

Print Name: _____ Address: _____

Phone: _____ Email: _____

WATER HEATER TUNE-UP CHECKLIST

Every visit is tailored to your specific water heater type. We cover safety, performance, and efficiency in a single visit.

Tank Water Heater (All Brands)

- Inspect tank exterior for corrosion, leaks, or water damage
- Check and test T&P (temperature & pressure) relief valve — a failed valve is a safety hazard
- Inspect anode rod condition — depleted rod means your tank is corroding from inside
- Check thermostat setting and calibrate if needed (recommended: 120°F)
- 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 light or electronic ignition (gas units)
- Inspect electrical connections, heating elements, and amp draw (electric units)
- Check expansion tank, drain valve, and pan/drain line
- Verify proper clearance and ventilation around unit
- Flush tank to remove sediment buildup (available as add-on service)

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

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 proper integration with backup water heater
- Confirm desuperheater is not short-cycling or overheating water

Written Condition Report

- Document all readings, observations, and test results
- Rate overall system condition: Good / Fair / Monitor / Replace Soon
- Estimate remaining useful life based on age, condition, and water quality
- If replacement needed, provide sizing and pricing options on the spot

What You Can Do Between Visits

- Test your T&P relief valve every 6 months — lift the lever briefly; water should flow and stop cleanly
- Check around your water heater for moisture, rust stains, or dripping
- Listen for popping or rumbling from your tank — this indicates sediment buildup
- Keep the area around your water heater clear for ventilation and access
- Keep thermostat set to 120°F — higher wastes energy and accelerates scaling
- Watch for error codes on tankless display panels — call us if you see one
- If you notice discolored or smelly hot water, schedule a tune-up right away
- Know the age of your water heater — most tanks last 10–15 years; tankless can last 20+
- Check your water heater's drain pan periodically — standing water means something is leaking
- If your hot water recovery time gets noticeably longer, sediment may be building up

