



CROSSFIELD
Heating & Air Conditioning

You can depend on us to make your home safe and comfortable

Comfort Club Maintenance Plans

An unwanted repair bill is the last thing anyone wants. We developed our Comfort Club maintenance agreements in order to give our customers extra peace of mind. This is our way to offer protection, continuity, easy scheduling of precision tune-ups, and safety checks. It's that added assurance that we are on your side. Comfort Club member benefits include:

Priority service: Our Comfort Club members are our first priority. We guarantee emergency response 24 hours a day, 365 days per year.

Precision tune-up: We provide all of our Comfort Club members with an annual precision tune-up on each piece of covered equipment. This helps prevent expensive problems and inconvenient breakdowns. In fact, our tune-ups will help save you up to 10% on your energy bills.

Safety: We'll perform safety and venting inspections with each Precision tune-up to ensure that your system is operating correctly.

Peace of mind: We'll do all we can to ensure your home system is safe and working properly. But when something goes wrong, we're only a phone call away.

"Nothing like that Crossfield feeling"

"I called the office because my furnace was not working and I have 3 kids in the house and we were all freezing. The office staff got me in that day and the service guy got me up and running. this all took less than 4 hours!!! Now that is great service. THANK YOU!"
Jeff Z - Webster

"Don't change a thing, you guys are perfect!!"
Ronald H. - Pittsford

"Simply stated....always the best!!!"
Marcha M. - Honeoye Falls



Total Comfort Plan

*Never a Diagnostic or Repair Charge**

*For covered repairs on covered equipment outlined in this brochure



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Furnace	Total Comfort Plan	Comfort Plus Plan	Cost without plan
Diagnostic service call during business hours	NO CHARGE	NO CHARGE	\$89 +
Diagnostic service call AFTER business hours	NO CHARGE	\$40 +	\$129 +
Annual Tune UP/Safety Check	INCLUDED	INCLUDED	\$94 +
Gas Valve	NO CHARGE	SAVE 15%	\$225 +
Ignitor	NO CHARGE	SAVE 15%	\$100 +
Other Parts, Labor	NO CHARGE <small>(there are exclusions, see list for details)</small>	SAVE 15%	N/A
Transferable	YES	YES	N/A

Air Conditioning	Total Comfort Plan	Comfort Plus Plan	Cost without plan
Diagnostic service call during business hours	NO CHARGE	NO CHARGE	\$89 +
Diagnostic service call AFTER business hours	NO CHARGE	\$40 +	\$129 +
Annual Tune UP/Safety Check	INCLUDED	INCLUDED	\$94 +
A/C Condenser Motor	NO CHARGE	SAVE 15%	\$250 +
A/C Contactor	NO CHARGE	SAVE 15%	\$100 +
Other Parts, Labor	NO CHARGE <small>(there are exclusions, see list for details)</small>	SAVE 15%	N/A
Transferable	YES	YES	N/A

Total Comfort Plan

- **24-hour Priority Service**
- **Precision Heating/AC System Tune-Up**
- **No Diagnostic Charge**
- **No Charge for Labor/Most Parts**
- **No Overtime Charge**

During the life of this agreement, Crossfield Heating & Air Conditioning will repair or replace, at no cost, any of the following parts that may become defective due to normal wear and tear:

Gas Heating System

Controls

Aquastat	Ignition Control
Circulator Control	Limit Control
Combination Control	High-Limit Control
Combination Fan/Limit Control	Low-Limit Control
Emergency Switch	Thermostat (manual)
Fan Control	Reverse Aquastat
Fuses	Triple Aquastat

Furnace Systems

Blower Bearings	Draft Inducer
Blower Belt	Draft Inducer Motor
Blower Circuit Board	Fan Relay
Blower Complete	Heat Exchanger
Blower Motor	(under warranty)
Blower Motor Capacitor	Hot Surface Ignitor
Blower Pulley	Purge Blower
Blower Shaft	Purge Blower Relay
Blower Wheel	Purge Blower Motor
Cycletimer	

Burner Parts

Burner Tubes	Pilot Burner
Burner Orifice	Pilot Orifice
Flame Sensor	Pilot Valve
Gas Stop Valve	Pressure Regulator
Gas Valve	Pressure Switch
Low-Voltage Transformer	Thermocouple
Pilot Assembly	

Other Heating Systems

Heat Pump

All items under Air Conditioning Plus	
Defrost Sensors	Thermostat controls
Defrost Control	

Boiler Systems

Automatic Water Feeder	Low-Water Cutoff Float
Bearing Assembly	Low-Water Cutoff Switch
Boiler Valves	Mixing Valve
Circulator Coupling	Purge Valve
Circulator Impeller	Relief Valve
Circulator Motor Mounts	Temperature Gauge
Circulator Wicking	Zone Valve Complete
Expansion Tank	Zone Valve Motor
Feed and Flow Valves	Zone Valve Relay
Gauge Glass	Zone Valve Stem

Central Air Conditioning System

Accumulator	Rain Shield
Condensor Fan Blades	Reversing Valve
Condenser Fan Motor	Running Capacitors
Contactors	Standard Air Filter
Crankcase Heaters	(one during tune-up)
Dryer	Standard Thermostat Subbase
Expansion Valve	Starting Relay
Fan Belt	Starting Capacitors
Fan Relay	Time Delay Control
High-Pressure Control	Low-Pressure Control
Potential Relay	Transformers

Accessory Equipment Options

Electronic Air Cleaner

Media Air Filter (one per year)

Standard Water Heater (gas or electric)

- Coverage includes repair or replacement of gas valves, pilot orifice, thermocouple and relief valve.
- Annual tune-up. (Draining of sediment and tune-up will be performed in conjunction with heating system tune-up.)
- Does not include tank replacement.

Humidifier

Humidifier Fan	Water Panels	Solenoid Valve
Humidifier Motor	Humidistat	

General Conditions

1. The customer understands that Crossfield Heating & Air Conditioning's regular working hours are Monday through Friday, 8:00 A.M. to 5:00 P.M.; with a 24 hour, 7 day-a-week answering service for emergencies.
2. Crossfield Heating & Air Conditioning will endeavor to render prompt and efficient service hereunder, but it is expressly agreed that Crossfield Heating & Air Conditioning shall in no event be liable for damage or loss arising out of the performance of this agreement.
3. Any changes, adjustments or repairs made by others, unless authorized or approved by Crossfield Heating & Air Conditioning in writing, shall terminate its obligation hereunder.
4. Crossfield Heating & Air Conditioning reserves the right to reject any agreement if upon inspection by our technician, equipment is found in such condition that service will be unsatisfactory to either party.
5. Equipment must be brought up to proper operating condition at owner's expense before protection plan takes effect.
6. This agreement does not include repairs or maintenance made necessary as a result of fire, water, accident, negligence, acts of God, labor disputes or freeze-ups of any kind, or any repairs or replacements if caused by the negligence or want of care by customer in maintaining equipment.
7. No service will be rendered under this agreement if customer has a past due account.
8. Crossfield Heating & Air Conditioning reserves the right to make all calls during regular working hours except no-heat calls (winter hours).
9. Customer agrees to let Crossfield Heating & Air Conditioning set tune-up dates, based on availability .
10. This agreement will be automatically renewed by payment of invoice each year unless either party previous to the date shall notify the other of its election to terminate the agreement. Any unused portion of the agreement at time of termination will be refunded.
11. Crossfield Heating & Air Conditioning will charge client for all repairs made on listed equipment not covered under agreement based on current pricing.

Exclusions

1. For systems with multiple circulators and/or zone valves, this agreement covers the repair to one circulator and/or zone valve during each agreement year.
2. Calls to replace dirty filters and to balance heat and/or cooling to areas of the home, air bleeding of radiators and repair to the radiators themselves and repair of refrigerant, gas and water leaks are excluded and will be considered chargeable calls at current rates with a 15% discount.
3. Replacement of the units themselves or the following major equipment is not included: electrical service from breaker to unit, condensing coil, evaporator coil, compressor, humidifier, air cleaner, heat exchanger, flue/ smoke pipe, ductwork and forced-air zone dampers.

Loyalty Credits

Our goal is to reward your loyalty to Crossfield Heating & Air Conditioning. You earn \$35 for each year that you purchase a Total Comfort Plan, up to a total of \$525. These credits can be used toward the purchase of a variety of equipment. Credits are not transferable and have value only in the purchase of the following equipment from Crossfield Heating & Air Conditioning.

\$400-Boiler	\$50-Water Heater
\$300-Furnace with A/C	\$50-Duct Cleaning
\$200-Complete Furnace	\$35-Central Humidifier
\$200-Complete A/C System	\$35-Air Cleaner

Other Benefits

- 24-hour priority service.
- Our Precision Tune-up is included for maximum air conditioning and heating efficiency and reliability
- No labor charge to replace compressor still under manufacturer's parts warranty.
- 15% discount toward compressor failures out of warranty. Discount applies to compressor, refrigerant, dryers, labor and any miscellaneous parts.
- Elimination of \$60 charge for use of refrigerant recovery equipment on compressor replacement or refrigerant leak repairs.
- No extra trip charge on covered items, even on weekends.