

Our Reputation Is Superior Service

BGE HOME has been providing heating, cooling and plumbing services in Maryland for decades. We take pride in our satisfaction rating of over 95% and that 9 out of 10 of our customers would refer us to their family and friends. And, on average, our technicians and plumbers have more than 11 years of experience. We are bringing that level of customer commitment to your area with our Constellation Home division.

At Constellation Home, we stand for quality, reliability and convenience. We offer service on ALL major brands of heating and cooling systems, as well as provide a complete line of plumbing services. Our team of licensed, professional technicians and plumbers provides incomparable personal service—before, during and long after the sale.

Peace-Of-Mind Coverage

Our service plan provides worry-free protection with these benefits for you:

- \$0 for covered parts and labor
- \$0 annual heating/cooling system efficiency tune-up
- Priority service scheduling
- 24/7 emergency service
- Local, licensed technicians and plumbers

Take the worry out of unexpected repair bills with a Smart Service Plan from Constellation Home. Simply call **1-844-307-HOME** or visit **constellationhome.com** for prompt, professional service.

Smart Service Plans
1-844-307-HOME (4663)
constellationhome.com

HIC #PA106613
Master Plumber #1005
Master Electrician #918
MD HVAC #01-7302
MD Master Electrician #12501
MD Master Plumber/Gas Fitter #02-6739

BGE Home Products & Services, LLC is doing business as Constellation Home. BGE HOME is not the same company as BGE, a regulated utility.



Smart Service Plan

Home Comfort



Smart Service From Constellation Home Is Your Protection Against Costly, Unexpected Repairs On Household Equipment.

What would happen if your central air conditioner broke down during the dog days of summer, or your heating system shut down? Suppose your water heater went on the fritz just after the manufacturer’s warranty expired? Emergencies like these need to be addressed quickly and they could be very expensive.

Affordable Coverage

For pennies a day, Smart Service protects your family budget and provides peace-of-mind. In fact, Smart Service is so affordable that even one breakdown could instantly cover the entire cost of the plan. Constellation Home certified technicians and plumbers will fix it right the first time.

Are You Prepared? With Smart Service You Can Be

Smart Service Home Comfort covers all makes and models of heating and air conditioning equipment and water heaters.

You can always reach Constellation Home 24 hours a day, 7 days a week for emergency service. You’ll have peace-of-mind knowing that a certified Constellation Home technician or plumber will come to your home to make the required repairs.

CALL US TODAY!
1-844-307-HOME (4663)
constellationhome.com

Our Service Plan Covers These Parts

Smart Service Home Comfort covers heating/air conditioning system and water heater

Heat Pump (Outdoor Unit) and Central Air Conditioning

- Fan assembly
- Defrost control and timers (Heat Pump only)
- Capacitor
- Relays (Central Air Conditioner only)
- Controls
- Transformer
- Thermal fuses (Heat Pump only)
- Metering devices**
- Reversing valves** (Heat Pump only)
- Compressor**
- Indoor and outdoor coils**
- Crankcase heater (external only)
- Valves (Central Air Conditioner only)
- Accumulator, filter dryers and connecting refrigerant lines**
- Fan control
- Refrigerant (excludes R-22)
- Thermostat and exposed wiring*

Heating System (Electric, Gas and Oil) Forced Warm Air, Hot Water and Steam

- Draft hood (gas only)
- Fan and limit control
- Electronic ignition (gas only)
- Circuit boards
- Transformer
- Built-in draft inducer motor (gas only)
- Fan relay and internal wiring
- Belts and pulleys
- Fans, including bearings, housing, blades, motor, and capacitor
- Door switch
- Condensate pump
- Sequencers and limits (electric only)
- Heating elements (electric only)
- Thermostat and exposed wiring*
- Controls, regulator, gas valves, pilot (up to two) and orifices (hot water or steam—gas only)
- Main burner (hot water or steam—gas only)
- Gauge (hot water and steam)
- Built-in relief valve (hot water only)
- Aquastat and internal wiring (hot water and steam)
- Circulator motor, coupling and circulator pump (up to four zones, hot water boiler)
- Drain cock
- Glass gauge, including tricock (steam boiler)
- Low water cut-off and automatic waterfeed (steam boiler)
- Steam pressure control and internal wiring
- Burner assembly parts, including electrodes, nozzle adapter, CAD cell, and porcelain insulators (oil only)
- Oil pump, including gasket and strainer (oil only)
- Oil filter***(oil only)
- Burner motor (oil only)
- Primary control (oil only)
- Draft regulator (oil only)

(Water leaks at the circulator flanges or piping are not covered.)

*Coverage excludes digital thermostat unless installed by Constellation Home.

**Covered only under manufacturer’s warranty.

***Covers standard cartridge type oil filters.

Water Heater (Electric, Gas or Oil)

- T&P relief valve
- Water valve (if present)
- Anode
- Draft hood (Gas only)
- Dip tube
- Drain cock
- Temperature control and thermostats (Electric only)
- External and immersion heating coils (Electric only)
- Flue baffle (Gas only)
- Thermostat (Gas only)
- Gas valve regulator (Gas only)
- Burner pilot (Gas only)
- ECO safety control (Gas only)
- Burner assembly parts (oil only)
- Oil pump, including gasket and strainer (oil only)
- Oil filter***(oil only)
- Burner motor (oil only)
- Primary control (oil only)
- Draft regulator (oil only)
- 125 lb. valve

(Water heater tank failure is not covered. Covers up to 80 gallon water heater.)

Tankless Water Heater

- Burner assembly (with ODS)
- Flame rod/electrodes
- Igniter
- Water flow solenoid
- Transformer
- Outlet thermistor
- PC board
- Blower motor
- Inlet thermistor
- Gas valve assembly

(Excludes heat exchanger and heat exchanger thermistor.)

Heat Pump Water Heater

- Washable air in-take filter
- Evaporator coil**
- Compressor**
- Water outlet to the water-cooled condenser
- Water-cooled condenser
- Circulator pump
- Controls compartment (includes control board, transformer, control relays, capacitor, and control key pad)
- Drain line connection
- Upper and lower electric heating element

Smart Service Terms And Conditions

1. Service made necessary as a result of fire, theft, flood, acts of God, accidental damage, abuse, neglect, vandalism, unauthorized alterations or any other abnormal conditions are not covered. Consequential or other damages resulting from the failure of the system or any part are not included. Systems with pre-existing conditions, faulty design or installation will not be covered.
2. Heating/cooling systems and water heater equipment must meet code requirements and be in good working condition at the time service begins. Customer shall provide Constellation Home with safe access to and safe working conditions at and around covered products.
3. If an additional service technician/plumber must be called for assistance on a service call, the customer may be charged for the additional labor.
4. Constellation Home reserves the right to inspect and approve any equipment before issuing a new service plan (heat pumps and central air conditioners must be inspected before coverage can occur). We will waive this inspection if the equipment is currently under manufacturer’s warranty or if this plan is a continuation of an existing plan issued by Constellation Home. Any inspections will be performed at our regular schedule of charges.
5. In order to obtain service under this Contract or if you have any questions, call 1-844-307-HOME. For billing inquiries, call 1-844-307-HOME between 9:00 a.m. and 4:30 p.m., Monday through Friday.
6. This Brochure Terms and Conditions and the Contract Terms and Conditions constitute a single Contract for the services described herein. Additional terms and conditions constituting a part of the agreement are provided in the Contract Terms and Conditions itself.
7. One annual heating or cooling inspection will be performed for Home Comfort plans. Oil-fired water heaters with Home Comfort coverage will be included in the annual inspection. Inspections are scheduled at the customer’s request, during normal business hours 8:00 a.m. to 5:00 p.m., Monday through Friday.
8. This Contract shall cover the adjustment, repair or replacement of any covered part as listed in this brochure.

9. If the heating/cooling system or water heater equipment is covered under this Plan but not repairable due to its general condition or due to the inability of the manufacturer to provide suitable parts, Constellation Home shall have no liability other than to return the monies paid during the current month. Replacement parts may not be available for products greater than ten years old. Constellation Home reserves the right to restrict specific makes of equipment from eligibility due to non-availability of parts, and the choice of parts to be used shall be at the discretion of Constellation Home. Constellation Home will put forth its best effort to provide replacement parts, components or systems of similar mechanical capabilities and/or efficiency of the original unit (where available). However, Constellation Home is not liable to provide exact match in color, type or brand. Constellation Home is under no obligation to upgrade or make modifications to the original system, components or items covered by this Contract.
10. All replacement parts must be supplied by Constellation Home. Customers supplied parts will not be used. For any non-covered system repair, customers shall receive a maximum discount of 15% to be applied against Constellation Home’s standard repair charges.
11. Home Comfort Smart Service Plans will cover labor and covered parts on a heat pump, boiler or furnace, central air conditioner and water heater. Service will be performed during normal business hours. Repairs must be performed by Constellation Home technicians/plumbers.
12. HVAC discount must be used towards high efficiency systems only. You must be an active Home Comfort Smart Service customer in order to receive plan benefits. HVAC discount is 10% off (up to \$500); water heater discount is 5% off (up to \$100). All discounts are not applicable on previous purchases or in conjunction with any other discounts unless otherwise noted.