



Water Heater

SERVICE PLAN

Your Comfort Matters

Our Service Plan keeps your home Water Heater 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 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



PLAN BENEFITS

VIP Priority Service

Free Annual Tune-Up

10% Off Trip Charge

10% Off Repairs

Service Plans Save Money!

See back for Terms & Conditions

845.351.4700
sosxtremecomfort.com

Annual tune-up and Inspection



OIL

1. Perform electronic calibration and efficiency test.
2. Inspect, clean and adjust burner.
3. Check thermostat operation.
4. Lubricate and test all motors, bearings, fans and circulator pumps if applicable.
5. Replace nozzle, filter and strainer.
6. Inspect, vacuum and screw flue pipe.
7. Vacuum and inspect heat exchanger.
8. Check for proper oil flow.
9. Inspect and adjust safety and operating controls.
10. Check blower motor and belt.
11. Inspect and repair all wiring and connections.
12. Check cad cell readings.
13. Evaluate condition of air filter. If needed, replace with customer-supplied filter.
14. Test for carbon monoxide levels.
15. Visual and Ultrasonic Oil Tank Testing
16. Inform customer of equipment condition; recommend necessary repairs.

GAS

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. 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. Emergencies are defined as 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. Exclusions: This plan does not cover parts or labor when failure is due customer leaving emergency switch in "off" position, tripped circuit breakers or blown fuses.
5. It is customer's responsibility to call and schedule an appointment for annual maintenance.
6. 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.
7. 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.
8. 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.
9. SOS Xtreme Comfort's obligation to furnish parts shall be subject to their availability through normal supply sources.
10. 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.
11. 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.
12. 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.
13. This is the entire plan. This plan cancels and supersedes all prior plans.

PLEASE KEEP FOR YOUR RECORDS!

SOS Water Heater Savings Plan v1.5