

RESIDENTIAL **Home Heating Oil**

Service Contract

Our service contract was created to assure you that your heating system will be kept in optimum performance and efficiency during the heating season. All the work is done by our highly trained and licensed service technicians.

Basic Contract Price: **PLAN A: \$220.00 Annually**

Optional add on:

- Water parts **PLAN B: \$120.00 Additional**
- Oil fired hot water heater **PLAN C: \$120.00 Additional**

This plan includes one annual system inspection, adjustment and cleaning of your furnace or boiler during the 12 month period and includes the following:

- Test and check all burner safety controls
- Clean nozzle assembly and replace nozzle
- Clean or replace fuel filter and or strainer
- Clean and adjust ignition system
- Inspect and vacuum smoke pipe to chimney
- Inspect and vacuum heating appliance as needed
- Lubricate all motors and bearing assemblies
- Visually inspect all wiring
- Complete combustion efficiency test for maximum efficiency
- Clean and inspect combustion air intake path
- Test system antifreeze for burst pressure and corrosiveness
- Test fuel pump pressure

We make every effort to contact you regarding the scheduling of your system maintenance. If you do not hear from us, please contact our office prior to the end of your contract to schedule a convenient time.

In addition to the annual tune and test inspection we will replace one each of the following parts listed in the three plans during the 12 month period.

Basic Contract Coverage:

Air filter	Gauge
Aquastat	Oil burner valve
Blower and shaft assembly	Oil filter cartridge
Blower belt	Oil filter complete
Blower motor (up to 2 hp.)	Pump strainer

Burner coupling
Burner fan
Burner motor
Cad cell eye and assembly
Delayed oil valve
Draft regulator
Burner draft tube assembly
Fan and limit control
Fuel pump
Relay

Pressuretrol (steam)
Nozzle
Primary control
Combo vent alarm & gauge
Stairway and burner toggle switch
Non programable thermostat
Tank firematic
Ignition transformer
Thermal switch

Basic Contract Options:

The following options are available exclusively to those customers purchasing a basic PLAN A Service Contract.

Water Parts:

For customers wanting to cover water related system parts and labor, we will provide the same coverage as our Basic Plan plus the following parts:

Flow check	Hi Vent
Domestic backflow preventer	Expansion tank
Pressure reducing valve	Zone valve
Flow restrictor	Low water cutoff
Relief valve	Domestic hot water mixing valve
Circulator	Domestic hot water mixing valve
element	
Flange gaskets and bolts	

Oil Fired Hot Water Heater:

For customers with oil fired hot water heater, we will provide 24-hour emergency service and repair under the same conditions as our basic contract.

Exclusions:

Service Contracts DO NOT cover:

- a.) After hour calls that can wait until normal business hours without compromising the health and comfort of the customer.
- b.) This agreement does not include and the customer shall be charged separately for service required as a result of the customer's failure to replace fuse, reset circuit breaker, set thermostat properly, turn on emergency switch or open fuel valve. The Company shall have no responsibility for consequential damage or for loss or damage resulting

from delays or failure to render service due to conditions beyond the Company's control and force of majeure.

- c.) System antifreeze.
- d.) Complete replacement of the oil burner, boiler, furnace, combustion chamber or heat exchanger.
- e.) Air conditioning equipment.
- f.) Clock Thermostats
- g.) Heat and hot water distribution systems and their accessories except items in Water Parts option.
- h.) Tankless coils, gaskets and related labor.
- i.) Oil tank, except when tank protection option is applicable.
- j.) Draft reducers and power venters.
- k.) Wood or coal units and their related parts.
- l.) Burner Service required due to failure of adequate fuel supply or delivery being held due to unsatisfactory credit status.
- m.) This plan does not cover and we are not responsible for any damages including environmental damage arising from any leakage or spillage from any oil lines, oil tanks or any other part of your heating system.
- n.) Water storage tanks.

Terms and Conditions:

- a.) This plan is offered exclusively to customers who purchase their total requirements of fuel from Community Energy Company. Cancellation of fuel oil delivery or failure to maintain a satisfactory credit status automatically terminates the contract without a refund.
- b.) We reserve the right to inspect and approve the heating system prior to issuing a contract. Improperly installed equipment not meeting the state or local codes cannot be covered. Repair, if authorized, would be done at prevailing service rates.
- c.) This plan covers only residential systems fired at 3.0 gallons an hour or less. Other systems (over 3.0 gallons per hour) are subject to increased rates and available upon inspection.

- d.) Terms of this agreement are for a period of 12 months from the date of invoice and will renew automatically each successive year unless either party gives written notice prior to the renewal date. No refunds or transfers permitted.
- e.) Community Energy Co. will not accept liability for: a.) any work performed on heating equipment other than by our technicians or others authorized by us. b.) any direct or indirect injury, damaged resulting failure of the oil burner, associated equipment or dwelling due to an act of God, unavoidable delays, fires, abuse, neglect or any cause beyond our control.
- f.) This plan does not cover and we are not responsible for any damage including environmental damage, arising out of any leakage or spillage from any oil lines, oil tanks or any other part of your heating system.

Date accepted: _____

PLAN A:

PLAN B: _____

PLAN C: _____

Authorized Signature: _____

Name: (please print) _____

Address : _____

City/State/Zip: _____

Account #: _____

~~~RETAIN THIS COPY FOR YOUR RECORDS~~~