

NOCO  
13613 Main Rd.  
Akron, NY 14001

## Comfort Service Plan

The **Comfort Service Plan** provides discounted 24-hour coverage on all major components of your system – including parts, labor, and service call fee. Plus, a **FREE Annual tune-up** is included to increase your System's performance and longevity!

- 🔧 **FREE Annual Tune-Up**
- 🔧 **15% OFF All Parts**
- 🔧 **15% OFF All Labor**
- 🔧 **Reduced Service Call Fee**
- 🔧 **Preferred Priority Service**
- 🔧 **Discount on Replacement Parts**

## Total Comfort Service Plan

The **Total Comfort Service Plan** provides worry free, 24 hour coverage on most major components of your system, including many expensive, hard to replace parts. Plus, a **FREE Annual tune-up** is included to increase your system's performance and longevity!

- 🔧 **FREE Annual Tune-Up**
- 🔧 **Parts Coverage\*** (listed in brochure)
- 🔧 **Labor Coverage\***
- 🔧 **50% Off Service Call Fee**
- 🔧 **Preferred Priority Service**
- 🔧 **Discount on Replacement Parts**

\*Only the parts listed in the brochure will be covered under the Total Comfort Plan. All other parts not listed will receive a 15% discount on parts and labor.

## FREE Annual Tune-up! (Included with any Service Plan)

### Keep Money in your Pocket!

An Annual tune-up will prolong the life of your system, keep your equipment running at peak performance, help avoid emergency repairs, and reduce energy consumption and costs.

### Annual Tune-up Includes:

- 🔧 **Test and adjust system for Maximum efficiency**
- 🔧 **Clean and inspect system chambers and Heat exchangers (if applicable)**
- 🔧 **Check oil tank and fuel lines (Where accessible)**
- 🔧 **Safety check all operating controls**
- 🔧 **Test and tighten all exposed wiring connections**
- 🔧 **Replace nozzle, oil filter and strainer (If applicable)**
- 🔧 **Vacuum furnace and smoke pipe (if accessible)**

**Note:** An Annual tune-up is required to keep your manufacturer's warranty valid

NOCO has over 137 years combined HVAC technical experience. We will send one of our expert technicians to your home to perform an Annual Tune-up on your HVAC equipment.

### Service Hours

NOCO will provide dependable, prompt service during regular business hours between 8:00 a.m. – 4:00 p.m., Monday through Friday.

Emergency Service that is required outside of regular business hours; including weekends and holidays, will be billed at the overtime rate.

Revised 5/2020

## GENERAL CONDITIONS

1. NOCO reserves the right to reject any service agreement if, upon inspection during annual service, the system is found to be in unsatisfactory condition, obsolete or inaccessible.
2. Emergency service that is required outside of regular business hours (8:00 a.m. to 4:00 p.m., Monday through Friday) will be billed at the overtime rate then in effect; including weekends and holidays.
3. Total Comfort Plan emergency service that is required outside of regular business hours (8 a.m. to 4 p.m., Monday through Friday) is covered only if there is a complete system failure, resulting in no heat and the parts are covered under your plan (listed on reverse side). Any other calls requiring service outside of regular business hours will be billed at the overtime rate then in effect; including weekends and holidays.
4. In order to provide excellent service at the lowest possible rates, the following situations are not covered by the plan: open switches, power interruption, thermostats not calling for heat, excess amount or lack of water in boiler, fuel run-out, low pressure, rotary type and solid fuel-burning units or hot water domestic coils located in the boiler. In addition, enrollment in the Total Comfort Service Plan is subject to prior inspection and approval of all covered equipment.
5. This agreement may be terminated by NOCO if anyone other than a NOCO service technician does any work on heating or cooling equipment.
6. This agreement does not include repair or replacement of parts damaged due to fire, flood, war, act of God, or any other unusual cause that may affect the normal operation of the equipment.
7. This agreement is reserved for residential HVAC equipment installation in residential applications.
8. NOCO shall not be responsible for any damages or injury, including environmental damage, arising from leakage from gas line or storage tanks or any system component, customer negligence, water leaks, inability to acquire parts, or any condition beyond NOCO's control.
9. The service agreement renews automatically each year unless terminated by either party. Payment is due within 30 days of invoice to prevent lapse in plan coverage.
10. Parts that are covered with asbestos are excluded from this agreement.
11. Heat exchanger, combustion chamber, ductwork, thermostats and any other part not listed on the reverse side are excluded from service plan coverage. However, repairs of these parts are eligible for a 15% discount off parts and labor
12. Water heater tank and water piping are excluded from the water heater coverage.
13. If service plan is cancelled the refund will be pro-rated.

## Heating & Cooling Service Plans



noco.com  
(888) 614-6610

**NOCO**  
Heating & Cooling

HEATING OIL



NATURAL GAS & PROPANE



WATER HEATER



AIR CONDITIONING



**Total Comfort Service Plan Covered Components**

- n Aquastat (single action)\*\*
- n Blower belt or motor
- n Burner Motor
- n Cad cell
- n Circulator Bearing Assembly
- n Circulator Coupling
- n Circulator Motor\*\*
- n Circulator Motor Mounts
- n Circulator Pump\*\*
- n Expansion tank
- n Fan & Limit control
- n Fuel Pump (single or two stage)
- n High limit
- n Ignition transformer
- n Nozzle
- n Nozzle line
- n Oil filter (element only)
- n Pressure reducing valve
- n Pressure switch
- n Primary relay
- n Pump coupling
- n Relief valve
- n Strainer
- n Transformer (low voltage)
- n Zone valve (motor only) \*\*
- n Adjust boiler pressure
- n Adjust water level

\*Complete zone valves will receive a 15% discount

\*Drain down and refill boiler will be additional cost

Water leaks are not covered

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\*\*Limit 1 per year

**Total Comfort Service Plan Covered Components**

- n Aquastat (single action)\*\*
- n Blower belt or motor
- n Burner Motor
- n Circulator Bearing Assembly
- n Circulator Coupling
- n Circulator Motor\*\*
- n Circulator Motor Mounts
- n Circulator Pump\*\*
- n Electronic ignition control
- n Expansion tank
- n Fan & Limit control
- n Flame sensor
- n High limit control
- n Hot surface ignitor
- n Limit control
- n Pressure reducing valve
- n Pressure switch
- n Primary control
- n Relief valve
- n Thermocouple
- n Transformer (low voltage)
- n Zone valve (motor only) \*\*
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- n Aquastat (single action)
- n Burner Motor
- n Cad cell
- n Flame sensor
- n Fuel Pump (single or two stage)
- n Hot Surface ignitor
- n Ignition transformer
- n Limit control
- n Nozzle
- n Nozzle line
- n Oil filter (element only)
- n Pressure switch
- n Primary control
- n Relief valve
- n Strainer
- n Thermocouple
- n Transformer (low voltage)
- n Water leaks are not covered

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\*\*Limit 1 per year

**Total Comfort Service Plan Covered Components**

- n Condensing Fan Motor
- n Contactor
- n Low Voltage Transformer
- n Relays Safety Limit
- n Run & Start capacitor

\*\*Pumping system down and recover refrigerant is an additional charge.

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**New HVAC Equipment**

Do you need a new furnace, boiler, air conditioner, water heater or oil tank?

NOCO will send our qualified Salesperson to your house to give you a FREE estimate. We install residential oil and gas HVAC equipment. Also, take advantage of our financing options to keep your monthly payments low! Call today to schedule an appointment.



YES! I am interested in the following:

- Oil (Furnace, Boiler, Water heater)**  
Total Comfort Plan  
Comfort Plan
- Gas/LP (Furnace, Boiler, Water heater)**  
Total Comfort Plan  
Comfort Plan
- Air Conditioning**  
Total Comfort Plan  
Comfort Plan
- Annual Tune-up**

**Please contact me about:**

- Budget Plans
- Converting to Propane or installing Propane Appliances
- Automatic Delivery
- HVAC Service or Installation
- Free Estimate for New Equipment
- Other: \_\_\_\_\_

Customer Account #: \_\_\_\_\_

Currently an Automatic Delivery Customer: Yes No

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_

**(888) 614-6610 • noco.com**

