



ALWAYS DEPENDABLE!



NEW  
OPTIONS  
INSIDE!



# Comfort & Protection

MAINTENANCE PLANS



BUILT TO A HIGHER STANDARD™

*American Standard*  
HEATING & AIR CONDITIONING

# SERVICE PLANS

## Premuim Plan

The Premium Plan is designed to ensure you are getting the maximum life and efficiency out of your heating and cooling equipment by including tune-ups in the price of the plan. Additionally, you will receive the following money-saving benefits:

- Annual tune-up(s) for Heating and Cooling unit(s) are included in this plan
- 20% off all daytime repairs
- 20% off daytime diagnostic fees
- 20% off all after hours repairs and diagnostic fees
- \$50 Bonus Bucks with each renewal\*
- Priority Service
- 12-month auto-renewing coverage, similar to insurance

## Priority Plus Plan **\*NEW\***

This plan is designed to give you flexibility on how often you schedule your tune-ups, yet allow you to keep other benefits. Instead of including the tune-up in the plan, tune-ups would be billed separately at a discounted rate. Meanwhile, you are eligible for great savings on repairs, diagnostic services, and tune-ups. The price of this plan covers your entire home up to 3 systems.

- 20% off all daytime repairs
- 20% off daytime diagnostic fees
- 20% off all after hours repairs and diagnostic fees
- \$50 Bonus Bucks with each renewal\*
- Priority Service
- 12-month auto-renewing coverage, similar to insurance

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## Comparison Chart

	Premium Plan	Priority Plus Plan	No Plan
Price per Year	\$239	\$79	\$0
Price per Month	\$20.75	\$4.92	\$0
AC Tune-up	Included*	\$75	\$99
Heating Tune-up	Included*	\$75	\$99
20% Off Diagnostic Fee	Yes	Yes	No
20% Off Repairs	Yes	Yes	No
20% Off Afterhours Diagnostic	Yes	Yes	No
20% Off Afterhours Repairs	Yes	Yes	No
Priority Service	Yes	Yes	No
Bonus Bucks at Renewal	\$50/system	\$50/household	No
Each Additional System Price	\$150	Included**	\$199

\* Schedule anytime in 12 Mo. Period

\*\*Priority Plus benefits covers entire home up to 3 systems

## BONUS BUCKS

Earn "Bonus Bucks" – For each consecutive year that you renew your Comfort & Protection Plan you will receive loyalty credits that can be used toward new equipment.

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

Oil Boiler	\$500
Oil & Propane Furnace	\$500
Dual Fuel System	\$500
Natural Gas Furnace	\$250
Generator	\$300
Central A/C System	\$300
Heat Pump	\$400
Oil Tank	\$300



# TUNE-UP INFORMATION

-TUNE-UPS ARE INCLUDED IN PREMIUM PLAN-

## HEATING PRECISION TUNE-UP

1. Check for 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
22. Courtesy check AC System

### 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

Order filters at [filterfetch.com](http://filterfetch.com).  
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. Refrigerant leak check all coils
16. Inspect start capacitor and relay
17. Perform system valuation
18. Inform customer of tune-up results
19. Courtesy heating system check

## 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.



## HOW COMFORT & PROTECTION SERVICE PLANS HELP

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

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

**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.

**Q:** What are Bonus Bucks?

- A:** Bonus Bucks are loyalty credits that are earned each consecutive year you enroll in a Comfort & Protection Plan. 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?

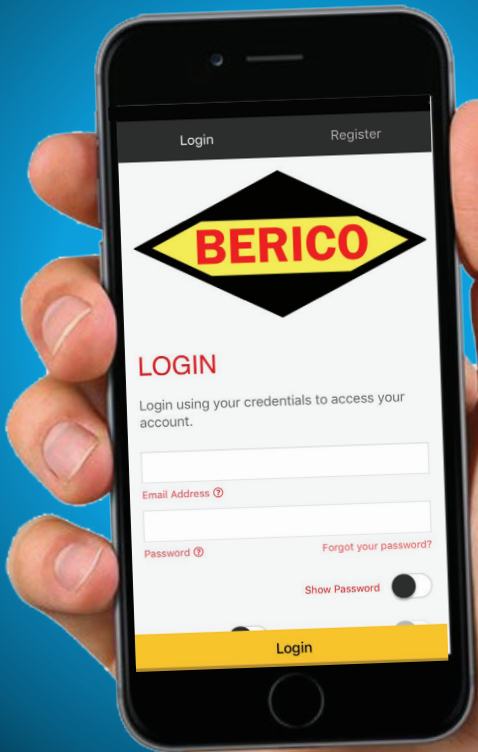
- A:** While annual tune-ups prolong the life of your heating and cooling systems, it is true that replacing aged equipment can save you more money in energy costs and repairs. If one of our specialists recommends a new heating or cooling system, you will be able to contribute your Bonus Bucks toward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

BEST IN SERVICE, BEST VALUE IN TOWN!






## DOWNLOAD OUR BERICO MOBILE APP TODAY

Available at the Apple App Store or Google Play.



### TERMS AND CONDITIONS

1. Both our **Premium Comfort Plan** and **Priority Plus Plan** include a 20% discount on diagnostic and repair charges. The **Premium Comfort & Protection Plan** also includes annual tune-ups.
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 renewal date.
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. Parts and labor not covered by service plan will be billed at prevailing rates.
9. 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.
10. We reserve the right to cancel any agreement without notice and refund the unused portion of the agreement.

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11. **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.**
  12. 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.
  13. The Loyalty Reward Bonus Bucks equipment replacement program gives each client with any Service Plan a 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.**
  14. The Loyalty Reward Bonus Buck allowance is not transferrable and cannot be paid in any form in lieu of purchase.
  15. The equipment being replaced must have been covered under a current service plan with us.
  16. 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.
  17. 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.
  18. **Replacement of the entire unit or the following repairs are not covered under the Gold Plan: refrigerant, compressors, heat exchangers, refrigerant recovery, air filters, condenser coils, evaporator coils, duct systems, radiators, registers and grills, heating system piping, electrical service from breaker to unit, gas and domestic water lines to unit.**
  19. Component upgrades and major repairs items such as, but not limited to, the following are not eligible for discount: Indoor Air Quality devices, Specialty Filters, Air Filters, UV Lights Duct Work, Acts of God Repairs, and work involving the components listed in the HVAC equipment manual.
  20. These agreements cover residential units. Commercial quotes are available upon request.



YOUR COMFORT HAS BEEN  
OUR GOAL **SINCE 1924.**

Berico has been providing 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.**

**YOU CAN NOW TEXT US AT 336.273.8663  
FOR ANY SERVICE REQUESTS.**



Greensboro 336-273-8663  
Burlington 336-226-9371  
Eden 336-623-9741