

HOME COMFORT AGREEMENT



Since 1888, AFC has worked tirelessly to build a reputation of providing dependable and professional service. With that in mind, we are happy to offer customers in Central Maine our wide selection of Comfort Agreements.

Each plan is designed to protect your investment, ensure efficiency and guarantee prompt service in the event of an emergency. All plans include an annual system tune up to ensure your system is working safely and efficiently, discounts on all AFC services, and same day priority scheduling for emergencies. As a bonus, all work performed by AFC technicians is covered by our Comfort Guarantee - all workmanship is guaranteed for a period of one year. That's parts and labor, in addition to manufacturer's warranties!

Our **PROPANE PREMIUM PLAN** covers just about anything that can go wrong with your home's heating system. It covers the most common controls, burner replacement and fuel supply parts as well as many parts for your warm air and/or hot water systems (see back for full details) and:

- ✓ **Priority** same-day service for emergencies
- ✓ **OVER 50** repairs and/or part replacement are fully covered (see full details on back)
- ✓ **10% discount** on any AFC repair service - up to \$200 per year
- ✓ AFC's **Comfort Guarantee** on parts & labor
- ✓ 12-Point Precision Heating Tune Up:
 1. Perform electronic calibration and efficiency test.
 2. Inspect, clean and adjust burner.
 3. Inspect, vacuum heat exchanger and flue pipe.
 4. Check thermostat operation.
 5. Check gas flow and water pressure.
 6. Lubricate and test motors, bearings, fans, zone valves and circulator pumps.
 7. Inspect and adjust safety and operating controls.
 8. Check blower motor and belt.
 9. Inspect all wiring and connections, repair as needed.
 10. Replace air filter.
 11. Test carbon monoxide levels.
 12. Inform customer of equipment condition. Recommend any necessary repairs.

Feel Comfortable With Us.

Home & Commercial • Propane & Oil • Heating • Plumbing • Electrical • Heat Pumps • AC/Refrigeration • Water Treatment
(207) 623-3851 4 Northern Avenue, Augusta AFCCOMFORT.COM

While enrolled in an AFC's **PROPANE PREMIUM PLAN** the following parts will be repaired or replaced at no extra charge, should the parts become defective during normal use or due to routine wear and tear:

Controls

Altimeter Gauge
Aquastat
Blower Circuit Board
Burner Mount Relay
Circulator Relay
Emergency Switch
High Pressure Regulator
Low Pressure Regulator
Temperature Gauge
Thermal Switch
Thermostat (manual)
Toggle Switches

Warm Air System

Air Filter (one set per year)
Air Regulator
Air Stat
Blower Bearings
Blower Complete
Blower Fan
Blower Fan Belt
Blower Motor
Blower Pulley
Blower Shaft
Blower Wheel
Fan Control
Limit Control

Burner Replacement Parts

Burner Capacitor
Burner Fan
Burner Housing Assembly
Burner Master Control
Burner Motor
Burner Range Gasket
Burner Switch
Buss Bar Transformer Leads
Ignition Leads (cable)
Ignition Transformer Gaskets
Ignition Transformer Terminal
Ignition Wiring
Low Voltage Wiring
Low Voltage Transformer

Hot Water Systems

Automatic Air Vents (boiler)
Automatic Water Feeder
Bearing Assembly
Circulator Complete
Circulator Coupling
Circulator Impeller
Circulators
Expansion Tank
Extrud Tank
Feed Valve
Flow Control Valve
Heating Pipes (exposed)
Low-Water Cutoff Switch
Pop Safety Valve
Purge Valve
Relief Safety Valve
Zone Valve Powerhead
Zone Valve Relay
Zone Valves*

* Service contract includes up to three zone valves and three circulators. Four or more zone valves or circulators require an additional fee.

Parts not listed above are subject to charge.

General Conditions

1. Labor is covered only for the repair and replacement of listed parts.
2. Exclusions: this agreement does not cover parts or labor when equipment failure is due to: lack of propane when delivery has been delayed due to delinquency in payments or when customer is not on automatic delivery; customer leaving emergency switch in the "off" position; customer setting the thermostat too low to call for heat or dead batteries in the thermostat; power venter, draft inducer, kick-space heaters, tankless coils, domestic mixing valves, and bronze circulators; other parts excluded from this agreement are parts or controls for coal and/or wood burning systems and piping not related to oil systems.
3. This agreement does not cover repair or replacement of obsolete parts, such as certain zone valves, circulators and combustion chambers that are not available through regular sources of supply.
4. This agreement requires that if the covered system uses oil or propane that all fuel must be supplied by AFC - Augusta Fuel Company. Automatic Delivery with a minimum yearly usage required.
5. This agreement does not cover acts of God, fire damage, flooding, or other water damage, etc., except that which is caused by ordinary wear and tear.
6. There shall be no liability for any reason on the part of AFC - Augusta Fuel Company - for service performed by anyone else, unless such person is authorized in writing by AFC to perform such service or to furnish parts.
7. The length of this agreement is one year. It will automatically renew at that time, unless notified of cancellation 30 days prior.
8. An additional fee will be assessed if a heating system contains anti-freeze.
9. Gas Condensing Boiler or Furnaces older than 10 years are NOT eligible for the Premium Plan, only the Value Plan.
10. Only certain Makes/Models of Gas Condensing Boilers or Furnaces apply. Unit must be inspected by an AFC Certified Technician prior for this agreement to be valid.

AFC Service Hours

During the life of this agreement, AFC will provide dependable, prompt emergency service 24 hours a day, 7 days a week, 365 days a year. Emergency service is defined as no heat or a potentially dangerous situation. Non-emergency service will be performed during normal working hours, Monday through Friday, between 7:30AM and 4:00PM.

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