

Heating Oils, Diesel Fuels, Kerosene, Heating & Air Conditioning, Sales Service Installation
 Warm Air Oil Furnaces & Oil Fired Boilers

Silver Protection Plan \$325.00

For Piece of Mind and Security...

- ◆ Priority Emergency Service
- ◆ Reduce Fuel Consumption
- ◆ Increase Life and Reliability of Heating System

- ◆ Lower or eliminate those unexpected repair bills
- ◆ Reduce Air Pollution
- ◆ Improve Safety & Performance

Plan Coverage:

- Annual Preventative Maintenance & Safety Inspection (parts and up to 1 hour labor)
- Emergency Calls (no Service Call Fee)
- Parts and Labor to repair/replace the following:

Aquastat (single)	Electronic Ignitor
*Aquastat (triple)	Emergency Switch
Blower Belt	Fan and Limit Control
Blower Motor PSC Up to 1/3 HP	Flue Pipe (accessible)
Blower Motor ECM*	
Blower Capacitor	Fuel Pump
Burner Coupling	Fuel Filter Cartridge (w/o water separation)
Burner Fan	Fuel Pump Strainer
Burner Motor	Fuel Pump Coupling
Cad Cell Assy	Ignition Transformer
Cad Cell Eye	Nozzle & Assembly
Cad Cell Relay (heating oily)	Primary Control
Draft Regulator	Service Switch
Electrodes	Thermostat, Standard Digital

Optional Plan Riders:

Rider	Premium
Heat Pump/Air Conditioning PM	\$ 149.00 each
Super Cool	\$335.00 each
Oil Fired Water Heater	\$ 179.00 each
Humidifier	\$ 99.00 each
Additional Oil Furnace	\$ 285.00 each
Domestic Hot Water	\$ 99.00 each

*\$100.00	Part Allowance
\$150.00	Allowance on installation of new high efficiency Burner or Oil Storage Tank
\$300.00	Allowance on installation of a new Warm Air Furnace or Boiler

Parts not listed will be discounted 10%.
 1 Hour Minimum Labor Charge will apply.
 After hours emergency calls are limited to the heating season
 (October 1—May 1)

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Silver and Gold Protection Plan General Terms and Conditions:

We reserve the right to decline acceptance of this service plan after inspection of equipment is made by an authorized service representative of our company. Correction of pre-existing conditions may either be corrected at the policy holder's expense or excluded from this policy as long as those exclusions do not pose a safety threat.

Fuel Requirements:

Ultra LS Heating Oil is required, or, in some cases, **K-1 Kerosene** may be specified for the equipment covered in this Agreement. All fuel must be purchased from Kero-Del or this Agreement may be automatically canceled with no refund of premiums paid. It is the responsibility of the Landlord to ensure that tenants purchase all fuel from Kero-Del.

All heating equipment must have an inline fuel filter, fuel service valve(s), draft regulator (when applicable), and electrical service switch within reach of the technician when servicing the unit. Heating equipment must be accessible and free of any obstruction which would interfere with proper servicing of the equipment. Basements and crawl spaces must be dry. A source of electricity and lighting must be provided for service technician's use and have minimum 3 foot clearance.

This Agreement is limited to coverage specified in the Plan chosen by the Customer. Labor and parts for any other repairs not listed will be charged at prevailing rates. Performance under this Agreement is contingent upon Customer's account being current at all times.

Emergency calls after normal working hours will be taken for no heat and fuel leaks only. All other calls will be taken during normal working hours. Any call taken after normal working hours other than no heat or fuel leaks will be charged at the established hourly rate. After hours emergency calls covered under this Agreement are limited to heating season only (October 1-May 1).

Some Exclusions include:

- ◆ Calls due to lack of fuel or priming of oil burner or lift pump (automatic delivery service customers excluded).
- ◆ Fuel tank issues such as fuel line blockages, frozen fuel lines, clogged valves, clogged fuel filters, or removal of water or debris from the fuel tank.
- ◆ Emergency switch or breaker in "off" position, blown fuses or circuit breakers, bleeding or purging air from hydronic system, adding or draining water from system, damage due to excessive oiling of motors or excessive fuel accumulation in chamber from repeated resetting of protectorelay by customer or improperly set thermostat.
- ◆ Consumables such as air filters or batteries
- ◆ Scraping sulfur scale / vacuuming of system due to use of high sulfur fuel
- ◆ OEM Proprietary Parts

We will not be responsible for damage due to heat failure in vacant or unoccupied buildings, as vacant property should be checked daily by those responsible for the building.

The agreement does not include labor or parts made necessary due to fire, flood, water damage, lightning, power surges, or brown out conditions. Obligation to furnish replacement parts is subject to parts availability from our normal sources.

It is agreed that any claim hereunder, for damages resulting from or if the fulfillment of this service contract shall be delayed or prevented by conditions beyond our control, the claim for damages shall not exceed the amount paid by customer under this Agreement.

Annual maintenance covered under this Agreement will be performed between May and October following the contract expiration date and will be scheduled during normal working hours. It is the responsibility of the customer to schedule preventive maintenance with our office.

This Agreement may be terminated by either party by written notice with no refund of premiums paid.

Payment of this Agreement constitutes acceptance of these Terms and Conditions as stated. In the event of non-payment this contract will be considered null and void.

This Agreement is transferable, but not refundable. This Agreement will automatically renew on May 1st following the effective date of this Agreement. This Agreement cancels and supersedes all prior Agreements between the two parties.

Any scheduled calls that are not canceled in advance by the customer and result in a "tagged door" will be assessed a \$50.00 charge.