

JOHN RAY & SONS

ENERGY SERVICES SINCE 1904

Basic & Elite Natural Gas Heating System Service Plans

for total peace of mind all year round.



Choose the plan that's best for you and your home.



You need the best natural gas heating system service plans. That's why we've got them for you.

Your natural gas heating system should be tuned up annually to:

- Help avoid any unexpected costly expenses
- Ensure that any repairs are done on-time
- Keep it running at peak efficiency for better energy savings and the environment

Our comprehensive natural gas heating system service plan options provide you with the total peace of mind that you want and need if any emergency problems do happen.

Each of our service plans provide you with:



Quality repairs by experienced technicians



Expert customer service reps to take your calls 24/7



Convenient service hours



Annual tune-ups to help you save money



15% discount on non-covered repairs

Two great natural gas system service plans.

You choose which one is right for you and your budget.



Basic Protection Plan

On-call access to service – 24 hours a day, seven days a week.

When you call, we're there for you. This means you can get repairs done quickly, before they become bigger problems. There are no charges for services covered by this agreement when they are performed between 8am and 5pm, Monday through Friday, excluding federal holidays. If you request service for arrival prior to 8am or after 5pm, on a federal holiday (day when the post office is closed) or weekend, there will be a diagnostic fee. You'll also get:

- **Tune-up**
To help keep your energy bills low, you should consider a tune-up. This service is available between March 30th and September 1st at no additional cost. This schedule will allow us to optimize our response to your emergency service needs during the heating season.
- **Enjoy a 15% discount on regular rates.**
To help you save even more, this plan gives you a 15% discount on our regular rates for any repair work not covered by your plan.

The following general exclusions apply for both plans:

- Services to identify or remedy gas leaks
- Coverage can be revoked if customer permits anyone other than a John Ray & Sons rep to service equipment
- Coverage can be revoked if customer fails to remedy conditions identified as hazard
- Providing adequate ventilation for combustion
- Removal of materials containing asbestos
- Monitoring vacant or unattended premises

Elite Protection Plan

On-call access to service – 24 hours a day, seven days a week.

When you call, we're there for you. This means you can get repairs done quickly before they become bigger problems. There are no charges for services covered by this agreement. You'll also get:

- **Free service visits on covered repairs.**
To help you keep your system running at peak efficiency, the Elite Protection Plan covers service visits for covered repairs.
- **Tune-up**
To help keep your energy bills low, you should consider a tune-up. This service is available between March 30th and September 1st at no additional cost. This schedule will allow us to optimize our response to your emergency service needs during the heating season.
- **Enjoy a 15% discount on regular rates.**
To help you save even more, this plan gives you a 15% discount on our regular rates for any repair work not covered by your plan.

- 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
- Venting

Selected combustion components and heating system parts are covered, including:

- Air eliminator #67
- Aquastat
- Aquastat well
- A and B valves
- Belts
- Blower motor (up to 1/3 HP)
- Burner squirrel cage (no bearings)
- Capacitors
- Circulator motor (up to 1/12 HP)
- Circulator pump(s) and clutch coupling (up to 1/12HP)
- Direct drive blower wheel
- Draft hood
- Drainoff valve
- Drain valve on LWCO
- Electrical switches (house heater only)
- Electric water heater element
- Electrodes
- Electronic spark pack
- Extrol tank
- Fan and limit control
- Filtrol tank
- Flame roll-out switches
- Flame sensors
- Flame spreaders
- Flue pipe sleeves (galvanized only, up to 9" diam.)
- Flue piping (galvanized only, up to 9" diam., additional charge for "B" type vent pipe or stainless steel)
- Gas control(s)
- Gas valve(s)
- Gauge glass and washers
- Generator lead
- Horizontal diverters
- Ignition controls (universal type only)
- Limit control(s)
- Motorized flue damper (universal type only)
- Pigtail
- Pilot burner
- Pilot orifice
- Pilot safeties
- Pilot tubing
- Pressure gauge
- Pressure relief valve
- Regulators
- Relays
- Spark rods
- Spark wire
- Spill switch
- Steam pop safety valves
- Steam pressure control
- T and P relief valve
- Thermocouple
- Thermostat (standard type)
- Transformer
- Unitrol (water heaters)
- Zone valve heads (up to 1" diameter)

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     johnray.com

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