

Terms

General Terms

A charge at the prevailing rate will be made for any unnecessary calls where the malfunction could have been corrected with standard troubleshooting by customer.

New Heating Service Plans are subject to approval after service department inspection.

New contracts will be initiated on the 1st of the month following the order of same.

The Heating Service Plan is automatically renewed unless specifically terminated by either party by written notice. Any credit due will be based on the length of time the Heating Service Plan was in force and the actual cost of work already performed.

This service plan will be terminated if customer's account is delinquent or beyond credit terms.

We will use our best efforts to effect prompt and proper performance of the service covered hereby.

Our liability arising hereunder or out of the rendering of services or the supplying of parts under any circumstances shall not exceed the direct cost of correcting any defective condition.

Coverage Exclusions

- a. Non-standard air filters.
- b. Anything considered plumbing or labor and material for cleaning and conditioning the boiler water, expansion tanks, radiators, or air conditioning.
- c. Service required due to water or sludge in storage tank.
- d. Service to start and check the burner after a runout of oil due to any condition beyond our control.
- e. Fuses and/or circuit breakers.
- f. Service required because burner switches were accidentally shut off.
- g. Low water cut-off of a steam system. We recommend that this control be flushed periodically but assume no responsibility for its operation.
- h. Damage due to flood, fire, electrical failure, storm, any act of God, or causes other than normal use of the burner.
- i. Service calls for non-existent odors, leaks, and noises.
- j. Oil furnaces in conjunction with any other form of heat.
- k. We shall not be liable for any damage in unattended houses.

Terms, Conditions and Coverage subject to change without notice.



SOUND ENERGY

HEATING & COOLING

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SOUND ENERGY

HEATING & COOLING

Heating Service Plan



Enjoy savings, peace of mind and reliability – all in one agreement.

Serving Lower Fairfield County, CT

Comprehensive 24-Hour Service

Get priority service and system protection with a Sound Energy Heating Service Plan. This plan offers:

- 24-hour emergency on-site service and telephone support by expert Sound Energy technicians
- Annual Preventive Maintenance Tune-up (details below)
- Coverage of parts & labor (listed on far right page)
- Priceless peace of mind!

Annual Preventive Maintenance Tune-up

All Sound Energy Service Plans include a comprehensive annual tune-up to ensure that your system is running safely, reliably and efficiently. Our tune-up includes:

- Safety inspection
- Vacuum cleaning and inspection of heat exchanger, combustion chamber and exhaust system
- Inspection of nozzle, strainer, oil filter and air filter
- Motor lubrication
- Ignition & control calibration
- Analysis of: draft, flue gas, stack temperature, heat loss and efficiency

Hot Water Heater Protection Plan

Our plan provides 24-hour coverage on any part of your hot water heater's burner or electronic controls. For aqua boosters and indirect-fired hot water heaters, the plan also covers the replacement of the bronze circulator. This plan must be purchased along with the Heating Service Plan (HSP).

**See excluded coverage (back panel)*



"Your annual service has always kept my system running perfectly over the years."

Norwalk, CT

"I have always counted on you guys and you have never let me down."

Darien, CT

"You have the best service techs ever. I'm well taken care of. Love you guys!"

New Canaan, CT

"Very prompt, professional service. Excellent service for over 20 years."

New Canaan, CT



Summary of Coverage

A Sound Energy Heating Service Plan provides protection from most service-related costs. It includes 24-hour "no heat" emergency service and an annual tune-up to keep your system running safely and efficiently. We recommend a Sound Energy Heating Service Plan to any homeowner seeking comprehensive coverage for their heating system.

Parts Covered

Controls

Air Cones
Airstat
Aquastat
Blast Tubes
Cad Cell Relay
Fan & Limit Control
Fan Control
High Limit Control
Low Limit Control
Pressure Control
Stack Relay
Standard Thermostat*
Strainers
8182 Combination Control

Burner Parts

Air Tube
Coupling
Drawer Assembly
Fan
Fuel Pump
Ignitors
Motor (1/7 & 1/8 hp)
Nozzle
Transformer

Blower Parts

Air Filters (1")
Bearings
Fan Belt
Motor (up to 1/3 hp)*
Pulley
Shaft

**Denotes the part will be covered only one time during the course of coverage.*

We provide air conditioning, humidification and air quality services, too! Contact us for details.