



GAS HEATING • CENTRAL AIR • PLUMBING
ELECTRIC • HVAC SERVICE

Comfort PlusSM Service Program Enrollment Form

Please return entire form

☐ GAS HEAT SERVICE PROGRAM

Comfort PlusSM Gas Heat Service Program Covers: 1 gas house heating appliance (boiler or furnace with up to 4 zones) and 1 gas hot water heater; all service calls-no limits, 24 hour/7 day a week service (in season), yearly preventive maintenance and safety checkup, most replacement parts and labor.

Make of Boiler _____
of Zones _____

\$ 495/ yr.
(**\$537.69 w/tax**)

Additional Comfort PlusSM Options
(Check what applies)

- ☐ Additional Gas Hot Water Heater (if more than one at same covered location) - \$95.00/yr. (\$103.19 w/tax)
- ☐ Additional Gas House Heating Appliance (Boiler or Furnace at same covered location) - \$295.00/yr. (\$320.44 w/tax)
- ☐ Additional Zones - \$95.00/yr. (\$103.19 w/tax)
- ☐ Other (At same covered location)

☐ CENTRAL AC SERVICE PROGRAM

Comfort PlusSM Central AC Service Program Covers: 1 Central AC System/Condenser, unlimited service calls during regular business hours, yearly tune-up, most replacement parts and labor.

Make of AC _____

\$ 495/ yr.
(**\$537.69 w/tax**)

Additional Comfort PlusSM Options
(Check what applies)

- ☐ Additional Central AC System - \$325/yr. (\$353.03 w/tax)
(At same covered location)

☐ COMBO GAS HEAT & CENTRAL AC SERVICE PROGRAM

Coverage Includes: All services listed under Gas Heat Service Program and Central AC System Service Program

Make of Boiler _____
of Zones _____
Make of AC _____

\$ 795/ yr.
(**\$863.57 w/tax**)

Additional Comfort PlusSM Options
(Check what applies)

- ☐ Additional Gas Hot Water Heater (if more than one at same covered location) - \$95.00/yr. (\$103.19 w/tax)
- ☐ Additional Gas House Heating Appliance (Boiler or Furnace at same covered location) - \$295.00/yr. (\$320.44 w/tax)
- ☐ Additional Central AC System - \$325/yr. (\$353.03 w/tax)
(At same covered location)
- ☐ Additional Zones - \$95.00/yr. (\$103.19 w/tax)
- ☐ Other (At same covered location)

See reverse side for Terms & Conditions.

Customer Information/Billing Address (Please complete)

Name: _____
Address: _____ Apt.# _____
City: _____ State: _____ Zip Code: _____
Phone: _____
Cross Street: _____
E-Mail Address: _____

Covered Property Address (Please complete **if different**)

Name: _____
Address: _____ Apt.# _____
City: _____ State: _____ Zip Code: _____
Phone: _____
Cross Street: _____

Use Separate Enrollment Form if at a Different Address Other than Covered

INDICATE PAYMENT METHOD. Please make checks payable to Universe Home Services.

Total Purchase Price _____ (Please include sales tax)

- ☐ **Full Payment** I have enclosed a check for the full price of coverage.
- ☐ **Comfort Pay** I have enclosed a check for 1/3 of the total Plan cost. Remainder of payment to be billed in 2 equal payments over the next two months. **Amount Enclosed:** _____
- ☐ **Credit Card** Please bill my credit card **for the full amount** of coverage.

Card Type (circle one): ☐ VISA ☐ MasterCard ☐ Discover ☐ Amex ☐ Credit Card # _____ CVV Code: _____

Exp. Date: _____

Please sign & return this enrollment form with payment and enclose in the supplied postage paid envelope and start enjoying all the comforts of home with all the peace of mind.

CUSTOMER SIGNATURE (Required): _____ Date: _____

Seaford
3782 Merrick Rd.



(516) 781-6565
www.universehomeservices.com

Universe Home Services

Comfort PlusSM Service Program Terms And Conditions

1. Coverage - *Comfort PlusSM* Service Program is between you the customer and Universe Home Services with a location at 3782 Merrick Rd. Seaford, New York 11783. A *Comfort PlusSM* Service Program agreement provides service for one or more of the following, as selected on the initial enrollment form and listed on the service program agreement and subsequent renewals, a) gas fired hot water or steam house heating equipment up to 86% efficient with a gas input no greater than 400,000 Btu's / hr. with up to 4 zones and b) gas fired hot water house heating equipment over 86% efficient only if installed by Universe and c) gas fired forced hot air house heating equipment with a gas input no greater than 400,000 Btu's / hour and d) gas fired domestic hot water equipment with a gas input of no more than 100,000 Btu's / hr. e) Central air conditioning equipment up to 5 tons per system. Coverage is available to one, two, and three family homes located in Nassau and parts of western Suffolk counties. All equipment must have been installed according to manufacturers installation recommendations and national and local codes. All equipment is subject to inspection prior to acceptance of any *Comfort PlusSM* Service Program enrollment form.

The *Comfort PlusSM* Service Program provides parts and labor coverage for the selected equipment. The *Comfort PlusSM* Service Program also provides for one scheduled visit annually between March 1st and August 31st for preventative maintenance and safety check on covered heating equipment and one scheduled annual tune up between March 1st and May 31st on covered central air conditioning equipment.

Coverage can be obtained for an additional gas hot water heaters, additional heating zones, additional gas house heating appliances (boiler or furnace) and additional central air conditioning systems by selecting the appropriate *Comfort PlusSM* options on the enrollment form.

2. When Coverage Begins - Coverage begins 10 days after receipt and acceptance of payment accompanied by a signed Comfort Plus Service Agreement form. *Comfort PlusSM* Service Program Agreements will be in effect for a period of one year from the date of acceptance and will be renewed annually unless otherwise notified in writing by the customer. All equipment must be in good working condition at the time of acceptance. Preexisting problems will not be covered. All equipment is subject to inspection by Universe Home Services prior to acceptance.

3. How To Obtain Service - Service can be obtained by calling 516-781-6565 24 hours a day, 7 days a week. Emergency service for no heat or no hot water complaints will be available 24 hours per day, seven days per week, from October 1st thru April 30th and from 7am-10pm from May 1st thru September 30th and holidays. All non-emergency calls will be scheduled for a time convenient to the customer and Universe Home Services Preventative maintenance and safety checks on heating equipment are scheduled between March 1st and August 31st. Air Conditioning service is available during normal business hours Monday - Friday 8:00am - 5:00pm and Saturday 8:00am - 4:30pm. No air conditioning service is available on Sundays or holidays. Annual Tune-ups on AC equipment are scheduled between March 1st and May 31st. All Preventative maintenance and safety checks and annual tune-ups are the customers responsibility to call and schedule.

4. Service Response Policy - Universe Home Services will make every reasonable attempt to provide prompt same day(within 24 hours) service to our customers on emergency no heat or no hot water complaints. Universe Home Services will make every reasonable attempt to schedule air conditioning calls within 3 business days. Universe Home Services is not responsible for delays beyond our control (such as labor problems, severe weather conditions, natural disasters and the like). Safe access, as determined by Universe Home Services, must be provided by the customer for service to be rendered.

5. One-Year Warranty - Universe Home Services warranties all parts for defects in workmanship for a period of one year from date of installation or the length of the existing *Comfort PlusSM* Service Program Agreement should the *Comfort PlusSM* Service Program Agreement be cancelled or not be renewed. Universe Home Services also warranties the labor associated with the replacement of any part for a period of one year or the length of the existing *Comfort PlusSM* Service Program Agreement should the *Comfort PlusSM* Service Program Agreement be cancelled or not be renewed. Universe Home Services will at our discretion repair or replace any part proven to be defective under normal usage. Damage caused by the homeowner, neglect, environment, flooding or any natural disaster will not be covered by this warranty. Universe Home Services is not responsible for any collateral damage caused by parts, covered equipment, improper operation or failure of any covered equipment. This warranty does not apply and/ or does not provide for claims of personal injury, attorneys fees, or other such consequential damages. **Universe Home Services will not be responsible for expenses accrued due to unavailability of parts. Any warranty implied or otherwise is to the customer, location and equipment listed on the *Comfort PlusSM* Service Program agreement.**

6. Customer Option To Cancel - A customer may cancel a *Comfort PlusSM* Service Program Agreement within 30 days of Universe Home Services receiving the *Comfort PlusSM* Service Program form. Cancellation must be made in writing and ailed return receipt requested to Universe Home Services, 3782 Merrick Road, Seaford, NY 11783. A *Comfort PlusSM* Service Program Agreement may not be cancelled if any service has been provided prior to receipt of a cancellation request. If the terms for cancellation have been met, the agreement shall be void and a refund for the *Comfort PlusSM* Service Program Agreement equaling the amount received by Universe Home Services will be made within 14 days of our receipt of the cancellation request. A 10% penalty per month shall be added to a refund that is not made within 30 days of return of the service agreement to Universe Home Services.

7. Provider Option To Cancel - Universe Home Services has the right at its sole discretion to cancel any contract in the event Universe Home Services determines the covered equipment becomes unserviceable due to factors such as age, environment, unavailable parts, unsafe working conditions, abuse or neglect of equipment, or failure to make payments according to the *Comfort PlusSM* Service Program Agreement. *Comfort PlusSM* Service Program Agreements may be cancelled by Universe Home Services without notice for non-payment of the *Comfort PlusSM* Service Program Agreement, failure of the customer to follow the professional advice of Universe Home Services or unsafe working conditions. Cancellation for any other reason will be made by mail to the address listed on the *Comfort PlusSM* Service Program agreement 15 days prior to cancellation.

8. Service Agreement Renewal - Customers will be notified and invoiced by mail 60 days prior to the *Comfort PlusSM* Service Program Agreement expiration date. A new one-year *Comfort PlusSM* Service Program Agreement will take effect on the anniversary of the previous *Comfort PlusSM* Service Program Agreement providing payment has been received has been received prior to this date. Universe Home Services has the right to change price and terms of the agreement at the time of renewal.

9. Financial Commitment - The obligations of Universe Home Services under this service contract are backed by the full faith and credit of Universe Home Services.

10. Limited Liability - Universe Home Services shall not be liable for any consequential or incidental damages of any nature, such as customer's loss of use of it's residence, or the cost of replacement shelter, heat or water, claims of personal injury, and/ or attorneys fees. Universe Home Services maximum liability under this agreement shall not exceed the annual amount paid by the customer to Universe Home Services.

11. Circumstances Beyond Our Control - Universe Home Services is not responsible for any delays on account of or due to labor problems, severe weather conditions, natural disasters, acts of war, acts of government, or any other circumstance or condition beyond our reasonable control.

12. Covered Parts - The following parts are covered by the *Comfort PlusSM* Service Program Agreement: **HEATING and HOT WATER EQUIPMENT -** Air Pressure Switches Aquastats, Automatic Water Feeders, Blocked Vent Safety Switches, Blower Motors, Boiler Air Vents (400-3), Blower Motor, Circulators, Dirt Pockets, Drain Valves, Dual Valves, Electronic Control Boards, Direct Drive Blower Wheel (No Bearings), Electronic Ignition Modules, Expansion Tanks, Fan Belts, Fan Limit Controls, Flame Rollout Switches Flame Sensors Galvanized Flue Pipe (Single Wall), Gas Valves, Gauge Glass Components, High Limit Controls, Hot Surface Ignition Components, Inducer Assemblies, Low Water Cut Off (limited to controls currently used by residential boiler manufacturers), Pilot Assemblies, Pilot Generators, Pilot Safeties, Pilot Tubing, Pressure Reducing Valves, Relays, Relief Valves, Service Switches, Steam Pressure Controls, Steam Pressure Gauge, Thermocouples, Standard Thermostat (non wifi), Transformers, Tridicators, Water Heater Thermostats, Zone Valves or Zone Valve Motors. **AIR CONDITIONING EQUIPMENT -** Blower Motor, Condenser Coil Cleaning, Condenser Fan Motor, Direct Drive Blower Wheel (No Bearings), Electronic Control Boards Electronic Switches (AC only), Evaporator Fan Motor, External Crank Case Heaters, Fan Belt, Fan Blade, Fan Relay, Fuses on unit, Hard Start Kits (original equipment only), High Pressure Control, Low Ambient Control, Low Pressure Control, Minor Clean & Repair of Condensate Line (only if visible & accessible), Motor Contactor, Running Capacitor Service Port Valve Caps, Starting Capacitor, Starting Relay, System Charging up to 2 lbs Annually, Thermostat, Time Delay Control, Transformer, Valve Cores (Schrader Type). Any part not listed as covered should be considered not covered unless stated in writing by Universe Home Services.

13. Parts And Services Not Covered - The *Comfort PlusSM* Service Programs Agreement does not cover Air Filters, Bearings (Motor & Blower Wheel), Chimneys, Chimney Cleaning, Cleaning of any Heating or Hot Water Equipment, Complete e Conversion Burner Replacement, Complete Boiler, Furnace, Water Heater, Condenser, A-Coil, Evaporator, or Air Handler Replacement Compressors, Condensers, Condenser Coils, Condensate Piping, Condensate Pump, Controllers, Damage Due to Condensate Leaks, Domestic Water Coil or Coil Gasket Replacement, Duct Work, Electrical Wiring, Flue Dampers, Evaporator / A-Coils (Including Cleaning), Fan Housings, Flow Valves, Grills, Humidifiers, Line Set Replacement, Plumbing Pipes & Valves, Radiators, Radiator Vents, Repair of Refrigerant Leaks, Sheet Metal Work, Thermal Expansion Valves, Thermostat Batteries, Warm Air Zone Dampers, or Zone Dampers Wifi Thermostats, Mixing Valves, Circulators on Radiant Zones or any part (including items listed in section 12) that is obsolete or inaccessible as determined by Universe Home Services. Nor does this *Comfort PlusSM* Service Program Agreement cover any labor incurred while replacing these parts or providing these services. Only parts supplied and installed by Universe Home Services will be warranted or covered under this *Comfort PlusSM* Service Program Agreement. Any equipment not installed by Universe Home Services once the agreement is in effect, must be inspected by Universe Home Services for proper installation and workmanship and be in working order before it will be covered. The *Comfort PlusSM* Service Program Agreement does not cover any parts, materials or labor required as a result of any unusual circumstances, including, but not limited to fire, freezing, floods, natural disasters, equipment abuse, neglect or the like.

14. Miscellaneous Items - This *Comfort PlusSM* Service Program Agreement can be modified only by a written agreement signed by both the customer and Universe Home Services. The customer may assign the *Comfort PlusSM* Service Program Agreement with written consent of Universe Home Services. The laws of the State of New York shall govern the terms and conditions of this agreement. Any action brought under the *Comfort PlusSM* Service Program shall begin in the appropriate court in Nassau County, New York. If any provision contained in this agreement is deemed to be unenforceable or invalid, it will not affect or void the remainder of the *Comfort PlusSM* Service Program Agreement.