



Contact us today for more information and special offers.

845.343.6909

     [wallaceenergy.com](http://wallaceenergy.com)

HVAC | Oil | Propane | Cooling | Natural Gas Services  
Water Heaters | Generators | Air Quality



**Natural gas system service plan.**



# Total home comfort. Total peace of mind.

We've got the natural gas system service plan you need to keep you comfortable all year round.

## Natural gas system service plan

Make sure that your natural gas system runs smoothly and efficiently to help you save with:

- **24-hours-a-day, 7-days-a-week on-call access** to our team of natural gas experts.
- **No diagnostic fee** if service is performed between 8am and 5pm, Monday through Friday, excluding federal holidays. Diagnostic fees will apply if you request service at other hours or on federal holidays and weekends.
- **An annual system tune-up** scheduled between March 30 and September 1. This schedule allows us to optimize response to your emergency needs during the heating season. Your tune-up will be completed in accordance with manufacturer's recommendations, including parts specifically required for the tune-up only.
  - Thermostat verification
  - Air filter inspection
  - Flue system inspection
  - Burner inspection
  - Fan functionality check
  - Electrical component check
  - Ductwork inspection
  - Inspection of accessible gas lines
  - Combustion chamber inspection
  - Safety controls test
  - Performance test
- **15% discount off regular rates** for any repair work not covered by your plan.

### The following general exclusions apply:

- Services to identify or remedy gas leaks
- Any service or service visit required due to interruption of natural gas supply is not covered
- 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 other than our authorized rep to service equipment
- Providing adequate ventilation for the proper operation (i.e. removal of debris, bushes, leaves away from condensers)
- Removal of asbestos-containing material
- Monitoring vacant or unattended premises
- Maintaining clean air filters
- Draining the expansion tank
- Replacing fuses
- Resetting circuit breakers
- Turning on the emergency switch
- Setting thermostat temperatures and clocks
- Replacing batteries in system devices
- Not available for heating systems with inputs in excess of 300,000 BTUs
- Not available for water heating systems with tanks in excess of 50 gallons
- Maintaining adequate water level
- Flushing LWCO (low water cutoff)
- Venting



Your local home service experts.



**24 | 7**  
SERVICE & SUPPORT



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