



When Your Family's Comfort Is At Stake, Service Matters Most!

In difficult economic times, some home heating companies may cut costs by cutting corners on service contracts and customer service. Reducing the number of service technicians on staff and even cutting back on the "after hour" time technicians are available. These are just two examples of service cut backs that can lead to cold winter nights and discomfort in your house.

The simple solution is to compare service plans and what is offered from your area heating companies. Most service plans offered list all the parts that are covered, but unfortunately unless you are a trained service technician or heating specialist there is no way you can understand what that parts list means. So, you are left with the question: Just how much of your heating system is actually covered under your current plan?

Kosco recently released all new comprehensive service plans known as their "No Surprises Service Plans". Recognizing that homeowners are troubled with interpreting service plans offered by heating companies in the Hudson Valley; Kosco developed what they feel is the best valued service plans offered on the market today.

"Rather than create an list of unknown parts covered and surprising a homeowner with an invoice for items not listed, Kosco's all new *No Surprises Plans* includes almost every part on a boiler or furnace." "We cover so much that our plans are simple to understand and will eliminate surprises", says Melissa Ricci of Kosco. Ricci goes on to tell us that their plan includes 24/7 service including holidays and offers a free annual tune-up.

For most homeowners today, money is tight and service matters more than ever. Homeowners are seeking higher value for every hard earned dollar. "Our customers want comfort and they want to stay warm when it is cold outside", says Michael Berardi Manager of Kosco's Rhinebeck Office. "The idea of cutting back on our service is just not an option. We will continue to provide top service, 24 hours a day, 7 days per week".

In-fact, Kosco has been investing in continued education and factory training programs for all of their technicians. Kosco reported that they have seen more customers leaving their competition this year and signing on with them than in past years. "Our *No Surprises Service Plan* is a great value at only \$204.00 and has attracted many new customers", stated Ricci during an interview.

When reviewing your annual heating costs be sure to include your service plan, you may find that you are saving a few pennies per gallon on your oil but paying way too much for a limited coverage service plan.

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