

General Conditions and Exclusions

1. This Service Plan is available to customers who purchase all heating system services from Tracey Energy during the term of the Service Plan and whose payments are in accordance with our payment and credit terms.
2. The term of the Plan is for a one (1) year period and will renew automatically every year unless terminated by either the customer or Tracey Energy. The Plan automatically terminates if the customer no longer purchases all heating system services from Tracey Energy. No credit will be issued if the Plan is canceled before the expiration date.
3. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.
4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris buildup in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.
5. Tracey Energy will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. Tracey Energy will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.
6. Customer agrees to release and hold Tracey Energy harmless from all claims related to losses, costs, or damage to personal or real property caused by loss of gas supply, gas leak, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Tracey Energy shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties, including environmental cleanup costs.
7. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase heating system service from Tracey Energy.
8. Amendment and Cancellation. Tracey Energy may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.

**YOU CAN TRUST TRACEY ENERGY FOR
TRUE COMFORT ... OUTSTANDING VALUE ...
AND COMPLETE PEACE OF MIND**

COMFORTMASTER Natural Gas Heating & Air Conditioning Service Plans

Don't leave your family's comfort to chance. If you have a heating or air conditioning issue, do you have a trusted service provider?

At Tracey Energy Services, emergency service is included in our comprehensive Gas Heating and Air Conditioning Service Plans. You and your family will relax knowing we're just a phone call away if you need us. Our service plans also provide annual maintenance, which will help you save money by reducing fuel and electricity costs.

Read more about our plans inside and enroll now!

Tracey Energy – Your Local, Full-Service Home Comfort Company

Since 1931, greater New Haven residents have trusted Tracey Energy to meet their **full service comfort needs:**

- Worry-free automatic delivery service
- 24/7/365 emergency heat service
- Expert heating and cooling system upgrades
- Oilheat, gas heat and A/C service plans
- Convenient monthly Easy Pay Plan
- Money-saving price protection programs
- Helpful, free conservation advice
- Expert gas heating equipment installation and service
- Complete plumbing services
- Reduced electricity bills
- Online account management and bill payment at traceyenergy.com/MyAccount

Experience the Tracey Energy difference today!



325 Howard Avenue, New Haven, CT 06519-2699

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Find us on Facebook

License #: 0392441
HOD #: 242



COMFORTMASTER

NATURAL GAS HEATING & AIR CONDITIONING SERVICE PLANS

Tracey Energy Services
325 Howard Avenue, New Haven, CT 06519-2699
203-777-5747 • traceyenergy.com



COMFORTMASTER PLANS

HEATING

A properly maintained natural gas system can save money by reducing gas consumption. We service the spectrum of gas systems and can help you maintain peak efficiency. When your equipment is operating at peak efficiency you not only save on energy costs, you also add years to equipment life, improve dependability, and can eliminate the need for emergency repairs.

COOLING

When the most uncomfortable days of summer arrive you want your air conditioning system operating at peak performance. This is why our Comfortmaster Cool Service Plan is designed to give our customers what they want most – an efficiently running and dependable air conditioning system.

LOYALTY CREDITS

As a way of saying “thank you” to our valued customers, we are offering \$50 in loyalty credits for each year you participate in a Comfortmaster Service Plan. You can use these credits (up to the value shown) for the installation or replacement of comfort equipment such as:

A new furnace or boiler	\$500
A central air conditioning system	\$500
Water heater	\$100

COMFORTMASTER

GAS SERVICE PLAN

ANNUAL SYSTEM TUNE-UP & SAFETY INSPECTION

- Provides for safe operation by adjusting carbon monoxide levels
- Creates maximum efficiency by adjusting burner
- Extends equipment lifespan through annual maintenance process

EMERGENCY SERVICE AVAILABLE 24/7

We offer 24-hour, 7-day-a-week emergency service, so your family can rest easy.

PARTS & LABOR DISCOUNT

Receive a 20% discount on the parts and labor costs associated with any necessary heating system repairs.



COMFORTMASTER COOL AIR CONDITIONING SERVICE PLAN

ANNUAL SYSTEM TUNE-UP & SAFETY INSPECTION

This service ensures that your air conditioner is operating at peak efficiency. We check for adequate refrigerant charge and possible leaks; check voltage and amperage; lubricate all moving parts; check condenser coil, belts, filters, wiring and connections; and check air temperature drop and condensate drain.

EMERGENCY SERVICE AVAILABLE

We offer emergency service, so your family can rest easy.

PARTS & LABOR DISCOUNT

Receive a 20% discount on the parts and labor costs associated with any necessary air conditioning system repairs.



3 ways to enroll in Tracey Energy's COMFORTMASTER Service Plans:

COMFORTMASTER

PREMIUM GAS SERVICE PLAN

ANNUAL SYSTEM TUNE-UP & SAFETY INSPECTION

- Provides for safe operation by adjusting carbon monoxide levels
- Creates maximum efficiency by adjusting burner
- Extends equipment lifespan through annual maintenance process

EMERGENCY SERVICE AVAILABLE 24/7

We offer 24-hour, 7-day-a-week emergency service, so your family can rest easy.

PARTS & LABOR DISCOUNT

Receive a 100% discount on the parts and labor costs associated with the parts listed below, and a 20% discount on the parts and labor costs associated with any parts not listed.

100% Covered Parts:

Burner Orifice	Low Voltage Transformer
Burner Tube	Pilot Burner
Flame Sensor	Pilot Tube
Gas Valve	Pressure Switch
Gas Valve Orifice	Themocouple
Hot Surface Igniter	

1. Complete the enclosed reply card.
2. Call our office today at 203-777-5747.
3. Visit the “Contact Us” page at traceyenergy.com.