

TERMS AND CONDITIONS

PAYMENT for the Premium Comfort Plan is due within 30 days after we bill your account. If payment is not made when due, we may, at our option, terminate this Service Agreement and charge the customer for all parts and labor already provided in the performance of this Service Agreement.

LENGTH OF COVERAGE This Premium Comfort Plan is for a period of one year from the date it is billed to your account. For your protection, this plan will automatically renew at the end of the 12 months unless specifically terminated by either party. The Plan's coverage, terms and price may be subject to change from year to year.

LIMITED REFUND This Service Plan is non-refundable and is not offered on a pro-rated basis. However, at our discretion, it may be refunded if canceled within 30 days providing no parts or service have been rendered to you under the Plan. This Service Plan may be transferred upon approval of the Company. You must purchase a minimum of 400 gallons of oil yearly for this Service Plan to remain in force and maintain automatic delivery.

CANCELLATION of the Service Plan may be made by either party at any time. We request you give us written notice. Our written notice to you will explain the specifics as to why the Plan has been canceled. If we agree to perform services for you while your Service Plan has been canceled, you agree to pay our normal charges for parts and labor rendered for those services.

INSPECTION Service Plans can be issued only to those heating systems in good operating condition. Upon inspection of your equipment, service coverage may be suspended or canceled if your system is in poor or unsafe condition. If you authorize us to repair or upgrade your heating system for coverage under the Service Plan, we will charge you regular prices for parts and labor. If major repairs are necessary, we can, at your request, provide a written quotation.

ANNUAL TUNE-UP We will make every effort to contact you to arrange a convenient time to perform the annual maintenance on or about the effective date of the last annual service. It shall be your ultimate responsibility to arrange for this important maintenance. Your right to this annual maintenance expires at the termination date of this Service Plan. There shall be no carry-overs into either subsequent years or any rebate given for calls not performed.

LABOR COVERAGE Labor Coverage for items in the Service Plan will be performed at 'No Charge' during 'Normal Business Hours'. After Normal Business Hours labor charges for items in the Service Plan, will have a customer co-pay of \$25. Labor charges for items not included in the Service Plan will be billed to the customer at our hourly rates. (Minimum one hour)

NORMAL BUSINESS HOURS are 7:30 A.M. TO 3:30 P.M., Monday through Friday except for major holidays.

STATEMENT OF LIMITED LIABILITY This Service Plan is not a warranty or guarantee that your heating system will operate without defect or failure. The Plan provides only for the repair and replacement of similar parts or those specific covered parts, which fail or become defective from ordinary use. We reserve the right to determine the replacement parts or systems to be installed and covered by this Service Plan. You further agree to be bound by our terms and conditions. Verbal agreements, representations or understandings with sales representatives, service technicians or dispatch personnel regarding our Plan will not be binding on us unless set forth in this document. By the purchase of this Service Plan, you explicitly agree that we may be held liable for only the value of the goods or service provided by the Plan purchased, and that we will not be liable for any incidental or consequential damages whatsoever.

CONFIRMATION AND ACCEPTANCE Upon payment of this Service Plan you have confirmed that you hereby agree and accept all the terms and conditions of this Premium Comfort Service Plan.

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ALL SERVICES will be performed as soon as feasible under normal conditions subject to any delays or other inability to perform caused by or due to prior calls, acts of God or the public enemy, war, terrorism, floods, fire, strikes, transportation difficulties, or other causes beyond our direct control. In no event shall we be liable for any consequential damages or injury. We will not be responsible for resulting damages caused by unattended or unoccupied homes or buildings or the inability to deliver fuel oil or service equipment through normal means due to impassable driveways or obstructed fuel oil storage tank fill locations.

WHEN WE deem it necessary, due to hazardous conditions or the customers' health & well being, immediate non-contract repairs may be made. After the work has been rendered to our satisfaction, the customer will be notified of the cost involved and if further work is required.

WE WILL NOT be liable for repair or replacement of obsolete or discontinued parts. Our obligation is limited to the availability of parts from local sources of supply. Any parts including but not limited to obsolete parts will be replaced with modern equipment and billed to customer at normal retail prices for material and labor. "Chargeable Services" rendered to you include travel time, trips to supply houses, and the completion of associated paperwork.

WE WILL NOT be liable for repair or replacement of any electrical components if your home has been without power, struck by lightning, experienced a power surge, or your system has been running off a generator.

WE WILL assume no responsibility for any equipment serviced by any other party. The Service Plan will be considered null & void if any of the customers fuel oil needs are provided by outside parties, or if the location ceases to be an active fuel oil customer.

IT IS YOUR obligation to provide proper ventilation to your oil burner for clean, safe & proper combustion. We also advise you to have the chimney(s) inspected and cleaned as needed to provide adequate draft. We will not assume responsibility for resulting damages from defects, obstructions, soot or other related chimney problems.

THIS PLAN does not cover fuel oil storage tanks, oil lines, associated piping, valves & fittings, or the loss of fuel, damages or clean-up. (See storage tank & environmental protection plans).

NOT COVERED BY THIS PLAN

This Plan does not cover any part or service unless specifically listed as "covered" in this service brochure.

All Parts & Labor for servicing any items not listed in this Service Plan will be billed to the customer at normal retail prices for material & labor. "Chargeable Services" rendered to you include travel time, trips to supply houses and the completion of associated paperwork.

The list of exclusions is only a partial description of items & labor not covered by the Service Plan.

The Service Plan does not cover parts or labor for associated plumbing, oil tank and associated piping, air conditioning or humidifier repair or service.

Our Service Plans do not cover the following parts or their related labor...

Leaking boilers or hot water heaters, radiation (radiators), piping, vents, domestic hot water coils and gasket, hand & specialty water valves, automatic water feeder, back flow preventer, mixing valve, extrol & expansion tanks, low water cutoff, circulator bearing assembly, safety relief valve, zone valves, complete circulators, associated water gaskets, or any part that holds water, set-back or clock thermostat, smoke pipe, draft regulator, side wall venting systems, cracks in warm air furnace heat exchangers, systems which have been flooded with fuel oil, humidifiers, electronic or specialty air cleaners, air handlers, space heating coils, electronic zone damper systems, hand dampers, duct work, air conditioning or heat pump systems, fuel oil storage tanks, oil lines, associated piping, valves & fittings, circuit breaker or fuses.

None of our Service Plans will cover the expense of repairs...

If your heating system fails to operate properly or has been impaired for any reason not considered normal wear and tear, or has been damaged by fire, flood, power outages, vandalism, Acts of God or your failure to maintain in good repair the non-contract components of your system.

If you run out of oil due to a credit delinquency.

If your oil burner fails to operate or operates improperly due to plugged, broken, frozen or jelled oil lines, water, sediment, sludge or foreign materials in the oil tank. Concealed or buried parts, piping, tanks or wiring must be accessible.

When our service technician arrives for a specified appointment and no is home there will be a \$45.00 service charge.

When you request us to perform simple homeowner tasks requiring no specialized tools or training such as turning on an emergency switch, turning up or re-setting the time on a t-stat, resetting a circuit breaker, replacing a burnt out fuse, venting radiators, draining an expansion tank, not having enough water in your boiler for proper operation or overfilled steam system.

PREMIUM COMFORT PLAN



RELIABLE OIL & HEAT

"Warming Hearts and Homes"



203-324-2141 • 203-866-3400

ANNUAL TUNE UP

Our **Premium Comfort Plan** is designed to provide you with "Peace of Mind" in knowing your heating system is operating at peak efficiency *year after year!*

Significantly reduce your energy costs, increase system longevity and help prevent inconvenient break-downs.


Tune Up and Efficiency Inspection Includes:

- ✓ Replacing oil filter cartridge and oil burner nozzle
- ✓ Adjust and check electrodes and nozzle assembly
- ✓ Oiling all motors on burner, fans and circulators
- ✓ Safety-checking all operating controls
- ✓ Inspecting combustion chamber
- ✓ Cleaning interior of boiler or furnace, flue pipe and chimney base where needed
- ✓ Adjusting system for maximum efficiency
- ✓ Performing an efficiency test to ensure results

*For Terms and Conditions of this Service Plan see reverse side.

24 HOUR EMERGENCY SERVICE

Reliable Oil prides itself on the personal care we provide to each of our customers. Our knowledgeable staff and highly trained technicians will ensure all of your home comfort needs are not only fulfilled but exceeded.

 **(203) 324-2141**



PARTS PROTECTION

This comprehensive plan protects you from virtually all service costs. The oil related parts listed below and the associated labor are all covered. See Terms & Conditions.

Fully Covered Parts:

- 1" Disposable Air Filters
- Air Tube
- Blower Belt
- Blower Motors up to ½ hp (non A/C & direct drive)
- Burner Coupling
- Burner fan
- Cadium cell eye
- Cadium cell holder
- Cad Cell Safety **heat only*
- Circulator couplings
- Circulator motor (3-piece circulator)
- Circulator relay (Single zone)
- Drawer assembly
- Dual aquastat
- Fuel pump
- Fan & limit control
- Fan high limit
- High limit aquastat
- Ignition electrodes
- Ignition transformer
- Low limit aquastat
- Nozzle
- Nozzle adaptor
- Nozzle line
- Burner motor up to ½ hp
- Oil filter
- Pump strainer
- Pressure control
- Triple aquastat

DOMESTIC HOT WATER

Oil Fired Water Heater Plan

- Annual Tune up & Eff. Inspection
- Coverage: Burner Parts, Aquastat Control, and the coverage of *Parts Protection* as listed above

*Not Covered: Chamber, vessel, relief valve, smoke pipe, draft regulator, water cleanup/damage.



"Superior fuel oil delivery — the finest central heating and air conditioning installations and maintenance — and the personal hometown service you deserve!"

OIL TANK PROTECTION

The ProGuard® Program

For above ground & in ground oil tanks

**Not included in the Service Plan, call for pricing*

It's **GOOD** for You!

It's **GOOD** for Your Investment!

It's **GOOD** for Our Environment!



ProGuard® offers both proactive tank replacement AND clean-up protection, if there be an accidental release from your oil tank or associated oil lines. This program is significant for you and your investment in your home.

Benefits of ProGuard:

- \$2,000 Towards Tank Replacement (Above Ground Tanks)
- Up to \$50,000 Cleanup Protection (Above Ground Tanks)
- \$1,500 Towards Tank Replacement (In-Ground Tanks)
- Up to \$100,000 Cleanup Protection (In-Ground Tanks)
- Inspection by our Certified Technicians
- Oil Line Protection

CONTACT INFORMATION

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