



## HOME COMFORT PROGRAM

# HEARTH PRODUCTS FALL TUNE-UP

### Annual Comprehensive Cleaning



This program includes fireplaces, stoves, fire logs, gas fireplace inserts

- ◆ Inspection and cleaning of your current hearth equipment to ensure your home is ready for cold days
- ◆ Includes changing of batteries in both remote and receiver
- ◆ Check placement of logs to limit soot
- ◆ Check flame quality and direction for peak efficiency
- ◆ Clean firebox of foreign materials and vacuum
- ◆ Clean gas burners and check for leaks for ultimate safety
- ◆ Cost includes one unit, each additional unit \$149.00.



### INITIAL FEE

**\$299** (PER UNIT, PLUS TAX)

**\$149** (EACH ADDITIONAL UNIT, PLUS TAX)

**ADDITIONAL UNITS RECEIVE 10% DISCOUNT.** Annual tune up and maintenance service. 20% discount on service repairs and parts. Standard service priority 24/7, 365 days a year. Standard service rates apply.

Annual inspections are included with the Hocon Home Comfort Program (HHCP). A 20% discount on parts, labor, and diagnostic fees will be applied to any repair during the program plan year. HHCP Programs are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. HHCP Programs are transferable to new property owner at seller's option or voided upon request, but no amount is refundable. **PRIORITY SERVICE:** Our program clients receive priority scheduling ahead of non program clients. HHCP will endeavor to render prompt and efficient service, but it is expressly agreed that HHCP shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this agreement. Annual inspections may be scheduled at any time during the service program year through a regular mailing of post card reminders and follow up calls. HHCP will make every attempt to schedule the tune up, however this responsibility is shared with the client. The client must make the unit(s) accessible to be worked on during normal business hours. HHCP reserves the right to modify this program, including terminating it without prior notice. In the event of program termination, all earned rewards will be available for use by our clients for a period of one year following program termination. **SERVICE HOURS:** An annual tune-up will be performed once during the term of the program. Tune-ups are performed by our Service Department during normal working hours Monday-Friday 8:00AM to 4:00PM excluding holidays. Repairs or services not covered by the plan will be performed and charged to the client at prevailing rates and/or as prescribed by the membership and services purchased. Emergency service performed outside of normal business hours, will be charged at \$250 per hour. During the life of the program the company will provide dependable, priority, emergency service 24/7, 365 days a year to all program members. The company will provide service as soon as practical during regular business hours and under normal business conditions, or on an emergency basis, if necessary. Emergency service is defined as no heat, no hot water, gas leaks or other dangerous situations. The company will not be held liable for any damages that occur for seasonal property, property that is unattended or vacant.