

TERMS OF CONTRACT

1. The company reserves the right to refuse Plan A Service Contract coverage due to the fact that parts are no longer available or cost prohibitive for some types of older heating equipment (example - Interburner). Also not covered are (the Riello burner*, Beckett AFII burner**, power venters, and System Kinetics 2000 and any specialty parts including ECM blower motors. Parts and labor on these appliances will be billed at our prevailing rates.

*If you have a Riello burner and you still want Plan A, the following parts **will not** be covered: Burner Motor, Cad Cel Relay, Fuel Pump, Fuel Pump/Burner Motor Coupling, igniter and ignition Transformer.

If you have a Beckett AFII burner and you still want Plan A, the following parts **will not be covered: Burner Motor and Igniter.

2. Only **EMERGENCY SERVICE** will be performed outside of normal working hours (8:00 am. - 4:30 pm. Monday through Friday). **EMERGENCY SERVICE** (where health and safety are concerned) is covered by the contract applies to the oil burner and operating controls only. Noise problems, minor water leaks, air in hot water system, not enough hot water, odors, etc., are not considered **EMERGENCY SERVICE**. **Non-Emergency** work if requested would be billed at our standard overtime rates

3. Service which is normally considered a "Customer Responsibility" is **not covered** by any contract i.e. switches turned off, fuses or circuit breakers blown, thermostat set improperly, add water to boiler, changing air filters, cleaning/ changing electrostatic air filters.

4. **Parts and repairs pertaining to the WATER SIDE** of the boiler (examples: feed valves, water lubricated circulators, bearing assemblies, relief valves, piping repairs, renewing gaskets, replacement of domestic coils or domestic gaskets) This work is **NOT COVERED** BY any contract and will be billed as time and material.

5. This agreement does not cover service calls such as water leaks, breakers off, thermostat not set above room temperature, underground oil tank fuel oil problems, regulating or balancing heat, switch in the of position, adding water to the boiler, not enough domestic hot water supply, electrical problems not directly relating to a defective water or other chimney related problems, or re-cleaning of the boiler.

6. Furnace cleans are figured for 1½ hours. Any additional time spent because unit has not been serviced on a yearly basis will be charged for any additional time needed to perform clean.

7. **Will-call oil customers** requiring start-up after running out of oil will be charged for start-up service.

8. **Any Service Contract will remain valid only as long as the Customer buys their total oil requirements from our company.** If oil deliveries are stopped for any reason, this agreement is automatically terminated and no refund for unexpired time will be made. If property is sold and the **buyer** continues as a Customer, the contract would remain in effect.

9. Repair or replacement of parts damaged by power surges, fire, flood, lightning or other Acts of God, and accumulations of water from storm, snow melt, rainfall, pipe-burst, or leakage are **not covered** by any contract.

10. The Company endeavors to maintain a large stock of parts on service trucks and in its storeroom. However, we are not responsible for damage or inconvenience created by parts not being immediately available or obsolete. Efforts will be made to secure all parts in the most expeditious manner.

11. Any work performed or tampering with the heating system by other than a qualified person **could** invalidate the coverage under any contract.

12. A yearly renewal contract will be sent to you prior to the renewal of the Service Contract. The cost of the Service Contract will be charged to your account when you are billed. **Failure to pay within 30 days will cancel the Contract, unless arrangements are made with our Credit Department.** If you are a Budget Customer and the Service Contract is in your Budget payment it will continue that way. When scheduling the annual cleaning a time slot is mentioned. Please know that these are only general time slots. Technicians may be a little early or a little late for these time slots.

13. Service work completed in anticipation of Service Contract renewal (primarily annual tune-up) will be billed at standard rates if the anticipated renewal is canceled.

Standard Service Rate: \$ 95.00/hour
Overtime Service Rate: \$125.00/hour

SERVICES OFFERED

INSTALLATIONS:

We install oil; natural gas and propane warm air furnaces, boilers, baseboard heat, hot water heaters, central air conditioning, heat pumps and ductless mini splits. If you have a need for any of these, please contact us so that we may send a representative to your home to give you a free estimate.

24-HOURSERVICE:

We offer 24-hour, 7 days a week emergency service to all of our customers. When you have a problem, we are there to help, even on holidays.

DELIVERY:

We require the first four (4) deliveries to be paid at time of delivery or prior to delivery, unless credit references are verified. After your first delivery we offer a 2% discount if payment is made within 10 days of delivery.

AUTOMATIC DELIVERY:

Automatic delivery puts the worry of watching your oil reserve in our hands. We calculate your oil deliveries based on "Degree Days". This is a figure based on the size of your home and the temperature of the weather, which allows us to calculate when you are in need of an oil delivery. We would schedule a delivery to you when your tank is around the half mark on the tank gauge; this is approximately 175 gallons. Because your deliveries are based on the temperature, you will see us more frequently once the weather turns colder. If you would prefer not to take advantage of automatic delivery, then you would be responsible for monitoring your oil levels and calling us when you are ready for a delivery.

BUDGET PLANS:

Along with our normal billing of net 30 days, we also offer budget plans to customers who would rather have a consistent monthly bill. Our budget plans are set up on a twelve (12) month billing cycle. We calculate your budget amount by taking your total gallons purchased the previous year and dividing that dollar amount by 12. The end figure is your budget amount for the current year. At the end of the year, we will re-evaluate your current budget and make any necessary adjustments based on your ending balance.

CAPPED OIL PRICE AND PRE-BUY PLANS:

This is a program that establishes a ceiling on the price per gallon you pay for heating oil. Meaning your per gallon price cannot go higher than this amount, for the gallons you've protected.

Contract is subject to change.

PLEASE CONTACT OUR OFFICE FOR MORE INFORMATION

HUMMELSTOWN FUEL OIL SERVICE

*Your full-service energy company where
customer satisfaction is our goal!*

SERVICE CONTRACT

Heating Oil

Boilers & Furnaces (Oil & Gas)

Central Air & Heat Pumps

Ductless Mini-Splits

Water Heaters (Oil, Gas & Electric)

Installation Sales and Service



10 Cameron Avenue
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Hummelstown Fuel Oil Service
10 Cameron Ave.
Hummelstown, PA 17036

PLAN A SERVICE CONTRACT

(BOILER OR FURNACE)

SAFETY INSPECTION

Annual cleaning and inspection of oil burner and furnace or boiler including tune-up, parts, efficiency testing and adjustments as required.

PARTS

All parts listed and the labor to replace them is covered by this contract on a normal or emergency basis except as in #1 of the **Terms of Contract**. As in #1 of the **Terms of Contract**, determination upon inspection at time of cleaning.

EMERGENCY SERVICE

Two (2) necessary service calls, as described in the **Terms of Contract**.

GENERAL PARTS

- Burner Motor
- Porcelains
- Oil Filter Cartridge
- Pump Strainer
- Cad Cell
- Cad Cell Relay * (3 wire only) or \$35.00 credit towards more advanced relay
- Thermostat 1 (per year) heat cool / non-programmable) or \$50.00 credit towards programmable Fuel Pump
- Fuel Pump/Burner Motor Coupling *
- Wiring (furnace side of switch)
- Smoke Pipe / Ells / Barometric Damper
- Electrodes
- Ignition Transformer*
- Nozzle/Nozzle Line
- Ignitor* **

HOT WATER OR STEAM SYSTEM

- Aquastat - if upgrade to smart control needed \$75 credit (Hydrostat or Aquasmart)
- Circulator - \$50.00 credit toward water lubricated or motor only
- Circulator Coupling
- Steam Sight Glass & Washers

HOT AIR SYSTEM

- Blower Motor - \$40.00 credit towards 1/3 or 1/2 HP Direct or Belt drive
- ECM Blower Motor - \$100.00 credit towards new ECM Blower Motor
- Fan Limit Control
- Blower Belt
- Standard Ari Filter (disposable)

*Not covered for Riello burner.

** Not covered for Beckett AFII burner.

PLAN PRICE \$355⁰⁰

PLAN B SERVICE CONTRACT

(BOILER OR FURNACE)

SAFETY INSPECTION

Annual cleaning and inspection of oil burner and furnace or boiler including tune-up, efficiency testing and adjustments as required. Parts are an extra charge.

EMERGENCY SERVICE

Two (2) necessary service calls, as described in the **Terms of Contract**.

PLAN PRICE \$275⁰⁰

PLAN C SERVICE CONTRACT

(BOILER OR FURNACE)

SAFETY INSPECTION

Annual cleaning and inspection of oil burner and furnace or boiler including tune-up, efficiency testing and adjustments as required. Parts are an extra charge.

PLAN PRICE \$195⁰⁰



WATER HEATER SERVICE

SAFETY INSPECTION

Annual cleaning and inspection of water heater. Includes anode rod inspection. Parts are an extra charge.

PLAN PRICE \$125⁰⁰

WATER HEATER CONTRACT

SAFETY INSPECTION

Annual cleaning and inspection of water heater. Includes anode rod inspection. Parts are an extra charge.

EMERGENCY SERVICE

One (1) No hot water service call.

PLAN PRICE \$165⁰⁰



HUMMELSTOWN FUEL OIL SERVICE

Please renew my service contract as follows:

<input type="checkbox"/> Plan A Service Contract	\$355.00
<input type="checkbox"/> Plan B Service Contract	\$275.00*
<input type="checkbox"/> Plan C Furnace Clean	\$195.00*
<input type="checkbox"/> Water Heater Service	\$125.00*
<input type="checkbox"/> Water Heater Contract	\$165.00*

*Parts not included

Check enclosed

Please contact me about:

- Budget Plan
- Capped Oil Price Plan/Oil Prebuy Plan
- Automatic Delivery
- New System installation quotes (free)

Account number: _____

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____

Email: _____

On the day of your scheduled maintenance, please clear all items from the area surrounding your furnace or boiler and oil tank. The entire system including the oil tank must be accessible for the technician.