

**JOHN RAY & SONS**

ENERGY SERVICES SINCE 1904

Natural gas system  
service plan.



# Home comfort. Peace of mind. All year round.

Make sure that your natural gas system and equipment runs smoothly and efficiently with our service plan.

## Natural gas system service plan

Make sure that your natural gas system runs smoothly and efficiently to help you save with:

- **24-hours-a-day, 7-days-a-week on-call access** to our team of natural gas experts.
- **No diagnostic fee** if service is performed between 8am and 5pm, Monday through Friday, excluding federal holidays. Diagnostic fees will apply if you request service at other hours or on federal holidays and weekends.
- **An annual system tune-up** scheduled between March 30 and September 1. This schedule allows us to optimize response to your emergency needs during the heating season. Your tune-up will be completed in accordance with manufacturer's recommendations, including parts specifically required for the tune-up only.
- Thermostat verification
- Air filter inspection
- Flue system inspection
- Burner inspection
- Fan functionality check
- Electrical component check
- Ductwork inspection
- Inspection of accessible gas lines
- Combustion chamber inspection
- Safety controls test
- Performance test
- **15% discount off regular rates** for any repair work not covered by your plan.

### The following general exclusions apply:

- Services to identify or remedy gas leaks
- Any service or service visit required due to interruption of natural gas supply is not covered
- Coverage can be revoked if customer fails to pay for service within terms
- Coverage can be revoked if customer fails to remedy conditions identified as hazard
- Coverage can be revoked if customer permits other than our authorized rep to service equipment
- Providing adequate ventilation for the proper operation (i.e. removal of debris, bushes, leaves away from condensers)
- Removal of asbestos-containing material
- Monitoring vacant or unattended premises
- 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 (low water cutoff)
- Venting



**24/7 SERVICE**  
518.272.4432 [johnray.com](http://johnray.com)

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Contact us today for more  
information and special offers.

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