



When your heating or central cooling system needs service, you need...

# EasyCare

SERVICE PLANS

Heating Systems  
Cooling Systems  
Water Heaters  
Interior Gas Lines





## EasyCare Service Plans

At Unitil, we are committed to bringing you and your family the very best we have to offer. Warm, reliable comfort in the winter. A cool, refreshing environment in the summer. And, plenty of hot water year round. Only EasyCare can make that commitment. When a problem arises, we'll be there to fix it fast.

With EasyCare, you know your heating system, central cooling system, water heater, and even your interior gas lines are protected through the bitter cold of winter and the heat of summer — and that can be very comforting.

So when a problem does arise... plan on us! EasyCare provides round-the-clock response from one of our highly trained technicians.

### EasyCare Services

#### **Heating System Coverage** \_\_\_\_\_ \$170.14

When it's cold outside — Every heating system, old or new, has numerous parts that can fail. If something quits regardless of the time of day, simply call. Then count on us to respond fast. And best of all, with EasyCare you can avoid a hefty repair bill.

#### **Central Cooling System Coverage** \_\_\_\_\_ \$143.69

If you have troubles with your central cooling system, just call, and plan on us to fix your system fast to cool things down.



## EasyCare Services

### Heating System plus Water Heater Coverage — \$187.39

EasyCare water heater coverage can only be purchased with heating coverage.

### Heating and Central Cooling System Coverage — \$278.24

You can save over \$35.00 by getting both heating and central cooling system coverage at one low price.

### Total Care — \$293.19

Heating, central cooling and water heater coverage. The ultimate in EasyCare coverage is our Total Care package. Protect your heating, cooling and water heating equipment and save over \$37.00.

### Gas Line Protection — \$27.46

We'll protect what you can't see! Your interior gas pipes, even if you don't see them, are your responsibility. If repairs are needed, EasyCare Gas Line Protection covers the cost, including labor. It's convenience and peace of mind, available to single-family homeowners for only \$2.29/mo.

## EasyCare Prices

With EasyCare, plan on one price for complete home protection!

EasyCare Plan	ANNUAL RATE
HEATING SYSTEM _____	\$170.14
HEATING & WATER HEATING _____	\$187.39
CENTRAL COOLING SYSTEM _____	\$143.69
HEATING & CENTRAL COOLING _____	\$278.24
TOTAL CARE _____	\$293.19
GAS LINE PROTECTION _____ <i>(Other coverages not required for purchase)</i>	\$27.46

***\*Coverage is for systems up to 15 years of age.  
Annual Inspection not covered under plans.***

### 3 Convenient Payment Options

We offer a one-time payment option. Or, for your convenience you can select either our 3 or 12 month payment option.

Choose the payment option that best suits your needs. Installment payment options are subject to credit approval. Customers receiving Fuel Assistance may be eligible for free or discounted products and services through their local Community Action Program (CAP). For questions or to see if you qualify, please contact your local CAP agency.

*After 12 month period, EasyCare Service will continue unless Unutil is instructed to cancel by homeowner.*

## **For more information or to enroll:**

**Call us toll-free: 1-888-301-7700**

**Visit us at: [www.unitil.com](http://www.unitil.com)**

# EasyCare Covered Parts

## HEATING SYSTEMS

- Air scoops
- Aquastat
- Auto water fill valv (hydronic systems)
- Back flow prevento
- Barometric damper
- Blower motor assembly
- Burners (if available)
- Circulator - (all components up to 3 zones)
- Condensate pump and drain line
- Draft diverter
- Draft inducers (internal)
- Drain off valve
- Electronic ignition (pilot/primary control/sensor/wiring)
- Expansion tank draining
- Expansion tank
- Fan assisted motor and assembly (internal)
- Fan controls/fan center
- Flame sensor switch
- Flow check valve
- Flue baffle (if availabl
- Flue pipe/vent connector (single wall galvanized/PVC)
- Fuses (excluding circuit breakers)
- Gas cock
- Gas pressure regulator
- Gas valves
- Gauge glass and packings
- Limit controls (pressuretrol)
- Low water cut-off excluding integral water feed
- Operating relays (fan)
- Pigtail to pressure gauge
- Pilot (standing) and safety assembly
- Pilot tubing
- Power pile generator
- Pressure gauges
- Purge/bleed air bound system
- Purge & balancing valves
- Relays - aquastat/circulator
- Relief valve (15 & 30lb pop)
- Switches:
  - Emergency
  - Firomatic
  - Low water cut-off
  - Pilot
  - Pressure: air/gas/steam
  - Roll-out
- Thermocouple
- Thermopile
- Thermostat (standard/regular)
- Transformer
- Vent Dampers
- Vent valves (at boiler)
- Zone Valves Hydronic Systems - up to 3 zones (up to 3 additional zones at \$15 per zone per year. Maximum 6 zones).

## CENTRAL COOLING SYSTEMS

- Bearings/shafts
- Belts & pulleys
- Blower motor assembly
- Capacitors
- Circuit boards
- Condensate pumps
- Condenser motor/fans
- Contactor switches
- Delay timers
- Dryer filter
- Fan assisted motor & assembly (internal)
- Fan controls
- Fan relays
- Fuses (internal)
- Hard start kits
- High & Low pressure switches
- Limit controls
- Motor contactors
- Recharging (refrigerant extra)
- Safety limits (all)
- Schrader valves
- Service port valve caps
- Sight glasses
- Thermostat (standard)
- Transformers

## WATER HEATERS

- Burner (if available)
- Circulator pump
- Draft inducer
- Electronic gas valve
- Flame sensor
- Flue pipe (single wall galvanized/PVC)
- Ignition control
- Pilot burner
- Pressure switches
- Temperature and pressure relief valve
- Temp control (if available)
- Thermocouple
- Vacuum relief valve
- Wiring on heater

## GAS LINES

- 1/2 to 1-1/4 in. gas pipe
- Fittings
- Flexible connectors
- In-line valves

# EasyCare Repair Service Plans - Terms and Conditions

**What the EasyCare Heating, Central Cooling and Water Heater Plans Include:** Plans cover residential natural gas heating, water heating, and central cooling equipment, and are available only to the owner of the property ("Customer"). Commercial applications and single units servicing two or more dwelling units are excluded. (Commercial plans are now available, call 1-888-301-7700 for more information). Each heating system, water heater, and central cooling system (if covered) must have an individual EasyCare Plan. Services will only be provided after you inform Unitil ("Company") of a problem with your existing equipment.

**Heating System Parts Not Covered:** The Plan does not cover Amana HTM heat transfer modules, air ducts, air filters, electronic air cleaners, air temperature control, airstat, asbestos coverings, A.C. coils and controls, balancing of system, chimney maintenance or repairs, clock or energy saving thermostat, air conditioners, dual-fuel burners, Electronically Commuted Motor (ECM) or equivalent advanced furnace fan system, electric house wiring, fan coils and other auxiliary heating, gas piping (see below for Gas Line Protection coverage), heat exchanger, heating jackets, trim insulations, humidifiers, leaking boiler sections, line circuit breakers, pool heaters, radiator relief and vent valves, radiators, registers, seasonal turn-ons/offs, space heaters, systems containing glycol (antifreeze), water & steam piping, water coils.

**Heating Systems Not Covered:** Celtic, Glo-core, Hydro Pulse, HY-TECH, Lennox Pulse, Myson, Paloma Pak, Peerless Pinnacle, Thermotron, Veismann, Voyager/ Munchkin, Sears products, Heatmaker, Energy Kinetics (system 2000), Trane, wall hung units, heat pumps, and fireplaces

**Central Cooling Parts Not Covered:** The Plan does not cover any of the following major parts or systems: compressors or systems with dual/multiple or 2 stage compressors, reversing valves, chillers, or auxiliary equipment such as air ducts, air filters, electronic air cleaners, asbestos coverings, condensers and evaporators/A-coils (including cleaning), Electronic Commutated Motor (ECM) or equivalent advanced furnace fan system, electrical wiring, repair of refrigerant leaks, balancing of system, energy saving thermostat, zone controls, humidifiers, circuit breakers.

*Continued*

Sign me up for the EasyCare Plan Option checked below:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State, Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Signature \_\_\_\_\_

- Heating
- Heating & Water Heating
- Central Cooling
- Heating & Central Cooling
- Total Care
- Gas Line Protection

I prefer to be contacted by:

- Phone
- Email

**I agree to attached terms & conditions.**

Plan goes into effect within 15 days upon approval for qualified systems.

## EasyCare Terms and Conditions - *Continued*

**Cooling Systems Not Covered Include:** Maytag, Sears and Trane products. The Plan also does not cover systems exceeding five tons capacity, gas cooling systems (including ammonia), rooftop or window units, heat pumps, high velocity air conditioners.

**Water Heater Parts Not Covered:** The Plan does not cover water heater anodes, dip tubes, gas cock, mixing valves, draining and/or tank replacement, tanks, coils, expansion tanks; Maytag, Sears and Trane products; seasonal turn on/o , tankless/on demand water heaters.

**For All Systems (Heating, Central Cooling, Water Heaters):** The Plan is not intended to bring noncomplying equipment into compliance with state and local codes.

**Gas Line Protection Plan Includes:** The Plan covers interior natural gas piping in single-family, free-standing homes and does not include mobile homes. This agreement applies to one single-family residence per agreement. All covered gas piping systems must be ½ to 1¼ inch pipe of a type certified by the American Gas Association, National Fuel Gas Code, or the National Fire Protection Association. It must meet local, state and general codes and must satisfy both manufacturer and Company requirements for safe and proper installation and be in operating condition. Examples of gas piping system code violations are use of cast iron pipe, galvanized pipe, or plastic pipe and no gas shut-off valve located within six feet from a gas appliance. Some code violations can be corrected at an additional cost.

At its discretion, the Company may use qualified contractors to fulfill all or any part of its obligation under the terms of this agreement. All gas piping systems must be readily accessible. Any damage caused, or costs incurred, to gain access to inaccessible gas piping systems, including restoration costs, will be the responsibility of the Customer (examples of Customer restoration costs - plaster, drywall or ceiling repair). The Company will not be responsible for replacing incorrectly sized gas piping systems. Gas appliances, appliance regulators, underground piping and pre-existing conditions are not covered by this agreement.

**Gas Line Covered Parts:** ½ to 1¼ in. gas pipe, fittings, flexible connectors, and in-line valve

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Terms and Conditions for all EasyCare Products: This commitment does not provide any express or implied warranties concerning existing equipment or conditions. We do promise a reliable commitment to respond to your call for service and to repair or replace parts covered by the Plan. Weather conditions and workload may affect the response time. Plan coverage becomes effective within 15 days upon approval for qualified systems.

This Plan does not cover any materials, parts or labor required as a result of flooding, fire, freezing, riots, strikes, work stoppages, any abnormal conditions, Customer negligence, or the replacement, repair or maintenance of any devices, parts or controls other than those specifically covered by the Plan. Furthermore, the Company will not be liable for damages incurred by the Customer or anyone else caused by unavoidable delays, failure to service, obsolete parts, unavailability of parts, equipment failure, weather conditions, work stoppage, strike or other circumstances beyond the Company's control.

To the fullest extent allowed by law, the Company's liability hereunder is limited to three times the amount paid under the Plan by Customer over the past 12 months and in no event shall the Company be liable for any indirect, consequential or incidental damages or lost profits. This agreement is not for the benefit of anyone other than the Company and the Customer. Repair or replacement work on non-covered items can be handled by the Company at our regular service rates or we will assist you in contacting a plumbing and heating contractor. The Customer is required to provide the Company with safe and reasonable access to the premises and appliances. The Customer is responsible for routine cleaning, maintenance and replacement of air filters, air registers, the chimney and lubrication of motors. The Company does not perform routine maintenance as part of the Plan, but does offer some of these services for an additional fee. To qualify for the Plan, equipment must be in good working condition. The Company reserves the right to inspect the equipment and/or gas piping system to determine eligibility for the Plan. The Company reserves the right to deny entrance into the Plan at the Company's discretion. The Company may refuse to provide service under the Plan with regard to equipment and piping that is not in compliance with state and local codes. No refunds will be made for Customer's cancellation of this commitment prior to Plan expiration date. Customers on installment plans are responsible for the total annual cost of the Plan they select. All amounts due to the Company, including EasyCare Fees, must be current in order to be eligible for service under the Plan. Company may cancel this Agreement with or without cause upon providing notice of cancellation. Upon such cancellation, Company shall refund all unapplied Customer payments. Customers will be subject to a late payment charge of 1.5% per month (A.P.R. 18%) for all amounts in arrears. Terms, conditions and pricing **subject to change without notice.**



1-888-301-7700

325 West Road Portsmouth, NH 03801

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