

# SMO PREMIUM GAS-ELECTRIC WATER HEATER\*

This certificate provides you with the following service on your gas or electric water heater:

## 1. ON-CALL ACCESS TO SERVICE.

There are no charges for service covered by this agreement when performed between 8:00am and 4:30pm.

If you request non-emergency service for arrival prior to 8am or after 4:30pm, or on federal holidays (days the Post Office is closed) or weekends, there will be a diagnostic fee.

## 2. EFFICIENCY CHECK-UP:

Customer is responsible for scheduling their annual tune-up.

## 3. 15% DISCOUNT:

This plan gives you a 15% discount on our regular rates for any repair work not covered by your plan.

## 4. SELECTED COMBUSTION COMPONENTS AND HEATING SYSTEM PARTS ARE COVERED, INCLUDING:

Electronic ignition control board\*\*  
Flame rollout switch  
Flame sensor  
Igniter (hot surface igniter)  
Induced draft motor  
Main gas valve

Pilot assembly  
Pressure switch (vacuum switch)  
Tankless Water Heaters - Clean & Flush  
Upper & Lower Electric Elements\Thermostats  
Thermal Couple

## 5. THE FOLLOWING GENERAL EXCLUSIONS APPLY:

- Services to identify or remedy gas leaks
- Coverage can be revoked if customer fails to pay for service within terms
- Coverage can be revoked if customer fails to remedy conditions identified as hazard
- Coverage can be revoked if customer permits anyone other than our rep to service equipment
- Providing adequate ventilation for combustion
- Removal of asbestos-containing materials
- Monitoring vacant or unattended premises
- Replacing fuses
- Resetting circuit breakers
- Turning on the emergency switch
- Setting system temperatures
- Replacing batteries in system devices
- Not available for water heating systems with tanks in excess of 50 gals.

\*Discounted pricing for multiple units.

\*\*Parts noted limited to manufacturer's warranty and availability