



"The Family That Treats You Like Family"

What Our Customers are Saying About Us...

OUTSTANDING SERVICE! During this summer, we experienced several consecutive days of triple-digit heat. Of course, our air conditioning decided to quit and we called Jacobs & Rhodes. I figured that they would be getting dozens of calls and it might take a long time before they got back to us. Nope. They returned my call in 5 minutes and had a repairman at the house in 25 minutes. I'm not kidding. I couldn't believe how fast they responded! The air conditioner was fixed and we stayed cool for the rest of the summer! With one service call, they made me a lifetime customer.

- Rich

Wonderful people to deal with. Will always use them. They are very family oriented and that's rare anymore. Highly recommend.

- Allen

I became acquainted with Jacobs & Rhodes through my office. I was so pleased with them that I now have them do all my HVAC work for my home and the Kennewick Valley Grange #731. Each and every employee that I have worked with has been super. They are all very personable and communicate effectively; which is important to me! I especially appreciate that I can trust them to come into my home and the Grange, unsupervised, get the work done and then send an e-mail or text that they are finished, etc! I can honestly say that I think of them as my friends, not just acquaintances. Thank you Jacobs & Rhodes for your timeliness, professionalism and extra attention to detail! I will refer people to you every chance I get!

-Tara



We accept all major credit cards. If you have additional questions regarding payment options, please call our main office: 509.783.3121

WHY JACOBS AND RHODES?

We have been proudly serving the Tri-Cities and surrounding areas since 1961! We offer reliable and trustworthy heating and air conditioning service by our team of expert technicians. Home comfort and indoor air quality is our specialty. We are a Lennox Premier Dealer for over 50 years, offering the most advanced family of energy efficient products on the market today. We invite you to call us for an uncompromised level of service and value.

We Service All Brands

Our technicians are trained to be able to service and maintain all makes and models of HVAC equipment.

Exceptional Customer Service

Whether you are scheduling an appointment, reviewing payment options, or following up on services already provided, we go out of our way to make everything as convenient as possible for you.

Emergency Service, 24/7

Emergency service is available 24 hours a day, 7 days a week. After hour phone calls are routed to a live service tech, where options can be discussed.

Punctuality & Professionalism

We have the utmost respect for the value of your time. Our service technicians will arrive on time and get the job done expediently so you can get on with your own busy day.

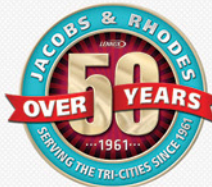
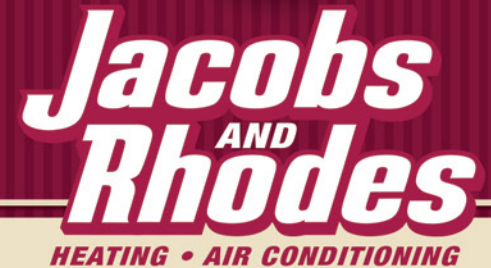
Courtesy & Cleanliness

Our technicians carry boot covers, clean suits and vacuums to make sure your home remains clean during and after service.

100% Satisfaction Guarantee

Jacobs and Rhodes is committed to providing the highest level of service and installation. Your complete satisfaction is guaranteed on any work or product we provide.

Protect Your **INVESTMENT** — with our — **PREVENTIVE MAINTENANCE PROGRAM**



www.JacobsAndRhodes.com

24 HR EMERGENCY SERVICE (509) 783-3121

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SERVICE CHECK LIST

Preventive Maintenance service reduces the number of emergency calls by revealing potential problems that can be corrected inexpensively before causing major repair bills. Regular maintenance keeps your heating and cooling system working as efficiently as possible, keeping you comfortable throughout the year while keeping your utility bills in line.

ELECTRIC FURNACE

- Clean and check automatic controls
- Check all wiring for loose connections and condition of insulation
- Check supply voltage
- Check amperage draw
- Lubricate as needed
- Test safety shutoff response
- Check blower belt wear, tension and alignment

GAS FURNACE

- Clean and check automatic controls
- Clean burners
- Adjust combustion for optimum fuel efficiency
- Lubricate as needed
- Test safety shutoff response
- Check blower belt wear, tension and alignment
- Check flue for satisfactory operation

Ductless Mini-Split

- Clean and check controls
- Check all electrical connections and wiring
- Check blower indoor operation
- Clean Filters (should be cleaned every 2 weeks)
- Rinse coils indoor and outdoor
- Check and clear condensate drains
- Check for oil and refrigerant leaks

AIR CONDITIONER

- Clean condenser coil if necessary
- Check electrical connections for tightness
- Adjust system for optimum cooling
- Check for oil and refrigerant leaks
- Check safety devices
- Check expansion valve & coil temperatures
- Check refrigerant level
- Check condensate drain
- Lubricate as needed

HEAT PUMP

- Lubricate as needed
- Check defrost cycle and reversing valve operation
- Adjust air valve for maximum efficiency
- Check safety devices and electrical connections for tightness
- Check for oil and refrigerant leaks
- Test electrical controls for proper operation
- Check refrigerant level
- Check refrigerant controls and coil temperature for maximum efficiency
- Check condensate drains

HUMIDIFIER

- | | |
|------------------|-------------------|
| SUMMER | WINTER |
| • Shut down | • Start-Up |
| • Drain | • Check operation |
| • Pull and clean | |

FIREPLACE (if selected)

- Clean glass
- Clean fireplace cavities
- Install embers as needed
- Check and insulate gas inlet hole
- Test fire unit
- Check for leaks
- Check venturi (air shutter)
- Test accessories (fan, remote) for proper operation

* Filters - additional cost

PROGRAM BENEFITS

★ **Peace of Mind** - Keep your heating and cooling system running at peak efficiency. Avoid potential problems before they cause trouble.

★ **Lower Utility Costs** - Studies show that routine maintenance can save up to 20% on heating and cooling bills.

★ **Maintains Energy Efficiency** - Routine maintenance ensures the highest energy efficiency and enhances the life expectancy of the equipment.

★ **Environmental Responsibility** - A system running efficiently conserves energy and lessens your impact on our environment. Jacobs And Rhodes helps you stay Green!

★ **Reduction of Major Repair Expenses** - Minor repairs and adjustments can prevent major repairs and catastrophic failures that could require premature equipment replacements.

★ **Protects Equipment Warranties** - Jacobs And Rhodes maintains accurate records of service and repair for better equipment management and warranty protection. In most cases annual maintenance is required to maintain the manufacturer's warranty.

★ **Discounted Pricing** - Preventive Maintenance customers receive discounted pricing on repair work beyond the regularly scheduled maintenance. 15% Discount on Parts and Service Repairs. Does not include replacement filters.

★ **Priority Scheduling** - Should you need emergency service, plan customers receive priority scheduling above other service calls.

★ **Labor Warranty** - 1 year parts and labor warranty on repair work.

★ **No Overtime Charges** - No extra charge on diagnostic or repairs if done after hours.

NOTE: Your Preventive Maintenance Service is NOT an insurance policy.
The agreement provides for inspections and maintenance along with discounts on parts and services as described herein. Jacobs And Rhodes reserves the right to cancel or modify this program without notice.