



## EFFICIENCY GAS SERVICE PLAN

For Natural Gas or Propane Heating Systems

508.548.3200  
www.falmouthenergy.com

21 North Main Street – P.O. Box 607  
Falmouth, MA 02541



### Count on the Name You Know & Trust

Falmouth Energy's certified professional service team will inspect and tune-up your heating system, maximizing your system's efficiency, saving you on your annual fuel costs.

As a Plan member you can count on Falmouth Energy to be there when you need us, 24 hours a day, 365 days a year.

For over a century we've provided comprehensive home comfort services from the depths of winter to the height of summer – so count on us to keep your family safe and comfortable, no matter the season!

### EFFICIENCY GAS SERVICE PLAN

#### Benefits Designed with You in Mind:

- Safety Inspection Check
- Efficiency Tune-Up
- 25% Parts & Labor Discount  
*excludes system replacements*
- Improved Indoor Air Quality
- 24/7 Priority Service

#### Optional Enhancement: Hot Water Heater

- Annual Tune-Up  
*must be done in conjunction with the heating system tune-up*
- 25% Parts & Labor Discount  
*excludes system replacements*

## Gas Maintenance Is Critical

Maintenance on your natural gas or propane system is critical to the efficient and safe operation of your heating system. Having a Falmouth Energy HVAC expert inspect your heating system annually ensures top performance which will help lower energy bills and, most importantly, keep your family safe. Falmouth Energy has been serving Cape Cod for over a century so you can rest assured a highly trained and certified technician will be there for you, no matter the season, or the reason.

### COMBINE & SAVE!

Enroll in our Efficiency Gas Service Plan & any of the following service plans and save **10% off the total price!**

- Water Heater
- Generator
- Heat Pump
- Air Conditioning
- Heating Oil
- Multiple Units

**CALL OUR IN-OFFICE ENERGY EXPERTS TODAY FOR MORE INFORMATION ABOUT ENROLLING!**

**508.548.3200**

### Year-Round Home Comfort Services:

- Heating Oil
- Heat Pumps
- Kerosene
- Generators
- Diesel Fuel
- Solar
- Air Conditioning
- Duct Work

[www.falmouthenergy.com](http://www.falmouthenergy.com)



### General Conditions

1. This agreement is between the customer and Falmouth Energy herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the gas heating system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable. The Company reserves the right to inspect equipment before providing coverage.
2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's contract coverage will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Maintenance Plan invoice. This agreement is effective for a twelve (12) month period and will automatically renew itself, unless either party gives 30-day written notice of termination, or there is a termination under the provisions of condition #2. No refunds will be made if cancelled before termination date; Prices subject to change.
4. Priority Service is defined as first available service and will be billed at normal business hour rates (8:00 A.M. - 4:30 P.M.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1-1/2 times, minimum 1 hour. Service will be performed as promptly as possible under normal conditions; however, we do not assume responsibility for secondary damages or damage resulting from delays or failure to render service due to conditions beyond our control.
5. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: NO heat, creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.
6. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze up, acts of God, civil disturbance, or any other abnormal cause that may affect the normal operation of units.
7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.
8. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss of damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.
9. Customer will receive an annual 10% discount off the total price of any bundled Service Plans upon renewal of the combined Plans.
10. The 25% replacement coverage towards parts and labor is not eligible towards new equipment installations.
11. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.