

Propane & Natural Gas SERVICE PLAN



Your Comfort Matters

Our Service Plan keeps your boiler or furnace running safely, efficiently, and reliably while helping prevent unexpected breakdowns and costly repairs.

Regular maintenance catches small issues early, giving you dependable comfort, predictable costs, and faster service when you need it most.



Priority Service Scheduling
Move to the front of the line during peak heating season



Annual Precision Tune Up
Thorough safety checks performed by our EPA certified technicians



Repair Savings
Exclusive discounts on repairs for plan members if issues arise

SOS Service Plans are Perfect for

- Homeowners who want fewer surprises
- Families who value safety and reliability
- Anyone looking to protect their heating system investment



PLAN BENEFITS

VIP Priority Service

Free Annual
Tune-Up

40% Off
Trip Charge

10% Off Repairs

5% Off Boiler
or Furnace
Installation

Service Plans Save Money!

See back for Terms & Conditions

845.351.4700
sosxtremecomfort.com



15pt tune-up and Inspection

1. Test carbon monoxide levels.
2. Clean and adjust burner and inspect heat exchanger.
3. Check thermostat operation.
4. Lubricate all motors, bearings, fans and circulator controls.
5. Clean pilot assembly.
6. Test and adjust safety and operating controls.
7. Inspect flue pipe and gas valve.
8. Clean and check blower motor (and belt if applicable).
9. Test and tighten all wiring and connections.
10. Turn exposed dampers to heating position if marked (no balancing).
11. Flush condensate drain to protect against overflow if applicable.
12. Check temperature rise.
13. Check fan speeds.
14. Check gas pressure at gas valve.
15. Inform customer of equipment condition; recommend necessary repairs.



Terms & Conditions

1. A heating system tune-up will be performed once during the service plan term, during regular working hours, as scheduled by our service department. SOS Xtreme Comfort is not responsible for performing the tune-up if we are unable to contact the customer during normal working hours. All tune-ups must be scheduled between March 1 and November 30. From December 1 through February 28 an additional fee of \$50 shall be applied. (except for new service plan customers.)
2. This plan is in effect during regular service hours, 8 a.m. – 3 p.m., Monday through Friday, based on time phone call is received. Phone calls received on or after 3:00 p.m. are deemed after hours. After hours service calls will incur after hours Repair Fee less 10% and Trip Charge less 40%. Weekends and holidays are deemed after hours.
3. After hours service includes emergencies only. Emergencies are defined as follows; no heat below 40° F, major water leak which cannot be contained and will harm the home and/or contents of the home, or no hot water between 7:00 a.m. - 7:00 p.m. only.
4. Any labor and/or parts billed prior to acceptance of this agreement cannot be credited. Repairs required to correct pre-existing conditions are not covered by the plan and will be charged at the company's normal rates.
5. SOS Xtreme Comfort reserves the right to reject any service plan after inspection of the customer's heating system.
6. Only personnel of SOS Xtreme Comfort may work on the heating system covered by this agreement, or the agreement shall be deemed null and void, effective immediately. The unused portion of the agreement shall not be credited
7. This agreement is not written on a pro rata basis and no refund will be made if it is canceled by the customer prior to its normal expiration date or if other terms of this agreement are not met. In the event the customer's house is sold, the unused portion of the contract may be transferred to the new homeowner at the sole discretion of SOS Xtreme Comfort. If the customer elects to pay for a service plan as part of a monthly payment plan and then chooses to cancel the service plan or discontinue payments, the full amount outstanding shall accelerate and become due and owing.
8. SOS Xtreme Comfort shall not be held liable for the inability to supply or obtain obsolete parts not available through regular sources of supply.
9. It is agreed that if any tax or other charges are imposed by any governmental authority with respect to the sale, delivery or disposal of the products covered hereby, it will be added to the price to be paid by the buyer. A finance charge of 1.5% per month, for an annual percentage rate of 18%, is charged on items not paid 30 days from statement date. Service plans are not in force if account is 60 days overdue.
10. SOS Xtreme Comfort shall not be held responsible for damage or resulting losses if the fulfillment of the agreement shall be delayed or prevented by wars, acts of enemies, strikes, inability to secure technicians, parts, material or transportation or by any other condition not reasonably within its control.
11. The length of this agreement is one year and the agreement will be automatically renewed each year at the prevailing rate unless we are notified of cancellation in writing 30 days prior.
12. This is the entire plan. This plan cancels and supersedes all prior plans.
13. SOS Xtreme Comfort is not liable for frozen pipes and/or damage to a house or commercial building and/or contents thereto when the heating system stopped working due in part or in whole to a defective part on the heating system.

PLEASE KEEP FOR YOUR RECORDS!

SOS Gas & Propane Savings Plan v4.1