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## Oil Service Plan Agreement

Name		Contract No.		
Address				
Home Phone		Work Phone		Cell Phone
Email				
Equipment Covered Under This Agreement				
Equipment	Make	Model	Serial #	Notes

Basic Service Plan - \$235	
Annual tune-up to be performed once during the Service Plan Agreement year during normal business hours as scheduled by our Service Department. Annual tune-up includes:	
<ul style="list-style-type: none"> <li>• Test and adjust oil burner for maximum efficiency</li> <li>• Inspect combustion chamber</li> <li>• Clean and check electrodes and nozzle assembly</li> <li>• Install customer-supplied air filters (Note: Oil filter cartridge, burner nozzle, oil pump strainer are included)</li> <li>• Check all safety and operating controls</li> <li>• Lubricate all motors on burner, fans, and circulators</li> <li>• Vacuum furnace and flue pipe clean, including chimney base (where accessible)</li> </ul>	
<b>10% discount</b> on future service calls and parts within Service Plan Agreement year	
<b>Up to \$25 discount</b> on Central Air Conditioning Service Plan	
<b>Priority service</b> (your service call is prioritized above non-contract customers)	
<b>Basic Service Plan Price</b>	

Comprehensive Service Plan - \$295			
Annual tune-up as described in <i>Basic Service Plan</i> .			
Labor for parts replacement (refer to parts listed below) with a limit of four (4) service calls during normal business hours within Service Plan Agreement year. (Note: Overtime rates are additional.)			
<b><u>Controls</u></b> <ul style="list-style-type: none"> <li>• Aqua-stat</li> <li>• Cad Cell Bulb</li> <li>• Combination Control</li> <li>• Draft Regulator (up to 9")</li> <li>• Emergency Switch</li> <li>• High Limit Control</li> <li>• Low Limit Control</li> <li>• Pressure Control</li> <li>• Primary Control</li> <li>• Pyrostat</li> <li>• Reverse Aquastat</li> <li>• Stack Switch</li> <li>• Stack Control</li> <li>• Thermostat (manual)</li> <li>• Triple Aquastat</li> </ul>	<b><u>Boiler Systems</u></b> <ul style="list-style-type: none"> <li>• Blower Belt</li> <li>• Boiler Treatment</li> <li>• Circulator Coupling</li> <li>• Circulator Motor Mounts</li> <li>• Circulator Wicking</li> <li>• Gauge Glass</li> <li>• Pop Safety Valve</li> </ul> <b><u>Furnace Systems</u></b> <ul style="list-style-type: none"> <li>• Blower Pulley</li> <li>• Blower Shaft</li> <li>• Combination Fan/Limit Control</li> <li>• Fan Control</li> <li>• Limit Control</li> </ul>	<b><u>Burner Replacement Parts</u></b> <ul style="list-style-type: none"> <li>• Air Inlet Damper</li> <li>• Burner Airblast Tube</li> <li>• Burner Blower Wheel</li> <li>• Burner Coupling</li> <li>• Burner Flange Gasket</li> <li>• Burner Motor</li> <li>• Buss Bar Transformer Leads</li> <li>• Cad Cell Assembly</li> <li>• Cad Cell Eye</li> <li>• Delayed Oil Valve</li> <li>• Delayed Oil Valve Coil</li> <li>• Electrodes</li> <li>• End Cone</li> <li>• Flame Retention Head</li> </ul>	<b><u>Burner Replacement Parts (cont.)</u></b> <ul style="list-style-type: none"> <li>• Ignition Terminal</li> <li>• Ignition Transformer</li> <li>• Ignition Wires</li> <li>• Nozzle Adapter</li> <li>• Nozzle Line</li> </ul> <b><u>Fuel Supply Parts</u></b> <ul style="list-style-type: none"> <li>• Check Valve</li> <li>• Fire Matic Valve</li> <li>• Flare Fittings</li> <li>• Fuel Pump</li> <li>• Fuel pump Bleeder</li> <li>• Fuel Pump Seal</li> <li>• Oil Line (exposed only)</li> <li>• Oil Line Fittings (exposed only)</li> </ul>
<b>10% discount</b> on future non-covered service calls and parts within Service Plan Agreement year			
<b>Up to \$50 discount</b> on Central Air Conditioning Service Plan			
<b>Priority service</b> (your service call is prioritized above non-contract customers)			
Annual surcharge based upon the age of system: 1-10 years 0%; 11-15 years 10%; 16 years and older 20%			
<b>Comprehensive Service Plan Price</b>			

## Premier Service Plan - \$395

Annual tune-up as described in *Basic Service Plan*.

Labor for parts replacement as described in *Comprehensive Plan*, plus additional parts listed below with a limit of five (5) service calls which includes 24 hour/7 day emergency service.

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|--|--|---|
| <ul style="list-style-type: none"> <li>Air vents</li> <li>Baffle</li> <li>Bearing assembly</li> <li>Blower bearings</li> <li>Blower complete</li> <li>Blower motor</li> <li>Blower wheel</li> <li>Boiler valves</li> </ul> | <ul style="list-style-type: none"> <li>Circulator complete (only 1)</li> <li>Circulator control</li> <li>Circulator impeller</li> <li>Circulator motor</li> <li>Diffusers</li> <li>Expansion tank</li> <li>Feed &amp; flow valves</li> <li>Flue pipe</li> <li>Low voltage transformer</li> </ul> | <ul style="list-style-type: none"> <li>Mixing valve</li> <li>Purge valve</li> <li>Radiator valves</li> <li>Relief valve</li> <li>Tank gauge</li> <li>Temperature gauge</li> <li>Zone Valve Complete (only 1)</li> <li>Zone Valve Motor</li> <li>Zone Valve Relay</li> </ul> |
|--|--|---|

Includes the following Services and Allowances:

**Services**

- Adjusting Boiler Pressure
- Adjusting water level
- Venting of Baseboard or Radiators

**Allowances**

- \$125 Boiler/Furnace Replacement Allowance
- \$50 Burner Replacement Allowance
- \$100 Aboveground Oil Tank Replacement Allowance

**10% discount** on future non-covered service calls and parts within Service Plan Agreement year

**Up to \$75 discount** on Central Air Conditioning Service Plan

**Priority service** (your service call is prioritized above non-contract customers)

Annual surcharge based upon the age of system: 1-10 years 0%; 11-15 years 10%; 16 years and older 20%

**Premier Service Plan Price**

Please enroll me in:       Basic Plan       Comprehensive Plan       Premier Plan

**Method of Payment**

Cash       Check       Credit or Debit Card (Visa, Mastercard or Discover)

Cardholder Name

Card No.

Expiration Date

I have read and agree to the terms and conditions of this *Oil Service Plan Agreement*. If credit card payment method is selected, I authorize All County Fuel & Comfort Solutions to charge my card on file.

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*For Office Use Only*

Account Representative Name: \_\_\_\_\_

Date: \_\_\_\_\_

Office Reviewer Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Inspecting Technician Initials: \_\_\_\_\_ Date: \_\_\_\_\_

## Terms and Conditions of Service Plans

1. This Service Plan Agreement is effective for one year. It will automatically renew at that time unless we are notified of cancellation in writing 30 days in advance. Customer will be invoiced annually for renewal of your Service Plan. Service Plan is non-refundable. Contract price may be subject to change from year to year; in this event, the renewal invoice will reflect the new cost. All County reserves the right to cancel and to refuse renewal of the Service Plan Agreement. Customer will be notified in writing of any changes to agreement coverage prior to annual renewal.
2. Service Plan applies to one oil-fired unit up to 1.5 GPH with up to four zone valves. We reserve the right to charge more for commercial systems or systems with 5 or more zone valves.
3. All equipment must be inspected and in good working condition prior to approval for coverage. All work must be performed by an authorized All County Technician. Service Plan only becomes effective upon inspection and approval by an authorized All County Representative or Technician. If necessary, repairs of any preexisting conditions must be completed at the customer's expense before this agreement will be in force.
4. Special or obsolete equipment is not covered under this agreement.
5. Service Plans are only available to customers on automatic delivery. Purchase of heating oil from any other source or cancellation of automatic delivery contract will void this agreement and all Add-On Service Agreements.
6. This agreement does not cover repair or replacement of the following: units in crawl spaces under 48" in height; frozen fuel lines; frozen pipes; fuel storage tanks; hot water coils; replacement of furnace/boiler/hot water heater; direct vent; damages caused by fire/flood/natural disaster; thawing of outside fuel tank; or repeat service calls for a condition of which the customer has been advised corrective action is required including dirty fuel storage tanks.
7. Exclusions: This agreement does not cover service when failure is due to:
  - Lack of oil when delivery has been delayed due to delinquency in payments, when driveways and fill pipes are not clear of snow and ice or when customer is not on automatic delivery.
  - Failure of customer to maintain proper boiler water level, flush low water cutoff or change air filters on a regular basis.
  - Failure of customer to correct a condition which can adversely affect the operation of the heating system.
  - The corrosive effects of anti-freeze in the system.
  - Failure of customer to keep hot water coils, exchangers or storage tanks free of lime or other deposits.
  - Customer leaving switches in the "off" position or setting thermostat too low to call for heat.
  - Oil tanks, piping, oil lines or accumulation of water or sludge in oil tanks.
  - Frozen or clogged oil lines or heating pipes.
  - Piping and wiring not related to the heating system.
  - Chimney, side wall venter and draft-related problems.
8. This agreement covers only mechanical failures and does not cover natural disasters, fire damage, flooding or other water damage, power failures, blown fuses or circuit breakers, brown outs, dead batteries, vandalism, customer negligence, damage done by animals or other abnormal conditions beyond our control.
9. There shall be no liability for any reason on the part of All County Fuel & Comfort Solutions for work performed by anyone other than an authorized All County Technician, unless such person is authorized, in writing, by All County to perform such work or furnish parts.
10. All County assumes no responsibility for secondary damages caused by heating failures when building is unoccupied or any loss, damage or injury resulting from delay in rendering service under the agreement; and in no event shall All County be liable for consequential damage.

### Service Hours

- Emergency service constitutes: no-heat (during cold weather), serious fuel leaks, visible smoke or any condition threatening harm to people or property.
- All other regular service will be performed during normal business hours, Monday through Friday, 8:00am to 5:00pm (excluding holidays).

### Plan Benefits

- 10% discount is applicable to future non-covered service calls and parts only and does not apply to installations of any kind.
- Breakdown of discounts on Central Air Conditioning Service Plan

Oil Service Plan Selected	Discount on Central Air Conditioning Service Plan	
	<i>Basic</i>	<i>Premier</i>
<i>Basic</i>	\$10	\$25
<i>Comprehensive</i>	\$15	\$50
<i>Premier</i>	\$25	\$75