

Water Heater Plans

Thomaston Comfort Control welcomes you to our **Comfort Club!** Please read through the options we offer for our Water Heater Plans and fill out your choices on page three. Thank you for trusting us with your water heating needs and if you have any questions about these plans, or others, please contact our office.

Water Heater Plan

- Waived arrival & diagnostic fee
- \$82.50 labor rate during business hours
- \$120 after hours labor rate
- Covers one (1) Water Heater Tune Up within the contract year
- 25% discount off parts replaced on covered equipment

Water Heater Plan: Add On

- This Plan is only available as an add on to another plan – existing or purchased in conjunction with this
- Waived arrival & diagnostic fee
- \$82.50 labor rate during business hours
- \$120 after hours labor rate
- Covers one (1) Water Heater Tune Up within the contract year
- 25% discount off parts replaced on covered equipment

Additional Zones are \$15.00 plus tax each

Terms & Exclusions:

- An inspection of the equipment will be scheduled upon signing this contract. The technician will inspect and confirm that the plan covers the correct equipment. If the technician finds anything does not match, your contract, and the price of the contract, are subject to change – you will be notified of any necessary changes.
- If a customer has multiple heating or cooling systems, each one must be covered under a plan. We do not offer one plan between two systems. This will be checked and confirmed during the system inspection.
- We reserve the right to refuse any contract due to age, wear and tear, etc.
- Customer's account must be in good standing to be eligible for this contract.
- By signing this contract, you agree to keep your payments up to date. If account is not kept up to date, Thomaston Comfort Control reserves the right to terminate your contract with ten (10) days written notice, no refunds for the contract will be given. If there are extenuating circumstances, please contact the office.
- All calls after 3pm (dependent upon distance) and before 7:30am are subject to after-hours fees, at Thomaston Comfort Control's discretion.
- Emergency Service/After Hours Service is available **only** for the following: no heat, serious water leak, no hot water, no ac, gas odor.
- The customer is responsible for scheduling their annual tune up. Thomaston Comfort Control will not call to schedule or call with a reminder to schedule the annual tune up. The annual maintenance allows for a two (2) hour time period. If additional time is required, labor will be at the prevailing rate.
- The annual tune up must be scheduled within the contract year in order to be covered by the contract. If the contract date has passed, the tune up will be covered under the new, renewed contract or will be billable if the contract is not renewed. A tune up will not be covered under a contract that has expired. The customer's right to an annual maintenance expires at the end of the coverage year and no credit will be issued if maintenance has not been performed.
- Service plan(s) cover a one (1) year period commencing on the date of acceptance and will automatically renew on each anniversary date thereafter. Cancellation of contract must be received in writing no less than 30 days prior to renewal of contract.
- Service contract must be signed and paid for before, or on, the date of service performed. Service contracts do not cover any service performed before the date of purchase.
- If a customer cancels prior to contract expiration, no pro-rated returns will be issued on unused plans.
- Thomaston Comfort Control reserves the right to cancel the plan upon ten (10) days written notice.
- Service performed which is not explicitly listed on the plan, will be charged at the prevailing rate.
- The service contract is for ordinary, residential equipment that fires up to a rate of 2.50 gallons per hour, 300,00 btu's, or five (5) tons of air conditioning.
- **Air filters are the customer's responsibility.** We do not stock air filters and air filters are not covered by any plans offered by Thomaston Comfort Control. Technician will only change filter if filter is provided by customer.
- Service plan(s) do not cover commercial equipment. Commercial plans are available through Thomaston Comfort Control, but require an appointment with, and approval from, management.
- Thomaston Comfort Control will not accept responsibility for the loss of heat in any unoccupied building, for delays of damage resulting from fires, accidents, power interruption, water in basement, water in storage tank and/or lines, labor difficulties, acts of government, flood, war, hurricanes, earthquakes, acts of god, or other causes beyond our control or any loss of damage caused directly or indirectly by service performed, for any consequential or special damage of any kind whatsoever, for any reason.
- This agreement does not cover replacement of a complete boiler, furnace, burner, water heater (indirect or gas/oil fired), mechanical chimney, tankless coil, radiation/radiant heat, humidifier or piping, baffles, oil lines, oil storage tank, auxiliary lift pump, electrical, plumbing, draining of expansion tank and purging of radiators, air conditioning complete components, air handlers, compressors, refrigerant, or any part not explicitly mentioned in the agreement.
- This agreement does not cover parts or labor when failure is due to lack of fuel when delivery has been delayed due to delinquency in payments, or when customer is not on automatic delivery, customer leaving emergency switch in "off" position, customer setting thermostat too low to call for heat, water in tank or fuel system, any system failure or damage caused by, or resulting from, the actions of the customer or any third party, failure of customer to maintain proper boiler water level or pressure, frozen pipes, or water damaged parts.
- Thomaston Comfort Control is not liable for any environmental pollution or pollutions cleanup to tank rupture or oil leakage of any sort (oil distribution system).
- This agreement does not cover any system failure or damage caused by or resulting from the actions of the customer or any third party.
- This agreement does not cover liability or damages resulting from failure of equipment, nor does it cover damages resulting from delays or inability to supply parts as a result of things outside of TCC's control.

Refer to the Contract Descriptions:

*ECM Blower Motors are not covered

**If lifting or removing the vessel is necessary to remove the chamber, there will be a \$300 labor surcharge

***Hot water systems only, not steam systems

1.Wifi, telephone access, and internet thermostats not covered

2.Coil flush will be performed once per contract year. Additional coil flushed will be billable