

# HOME-HEATING EQUIPMENT SERVICE POLICY



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DISC VER



Name

(COPY)

Street

City/Town

PLEASE READ CAREFULLY

## TERMS AND CONDITIONS

This Plan is for residences only, (limited to domestic oil burners operating at a maximum of three (3) gallons per hour oil rate) — and is automatically renewed on the anniversary of this contract each year unless terminated by at least a thirty day written notice by either party prior to the anniversary date, and is not transferable. A cancellation of oil deliveries by either party automatically cancels this service agreement.

Acceptance of this Service Plan assumes this equipment to be in normal operating condition and subject to inspection by our licensed service technician.

This Service Plan is intended to cover oil burner service only. It does not cover distribution system repairs, purging or venting, domestic hot water work, furnace or boiler repairs, duct or piping work, circulator components, circulator bearing zone or relief valves, water feeds or parts more directly related to the distribution system.

This plan does not cover damage to property due to freeze-ups caused by a malfunction of the heating system.

## SERVICE CONTRACT PARTS COVERED

Aquastat	Gauge Glass and Gashers
Air Filters	Hot Water Limit Control
(one change per year)	Jet Line
Blast Tube	Nozzle Adapter
Burner Coupling	Nozzle Assembly
Burner End Cone	Oil Filter
Burner Motor	Oil Solenoid Valve
Blower Motor 1/4 HP	Pressuretrol
Burner Transformer	Pump Strainer
CAD Cell Assembly	Serviceman's Switch
CAD Cell Eye	Tank Gauges
Electrodes and Porcelains	Temperature Gauge
Emergency Switch	Thermostat-Main
Fan Belts	Household Zone
Fan Limit Controls	(not clock type)
Firomatic Valve	Zone Valve (Head Only)
Fuel Pump-Burner	Additional Zones

## Tune-Up / Test / Service / Parts \$

### PREVENTATIVE MAINTENANCE TUNE UP

Our Preventative Maintenance Tune-Up, completed by trained technicians, consists of a 30 point check designed to keep your burner functioning at its peak maximum efficiency.

- 1 Check, Clean and Calibrate Thermostat
- 2 Initial Combustion Test
- 3 Clean Gun Assembly or Distributor
- 4 Brush and Vacuum Unit, Smoke Pipe and Chimney Base if Necessary
- 5 Clean Burner Fan and Housing
- 6 Clean Oil Filter Pan
- 7 Replace Oil Filter Cartridge and Gasket
- 8 Clean or Replace Pump Strainer
- 9 Clean Electrodes and/or Replace if Necessary
- 10 Check Pump/Vacuum Pressures
- 11 Check Firing Rate and Make Necessary Adjustments
- 12 Clean, Test and Calibrate all Controls
- 13 Clean Bi-Metal Element of Stack Control, or Cad-Cell Eye
- 14 Motors Examined for Condition, Lubricated & Tested for Performance
- 15 All Circulators Examined, Lubricated and Tested as above
- 16 Drain Expansion Tank if Necessary
- 17 Make Necessary Burner and Draft Adjustments
- 18 Flush Low Water Cut-Off and Clean if Necessary
- 19 Clean or Install New Gauge Glass if Necessary
- 20 Adjust and Tighten Pulleys as Needed
- 21 Replace Fan Belt if Necessary
- 22 Replace Air Filters
- 23 Investigate for Air Leaks
- 24 Seal Any Air Leaks Where Found
- 25 Check All Fittings for Proper Sealing
- 26 Check Oil Lines and O.S.V. Valve, (where existing), For Leaks, Brittleness & Proper Operation
- 27 Firomatics Checked for Operation and Safety
- 28 Final Check of Ignition System & Firing Rate with the Latest Equipment (Final Combustion)
- 29 Make Final Adjustments if Necessary
- 30 Wipe Equipment and Clean Area

Please Note: Upon completion of the tune-up, you will receive a detailed description of both your unit's efficiency and a comprehensive report of our technician's observations/recommendations.

## POLICY CONDITIONS

### Emergency Calls: No Heat / Extreme Emergency

The Company shall not be responsible for any damage or delay due to strike, fire, floods, accidents, lack of supplies or heating oils, loss of heat in an unoccupied building or house, acts of God or any other causes beyond its control. This plan does not cover damage to property caused by a malfunction of the heating system and its component parts (including tank and due to freeze-ups). It does not cover damage by water in the cellar; or repairs to a burner which had been serviced by other than authorized agents of the Company during the contract period. There are no promises, terms, conditions or obligations other than those printed herein and this agreement contains the entire agreement of the parties hereto. This contract is subject to acceptance or renewal by the Company. Rendering of invoice constitutes acceptance.

All service contract customers must remain on automatic delivery and purchase a minimum of 500 gallons of oil each heating season. Failure to meet this minimum could cause cancellation of insurance policy.

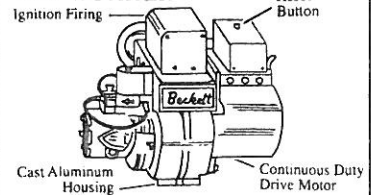
**AUTOMATIC FUEL DELIVERY:** Our Automatic Fuel Delivery System is based upon a computerized program designed to project fuel deliveries on what are called degree days. This system is quite accurate, as we are generally able to deliver within 15-20 gallons of our delivery projection.

Occasionally, however, people's habits change, and more or less fuel can be used without our knowledge.

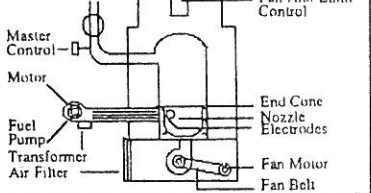
Please understand that automatic fuel delivery is not a guarantee that your tank will always be kept full. Whenever your tank goes below 1/8, please call us.

If payments for fuel oil or service are not made in accordance with our credit terms, fuel deliveries and/or service may be ceased without notice.

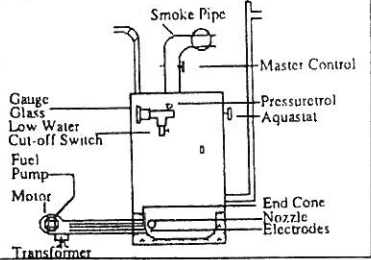
## OIL BURNER



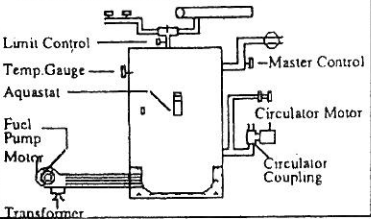
## FURNACE



## STEAM BOILER



## HOT WATER BOILER



## POLICY EXCLUSIONS

If you are without heat during the heating season, we will service your oil burner or controls any hour of the day or night, including Saturdays, Sundays and holidays, at no additional charge whatsoever for labor or transportation. Normal summer service is available from 8:00 a.m. to 4:00 p.m., May 15<sup>th</sup> through September 15<sup>th</sup>, Monday - Friday. Service required after 6:00 p.m., Saturdays, Sundays and holidays, will be billed at overtime labor rates.

Obsolete parts or parts for equipment no longer manufactured as well as a complete burner replacement is excluded. This plan does not cover labor or parts for any of the following: The heating system such as the boiler, furnace, smoke pipe, radiators, zone valves, water feeder, humidifiers, electronic filters, domestic hot water equipment and accessories, registers or baseboard, the oil tank and plumbing; service due to lack of water in the boiler or too much water in the boiler; draining of expansion tank or boiler, or to an electric switch that is turned off, blown fuse or improper electrical supply; service due to lack of domestic hot water, not due to oil burner failure, service calls due to thermostat or chronotherms not calling for heat, or service of any nature pertaining to chronotherms.



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