717-657-1700 OFFICE
484-646-2155 TEXT
JOHN@NBMECHANICAL.COM EMAIL
125 N ENOLA DR. STE 204A
ENOLA, PA 17025

NB MECHANICAL SERVICES INC

Thank you for signing up for our membership program!

NB Mechanical is a small, family-owned company in Central Pennsylvania. Founded and owned by brothers John and Chris Ness, our company has provided honest, fair-priced, professional, high-quality service for more than 25 years. Along with the Ness Brothers (NB), we have a professional installation/service/maintenance team and an Office Manager. Together, we proudly serve our local area.

Serving Residential and Light Commercial Units

What do we service?

- A/Cs
- Heat Pumps
- Mini Splits
- Gas Furnaces
- Oil Furnaces
- Thermostats & WiFi Thermostats
- Water Heater Replacements – tanked & tankless
- Water Heater Flushes – tanked & tankless
- Humidifiers
- Dehumidifiers
- UV Lights & Other Indoor Air Quality Products

What services do we offer?

- **Maintenance** – Regular maintenance to keep your system running efficiently, lasting longer, and to identify safety concerns.

- **Installation** – Our installation team can put in the system your home needs. We are a **Trane** and **Fujitsu** dealer. This means we are properly educated on their systems and offer **manufacturers' special offers** and **financing options** other companies may not.

- **Service** – Unexpected issues arise with any system. Our trained techs can diagnose and make necessary repairs.

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What to expect at your Maintenance visit:
You will be given a time window for your tech's arrival when you make the appointment. Before the appointment, you'll receive a text or email reminder. Please use the provided window when scheduling the appointment to ensure the most accurate arrival time.

Your tech will arrive at the appointed time and will address the following checklists based on your equipment:

A/C or Heat Pump
- Tighten & check all electrical components and connections
- Inspect & clean condensate drain line, traps, and condensate pumps
- Check all controls to the system
- Inspect air filter/ductwork and replace air filter if needed
- Check refrigerant pressures and temperatures
- Clean evaporator coil & drain pans
- Inspect Auxiliary heat (heat pumps)

Gas Furnace/Boiler
- Tighten & check all electrical components and connections
- Inspect & clean condensate drain line
- Check all controls to the system
- Inspect heat exchanger
- Inspect venting
- Inspect air filter/ductwork

Oil Furnace/Boiler
- New oil nozzle, strainer, and oil filter
- Soot removal from flue, heat exchanger, and chimney base
- Digital efficiency test with combustion analyzer
- Set up & adjust burner

After the visit:
You will receive your invoice via text or email (from deliveries@payzer.com). This will let you know what was performed at your visit. You can pay directly via the invoice.

NB Mechanical accepts credit cards, checks, or cash. Payment is due at the time of service, and late fees will be added after 10 days of nonpayment. Checks must be payable to NB Mechanical. Technicians do not carry cash to make change. You can call the office at **717-657-1700** to pay over the phone if you prefer. We can set up payment plans as well.

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Sometimes after service visits, or even maintenance visits, the techs will send quotes for additional work needed or recommendations to complete to improve the system's quality. You can electronically sign and approve the quotes to get the work done.

Products we recommend:

- As a **TCS** dealer, we recommend Trane for heat pumps, A/C, and gas furnaces.
- As an **Elite** dealer, we recommend Fujitsu for mini-splits.
- **Ecobee** provides WiFi thermostats and other smart home features.
- We recommend **Rinnai** for tankless water heaters and Bradford White for tanked water heaters.
- **Aprilaire** has great indoor air quality products such as humidifiers and dehumidifiers.
- **Air Scrubber** by **Aerus** attaches to your ductwork to reduce viruses, bacteria, and other contaminants in the ambient air and on surfaces while the HVAC fan is running.

It's after hours & my unit stopped working. What do I do?
Leave a voicemail with the office or text in. The phone app is constantly monitored. If it is something simple that we can walk you through, we will be more than happy to. If not, we can have the on-call tech come out.

For any call to your house, it is policy to be charged the Service Fee. This is the rate that gets the tech to your door. **This fee is reduced for maintenance customers**. For every Service call, labor and parts are additional. The Labor rate is also reduced for maintenance customers, and there are discounts on parts.

Why am I being charged for this?
As always, if you have a question – ASK! We try to explain things as best as we can, but sometimes things get lost in translation. The most frequently asked question is about warranties.

If it is the system we installed, it is two years from the installation date during which you will not pay for labor. After those two years, even though the parts are still under warranty, you are responsible for paying for labor. In some situations, involving the pickup and return of parts and paperwork, Warranty Processing Fees may apply.

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Annual Maintenance Plans
We have two options for you to schedule regular maintenance for your system.

One-Time Annual Plan:

- $129 for Heat Pump, A/C, **OR** Mini Split
- $260 for Gas Furnace (Oil Cleaning)

Comfort Club Maintenance Plan:

- $215 includes **Two Annual Visits (**$325 for Gas Furnace**)**:
  - Spring Visit for the A/C, Heat Pump, **OR** Mini Split
  - Fall Visit for Gas Furnace, Heat Pump, **OR** Mini Split

As part of our **Maintenance Plans**, you receive:

- **Priority Service**: We will prioritize our maintenance customers during business hours and reply as quickly as possible during non-business hours.
- **No overtime charges** for service calls on weekends and holidays: non-maintenance customers pay close to $400 just for the weekend service charge.
- **Discounts**: As a maintenance member, you get discounts on parts and installations if you should ever need them. The service rate is discounted when things go wrong, as is the labor rate. (Maintenance Plan for Oil Furnace & A/C is $ 325)

Due to a wide variety of filter sizes, our techs are unable to stock and carry every size on their vans. If you need a filter for your maintenance visit, please let the office know, and we will bring one along.