



Home Generator

SERVICE PLAN

Your Comfort Matters

Our Service Plan keeps your home Generator 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.



PLAN BENEFITS

VIP Priority Service

Free Annual Tune-Up

10% Off Trip Charge

10% Off Repairs



Priority Service Scheduling

Move to the front of the line when demand is at its highest



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



BE BLACKOUT READY

Service Plans Save Money!

See back for Terms & Conditions

845.351.4700
sosxtremecomfort.com

16pt tune-up and Inspection



1. Drain and replace engine oil
2. Replace the engine oil filter
3. Replace the engine air filter
4. Check and clear all air inlets and outlets
5. Check battery posts, cables and chargers for loose connections, corrosion and damage
6. Check the generator wiring for loose connections, corrosion and damage
7. Check and clean the spark arrester
8. Check engine fan belts for wear or damage
9. Clean and replace engine spark plug (if necessary)
10. Check valve clearance
11. Clean and check the generator for corrosion, insect and/or rodent damage
12. Check all electric and gas conduits
13. Start and operate system to check for leaks, loose connections or components, and abnormal operating conditions
14. Initiate an automatic start and transfer load (customer approval required)
15. Adjust the frequency and voltage (if necessary)
16. Return the unit to stand-by setup for full emergency operation

Terms & Conditions

1. We reserve the right to inspect and approve the equipment to be covered before accepting this service plan. Initial repairs required to put the equipment in acceptable condition are not covered.
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 10%. Weekends and holidays are deemed after hours.
3. After hours service includes emergencies only.
4. It is customer's responsibility to call and schedule an appointment for annual maintenance.
5. SOS Xtreme Comfort agrees to render service to customer's equipment for one year from the month in which customer enrolls in the plan (the effective date). This service plan will renew automatically each year unless terminated in writing by either party 30 days prior to its expiration.
6. Upon approval, acceptance and payment, the plan will be effective immediately. Preventive maintenance will be performed during the period the plan is in effect, at the mutual convenience of customer and SOS Xtreme Comfort.
7. This service plan is not written on a prorated basis, and no refunds will be made if customer cancels it prior to its normal expiration date. If a precision tune-up has already been performed in advance and customer cancels the plan, customer will be billed for the tune-up, payable upon receipt. This service plan is transferable to another homeowner, subject to credit approval, but not from one system to another. The plan is void if anyone other than an SOS Xtreme Comfort employee works on the equipment.
8. SOS Xtreme Comfort's obligation to furnish parts shall be subject to their availability through normal supply sources.
9. This service plan is designed and available to SOS Xtreme Comfort customers with a properly maintained account. A finance charge of 1.5% per month (annual rate of 18%) will be charged on items not paid 30 days from invoice date. If this account is referred to an attorney for collection, a charge for interest and attorney fees will be included. Said fee will be 33.33% plus interest. SERVICE PLANS ARE NOT IN FORCE IF ACCOUNT IS 60 DAYS OR MORE OVERDUE.
10. The service plan includes only repair and replacement of parts that are defective due to ordinary use or wear and tear based on the judgment of SOS Xtreme Comfort.
11. SOS Xtreme Comfort shall be released from liability for failure or delay to provide, within a reasonable time, the service called for under this plan when failure or delay may result from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortages; government regulations; extreme weather conditions; or unavailability of parts.
12. This is the entire plan. This plan cancels and supersedes all prior plans.