



*“Nothing like that Crossfield feeling”*

*I wanted to say that Rob and Justin did a superb job. The new cold air return, reworking existing ducting. It's clear these guys have done this for a while. I am more than pleased. You should have taken a before and after picture, it is so much better. It's neat and clean now. The pricing felt good. I understand that a good quality job means that you get great quality people that care about their job and it seemed to translate to this job. The sales team was great and they answered all my questions. I have had my neighbors over and they are very impressed. I will be calling Crossfield only.*

*Keith B., North Chili*

*Crossfield Heating gave us the absolute best experience we could have gotten! Everyone we came in contact with was extremely professional and really cared about what products/services were best fit for our home. The entire process of installing our new furnace was easy and comforting knowing they would take care of everything. We had a great overall experience and would highly recommend them to anyone!*

*Jerry V., Pittsford*



**(585) 872-4420**

44 Donovan Street, Webster, New York, 14580

**crossfieldheating.com**



**CROSSFIELD**  
Heating & Air Conditioning

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



# Comfort Plus Plan

*Standard Diagnostic Fee Waived - 15% Discount on Repairs*



## 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.

| 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<br><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<br><small>(there are exclusions, see list for details)</small> | SAVE 15%          | N/A               |
| Transferable                                  | YES  | YES               | N/A               |



# Comfort Plus Plan

Our **Comfort Plus Plan** provides an annual Precision Tune-up for maximum efficiency. The tune-up will be performed during regular working hours. When you are covered by our **Comfort Plus Plan**, we will provide the following:

## 17-Point Precision Heating Tune-up & Safety Check

*\*See below for Heat Pump extras*

1. Clean burner and inspect heat exchanger.
2. Lubricate blower and motor bearings.
3. Check belt condition and tension.
4. Install clean air filters.
5. Inspect flue pipe and draft diverter.
6. Adjust burner for proper flame.
7. Check condition of pilot and clean.
8. Check combustion.
9. Check fan and limit control.
10. Check pilot safety.
11. Check heat anticipator.
12. Check burner operation.
13. Check heat relay.
14. Check safety controls.
15. Check thermocouple.
16. Check temperature rise.
17. Check fan speed for winter.

*\*Heat pump cleaning include:*

- Check defrost board
- Check refrigerant pressures
- Check outdoor thermostat settings
- Check reversing valve
- Check heating elements (air handler)



- **No diagnostic charge Monday - Friday 8:00 AM - 5:00 PM**
- **15% discount on labor\***
- **15% discount on parts\***

## 16-point Precision Cooling Tune-up & Safety Check

1. Lubricate blower and motor bearings.
2. Check belt condition and tension.
3. Install clean air filters (Customer provided).
4. Check outdoor coil and clean if needed.
5. Check system pressure.
6. Take temperature drop across coil.
7. Check refrigerant charge.
8. Check thermostat and controls.
9. Check condenser and clean if needed.
10. Check fan speed for summer operation.
11. Check safety controls.
12. Check voltage and amperage draw.
13. Check expansion valve and dryer flow.
14. Check contactors and starters.
15. Check compressor.
16. Tighten and safety-test all wires and connections.

## Other Tune-up Options

### Humidifier

*(includes one pad per year and operation check tune-up).*

### Boiler

### Electronic Air Cleaner

### Additional Systems

*We offer discounts on multiple systems.*

*Please ask for details.*

### Water Heater *With heating Tune-up only*

### Media Air Filter

*Includes replacement of one filter per year.*

***As an added convenience, both plans give you the flexibility of paying annually or monthly via automatic charges to your credit or debit card!***

## What to do if your heat doesn't start

1. Check the thermostat. Is the system switch set to heat? Is the set point 2-3 degrees above the room temperature?
2. Is there power to your unit? Check the power switch located on or near your unit. Is it in the "on" position?
3. If you have a furnace filter, is it clogged with dirt? If it is, replace/clean it. If you've done this and you had to take the door off your furnace, did you replace the door properly?
4. If you have a high-efficiency furnace that is vented out the wall with PVC pipe, check the pipe termination. If the termination is blocked with snow or debris, clear it away, turn the power switch located on or near your unit off then on to reset the unit.

## What to do if your Central Air won't start

1. Check the thermostat. Is the system switch set to cool? Is the set point 2-3 degrees lower than the room temperature?
2. Is there power to your unit? Check the fuse or circuit breakers labeled A/C in your panel box. Is it in the "on" position? Check the power switch located on or near your indoor unit. Is it in the "on" position?
3. Is your filter clogged with dirt? If it is, replace/clean it. If you've done this and you had to take the door off your indoor unit, did you replace the door properly?
4. If your air conditioner was running and just cycled off and won't restart, wait 5-10 minutes. Some systems have built-in delays to protect the compressor.

**If none of the above works,  
call us at (585) 872-4420.**

