



**ALWAYS
DEPENDABLE!**

Comfort & Protection

SERVICE AGREEMENTS



Our Comfort & Protection Maintenance Plans are designed to ensure you are getting the maximum life and efficiency out of your heating and cooling equipment. Participating in our plans can create great savings on your utility or fuel expenses, plus any unexpected repairs.

Earn "Bonus Bucks" – For each consecutive year that you are on a Comfort & Protection Service Plan you will receive \$50 in loyalty credits that can be used toward new equipment. (see chart on back)

- **Annual tune-up**
- **20% off all repairs (parts and labor)**
- **20% off diagnostic fees**
- **No after-hours charges on repairs**
- **\$50 Bonus Bucks***
- **\$500 off new Oil or Propane Furnace***
- **Priority Service**

*See terms for details. System must be condemned by our technician.



HOW COMFORT & PROTECTION SERVICE AGREEMENTS HELP

Q: How does a Comfort & Protection Agreement help me save money?

- A:**
- 20% off of all repairs and diagnostics
 - No after-hours charges on repairs
 - Bonus Bucks
 - Energy efficiency

Q: Do I have to enroll each year?

- A:** Our plans automatically renew each year to ensure your coverage does not lapse. This also allows us to send reminders when your tune-up is due.

Q: Why do I need an annual tune-up?

- A:** As heating and cooling equipment ages, if it is not tuned it loses efficiency, which in turn increases your energy or fuel bill. Furthermore, to uphold the warranty on new systems, an annual tune-up is often required. Since a tune-up is included in your plan, it can be scheduled anytime.

Q: What are Bonus Bucks?

- A:** Bonus Bucks are loyalty credits that are earned each consecutive year you enroll in a Comfort & Protection Service Agreement. Bonus Bucks can be used when you need any of the new equipment listed within this brochure. It is our way of thanking our customers for their loyalty. (See enclosed chart.)

Q: What happens if I'm on an agreement and I end up needing a new system?

- A:** While annual tune-ups prolong the life of your heating and cooling systems, it is true that replacing aged equipment can save you more money in energy costs and repairs. If one of our specialists recommends a new heating or cooling system, you will be able to contribute your Bonus Bucks toward the system.





BERICO PREMIUM MAINTENANCE PLANS

HEATING PRECISION TUNE-UP

1. Check for no carbon monoxide risks
2. Check and adjust all safety controls
3. Replace customer supplied air filter **
4. Check for leaks
5. Check and adjust thermostat
6. Clean pilot assembly
7. Clean burner and controls
8. Adjust burner for maximum efficiency
9. Inspect and clean heat exchanger
10. Lubricate motors and all moving parts
11. Check voltage to all equipment
12. Check connections and wiring
13. Check complete furnace cycle
14. Inspect blower assembly
15. Check temperature rise
16. Inspect for worn bearings
17. Check fan control
18. Check gas pressure at gas valve
19. Inspect and clean flue pipe and draft diverter
20. Perform system evaluation
21. Inform customer of tune-up results

Oil Heat

- A. Replace nozzle and fuel filter as needed
- B. Inspect electrodes and nozzle assembly
- C. Test functionality of oil pump and strainer

Boilers

- A. Check valves
- B. Drain expansion tank
- C. Check for leaks

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 Free shipping & Berico pricing
 with code: **C4Q2**

COOLING PRECISION TUNE-UP

1. Check and adjust all safety controls
2. Check operating pressures and temperatures
3. Replace customer supplied air filter**
4. Check and adjust thermostat
5. Test temperature drop/rise between return and supply
6. Lubricate motors, bearings, and all moving parts
7. Check voltage and amperage to all motors
8. Check connections and wiring
9. Check compressor contactor
10. Inspect blower assembly
11. Adjust blower speed if necessary
12. Inspect for worn bearings
13. Clear outside condenser of debris
14. Check & flush condensate drain line
15. Check condenser coil and evaporator coil
16. Inspect start capacitor and relay
17. Perform System Evaluation
18. Inform customer of tune-up results

SEASONAL GAS LOG TUNE-UP

1. Clean and dust logs
2. Check logs for damage/cracks
3. Clean main burner
4. Clean pilot
5. Clean oxygen depletion sensor
6. Check/clean decorative fillers (Embers, Sand, etc)
7. Check gas line for leaks
8. Check for proper gas pressure
9. Check remote and transmitter operation
10. Check, clean, adjust glass doors
11. Check locking bracket on damper
12. Check for safety risks (i.e. Soot, CO)
13. Check propane tank condition (if applicable)
14. Ensure proper operation & setting
15. Inform customer of tune-up results

*Various applications may not require all checkpoints

** Please note: Due to the many various sizes of air filters, Berico cannot guarantee to stock all sizes at the time of tune-up. We are happy to replace customer-supplied air filters.

BONUS BUCKS

You may allocate your Bonus Bucks for the following list of equipment up to the specified dollar amount.

Oil Boiler	\$700
Oil & Propane Furnace	\$700
Dual Fuel System	\$600
Natural Gas Furnace	\$500
Generator	\$400
Central A/C System	\$350
Heat Pump	\$350
Oil Tank	\$400
Heat Exchanger	\$200
Oil Chamber	\$200
Oil Burner	\$100

SAVINGS CHART

Repair Type	No Plan	20% OFF
Diagnostic Fee	\$85	\$68
Blower Motor	\$793	\$634
Circulator Motor	\$261	\$209
Circulator Pump	\$423	\$338
Circuit Board	\$845	\$675
After Hours Diagnosis	\$150	\$120



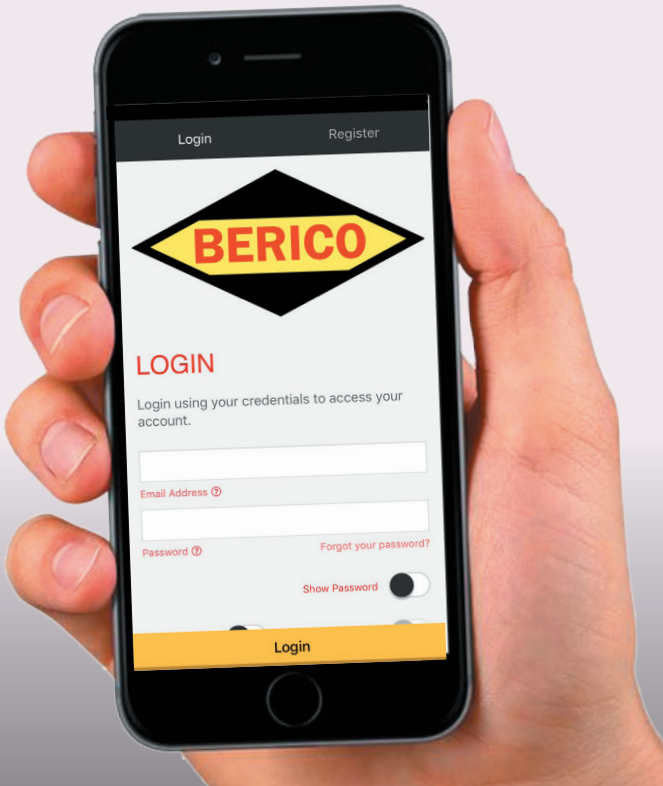
GENERATOR & COMMERCIAL SERVICE PLANS AVAILABLE ON REQUEST

BEST IN SERVICE, BEST VALUE IN TOWN!



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TERMS AND CONDITIONS

1. Our Service Plans offer a 20% discount on diagnostic and repair charges, plus an annual precision tune-up.
2. **Service plans are in effect for 12 months and are auto-renewing each year thereafter at prevailing rates. We will indicate our acceptance of a service plan by issuance of an invoice.** Client reserves the right to cancel any agreement upon the annual renewal date by notifying us prior to the completed service.
3. Annual precision tune-ups may be scheduled at any time during the service plan year. Through a regular program of reminders and follow-up phone calls, We will make every attempt to schedule the tune-up; **however, this responsibility is shared with the client who must make an effort to schedule their tune-up.**
4. Service plans are transferrable to new owner or renters at transfer of property's ownership or tenancy or may be voided at request, but no amount is refundable.
5. Our responsibility under a service plan will automatically cease if service or any parts or equipment, **including fuel** if applicable, covered by the plan is purchased from another source or if a client's account is past due.
6. Priority Service is defined as scheduling ahead of non-agreement clients. Most calls are answered within 24 hours. However, longer response periods can be encountered during peak periods. We make no guarantee of any specific response time.
7. To help hold down the price of our plans by eliminating unnecessary service calls, our clients are expected to make sure the thermostat or humidistat is properly set and check all switches including circuit breakers or fuses. Clients are also expected to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.).
8. **Replacement of the entire unit or the following systems and devices are not covered under either plan: refrigerant leak tests and repairs, compressors, heat exchangers (unless noted on Plan), refrigerant recovery, freon, air filters, condenser coils, duct systems, evaporator coils, radiators, registers and grills, heating system piping other than piping near boiler, electrical service from breaker to unit, gas and domestic water lines to unit.**
9. Parts and labor not covered by service plan will be billed at prevailing rates.
10. The plans do not cover non-maintenance work or acts of God such as: work required because of fire, lightning, explosion, flood, theft freezing or breaking of pipes, sabotage, or shortage of electrical, gas or water supply, electrical work beyond the units, cleaning of ducts, painting, moving of

equipment or correction of installation design deficiencies, expense caused by improper operation, negligence or misuse of the equipment or damage from any cause that is external or that does not arise solely and directly out of the operation of this equipment. If you request such service, it will be charged at prevailing rates.

11. We reserve the right to cancel any agreement without notice and refund the unused portion of the agreement.
12. **We will endeavor to render prompt and efficient service, but it is expressly agreed that we shall in no event be liable for damage of loss caused by delay or any loss arising out of the performance of this agreement.**
13. The obligation to furnish replacement parts is subject to availability through normal supply sources. We shall not be liable for failure or delay to provide the service if failure or delay results from availability of parts, the supply of fuel or for any reason beyond our control.
14. The Loyalty Reward Bonus Bucks equipment replacement program gives each client with any Service Plan a \$50 credit for each consecutive year that a plan is in place toward the purchase of a replacement furnace, heat pump, oil boiler, central A/C system, oil burner or oil tank up to up to the amount specified in the equipment chart. It cannot be used for repairs, installation of accessories or any other purchases to pay any outstanding balance to us. **All Bonus Bucks reward credits are eliminated if client cancels their service plan.**
15. The Loyalty Reward Bonus Buck allowance is not transferrable and cannot be paid in any form in lieu of purchase.
16. The equipment being replaced must have been covered under a current service plan with us.
17. We reserve the right to modify this program, including terminating it without prior notice.
18. We shall not be liable for clients failure to use ordinary care in equipment operations, including but not limited to: failure to keep adequate water in boiler, fuel in tank (if applicable), failure to turn on emergency switch, thrown circuit breakers, filter changes or any other cause unrelated to normal operation.
19. Our Gold Plan is offered to those existing customers who are approved and would like to renew the Gold Plan. The Gold Plan is no longer applicable for units that are not already covered. Our Gold Plan covers labor and listed parts when you have a problem with your covered equipment, plus an annual precision tune-up.
20. These agreements cover residential units. Commercial quotes are available upon request.



YOUR COMFORT IS HAS BEEN
OUR GOAL SINCE 1924.

Berico Fuels and partner companies, Carolina Fuels Inc. and Alamance Oil Co., have provided residential heating fuels and HVAC service throughout The Triad since 1924.

Berico's strong HVAC – heating and air conditioning service department, services all types of equipment; from oil furnaces & boilers, to air conditioners, gas and LP furnaces, electric heat pumps, gas logs, generators, and more. The heating and air conditioning department is fully equipped to evaluate your home's efficiencies, ultimately to recommend proper repairs, service plans and/or new unit installs.

Call today for any HVAC needs.

