



95 Main Street, South Hadley MA - (413) 532-3500
962 Southampton Rd, Westfield MA - (413) 562-0650

Residential Heating Service Coverage Plans –*offered to our Automatic Delivery clients only*

PREMIER Plan Coverage (parts & 24 hour labor)

Outstanding 24 hour coverage, 365 days a year for emergency no heat/burner will not run calls. This includes one annual tune-up, emergency calls, and most parts(see page 2) on the entire heating system. This plan provides coverage for **one heating** zone (kitchen). Optional coverage(s) listed below. Premier contract holders will receive a 50% discount on labor for installation of any part not covered under the plan.**(restrictions apply-see below)*

STANDARD Plan Coverage (parts & business hour labor)

Coverage for emergency no heat/burner will not run calls. Plan includes one annual tune-up, emergency calls and most parts (see page 2) on the entire heating system **during normal business hours** (8am-4:30 pm M-F excluding holidays). This plan provides coverage for **one heating** zone (kitchen). Optional coverage(s) listed below. Calls requested at all other times will be billed at current **overtime rates**.

Additional zone coverage

(Z-1) Heating Zone (circulator, zone valve, air damper, T87)

Tip – Each thermostat in your home represents one zone.

(AH-1) Air Handler (Hydro-air system, basement only)

(AH-1 covers blower wheel, blower motor & electrical relay only)

Labor for zone coverage corresponds with your chosen heating system plan. *Example* – If you have chosen the Standard plan, labor for replacement of parts will only be included if work is performed during normal business hours.

Additional zone coverage is not available a la carte- They may only be purchased with a Premier or Standard plan.

Hot Water Coverage Plans - *offered to our clients that purchase a residential heating plan only*

(HW-1) Oil Fired Water Heater - Includes annual cleaning (at time of heating tune-up)

(ID-1) Indirect Water Heater – Covers zone valve or circulator

Labor for selected hot water coverage corresponds with your chosen heating system plan. *Example* – If you have chosen the Standard Plan, labor for replacement of parts will only be included if work is performed during normal business hours. HW-1 plan covers the same burner parts as our Premier and Standard heating system plans above. We DO NOT provide service coverage for tank less coil systems.

The Premier and Standard Service Coverage Plans include the following parts **only**

- Air Scoop
- Air Vent (hot water systems only- not steam)
- Aquastat (excludes triple)
- Blower Motor (up to 1/3 hp)*
- Burner Coupling
- Burner End Cone
- Burner Fan
- Burner Flange Gasket
- Burner leads
- Burner Motor (up to 1/7 hp)
- Blast Tube
- Cad Cell Assembly
- Cad Cell Control
- Cad Cell Eye
- Circulator Bearing Assembly
- Circulator Complete (one per year per covered zone)
- Circulator Coupler
- Circulator Motor (up to 1/6 hp, non cartridge type)
- Coil
- Combination Control
- Delayed Oil Valve
- Draft Regulator
- Electrodes
- Emergency Switch
- Expansion Tanks (up to #30)
- Fan Belts
- Fan Control
- Firematic Thermal Switch
- Flow Valves
- Fuel Pump (single stage) & Strainer
- Glass Gauge for Steam System
- High & Low limit control
- Ignition Transformer
- Line Voltage Wiring
- Low Voltage Transformer
- Nozzle
- Nozzle Adapter, Assembly & Nozzle Line
- Oil Filter
- Oil Filter Cartridge
- Oil Safety Valve
- Pressuretrol
- Primary Control
- Relay
- Relief Valves (15lb or 30lb only)
- Stack Control
- Temperature Gauge
- Thermostat (T87 only – kitchen zone)
- Water Feeder (hot water systems only- not steam)

*blower motors and all related blower components will be covered and replaced under the Premier and Standard plans from October 1 thru April 15th **only**. (Unless AC-A plan below is purchased)

Central Air Conditioning Coverage - offered to our clients that purchase a residential heating plan **only**

(AC-A) Central Air Conditioning Coverage

Includes the following parts and services plus labor to repair or replace covered parts.
Also includes a yearly A/C Inspection and Tune-UP.

- Blower Motor
- Blower Pulley
- Blower Wheel
- Compressors (under warranty)*
- Condensate Pump
- Condensate Coils (under warranty)*
- Condenser Fan
- Condenser Motor
- Contactors
- Crankcase Heater
- Outdoor Fan Blades
- Outdoor Fan Motor
- Outdoor Unit Relays
- Running Capacitors
- Starting Capacitors
- Starting Relay
- Thermostat (standard)
- Thermostat subbase (standard)
- Time Delay Control
- Transformers
- Wiring in the Condensing Unit
- 1lb Freon per covered ton
- Refrigerant leaks (up to one hour)**

* If installed by Fuel Services, Inc. and still under warranty

** Due to nature of refrigerant leaks, one hour of coverage will be provided and any additional time will be billed at our regular labor rates.

Residential Oil Tank Protection - offered to our clients that purchase a residential heating plan **only**

(OT-1) Inside Oil Tank Storage Protection for 275 & 330 gallon tanks

We will provide a replacement tank and parts should your tank fail from natural corrosion. Labor for replacement is **NOT** included and will be charged as such at the then prevailing rates. Coverage will not be provided for outside storage tanks. (see general terms and conditions for complete terms)

GENERAL TERMS AND CONDITIONS

1. Conditions of Coverage – Fuel Services, Inc. provides these coverage's to **Automatic Delivery Customers only**. If the customer fails to accept an Automatic Delivery or if Automatic Delivery service is ever cancelled for **any** reason, **ALL** service protection contracts **will be voided**. Fuel Services, Inc. reserves the right to inspect, approve and qualify all heating and air conditioning systems up to and including the first service call, prior to acceptance of any agreement.
2. Annual Maintenance scheduling is the **CUSTOMER'S** responsibility. While we often call customers to remind them that their system(s) are due for tune-ups; we will **not** be held responsible for a tune-up that was not scheduled during the contract time period and **NO refunds** will be given.
3. Coverage under the PREMIER PLAN agreement includes labor for the repair and replacement of **LISTED PARTS ONLY**. Any service required after 4:30 pm weekdays or on Saturdays, Sundays, or Holidays must be the result of a mechanical failure of the oil heating system resulting in **NO HEAT/BURNER OFF**. Any other service calls received during these time periods will be billed to you at regular overtime rates in effect at that time and you agree to pay them.
4. Coverage under the STANDARD PLAN agreement includes labor for the repair and replacement of **LISTED PARTS ONLY**. All covered services will be performed during **normal business hours only** which shall be defined as Monday thru Friday 8:00am to 4:30pm (excluding holidays). Service calls performed during **any other time** will be billed to you at regular overtime rates in effect at that time and you agree to pay them.
5. Coverage under the OT-1 Tank Protection plan includes the following parts **only**: Exact tank size replacement, Fire-o-matic valve, vent alarm, tank gauge, filter housing, fill and vent piping. Labor to install parts is **NOT INCLUDED** and you will be charged our regular service rates in effect at that time to install equipment. Installation of covered parts **must be installed** by Fuel Services, Inc. employees. This plan does not cover the cost of permits and/or old tank disposal fee. OT-1 Tank Protection is **NOT ENVIRONMENTAL protection**. Any costs associated with the removal of spilled hazardous material(s) are **solely that of the customer**. Coverage includes replacement of tank due to natural corrosion, and does not include damage resulting from leaks, pollution or otherwise. Relocating tanks and/or piping is not included, as are any upgrades. **UNDERGROUND TANKS ARE NOT COVERED UNDER THIS AGREEMENT**. Customer must remain on automatic delivery for the life of this agreement. Fuel Services, Inc. reserves the right to inspect any tank before coverage begins.
6. All service coverage agreements will be in effect for **one year** and will be automatically renewed at the then prevailing rates unless we are advised in writing to cancel within 30 days of renewal. All agreements will cancel automatically if the customer fails to pay within 30 days of billing or cancels automatic delivery. There will be **no refunds** for cancellations after 30 days.
7. Agreements do not cover the repair or replacement of obsolete parts no longer manufactured or available.
8. Fuel Services, Inc. **shall not be responsible, liable and we disclaim all responsibility for**:
 - a. Any repair or damage resulting from the lack of heat caused by malfunctioning equipment.
 - b. Damage by fire, flood, lightning, electrical surges, power outages, Acts of God
 - c. Incidental or consequential damages relating to or arising from any leakage or other escape of any liquid, fuel or water from the oil tank, oil lines, water pipes or other parts of the heating system whatsoever.
 - d. Work performed by others unless **authorized in writing** by Fuel Services, Inc.
 - e. Contamination of soil or other property damage or personal injury. You are responsible for providing Fuel Services, Inc. with access to all concealed or hidden components of the heating system.
 - f. Lack of heat in unattended houses(which shall be defined as any house left unattended for 24 hours or more). Unattended houses should be checked at least twice daily in freezing weather.
 - g. Maintenance work involving the removal of asbestos. Such work shall be done at owner's expense.
 - h. Fuel flow related to outside oil tanks, frozen oil lines, oil lines & filters.
 - i. Domestic tankless coils, gaskets, bolts or mixing valves
 - j. Plastic pipe, such as PVC, or similar, on any part of the heating system or domestic hot water piping.
 - k. Power Venters, Anti-Freeze, and Outdoor Reset Systems
9. These agreements are transferable to new homeowners provided the new homeowner agrees in writing to the terms and Conditions stipulated herein within 30 days of the purchase of the home.
10. Customer Responsibilities for PREMIER and STANDARD coverage plans(and options): No part is covered under these agreements unless it is listed hereunder. The agreements do not cover parts or labor when the failure is due to:
 - a. Failure of the customer to provide proper boiler water level or pressure
 - b. Customer leaving the emergency switch in the "off" position
 - c. Customer setting the thermostat too low to call for heat
 - d. Piping not related to the heating system.
 - e. Lack of oil when delivery has been delayed due to delinquency in payments.
11. These Service Coverage agreements are solely intended for single family residential homes with a fire rate up to 2.5gph. **Commercial protection is NOT** offered under any of these terms. We **may** offer specialized protection plans at **different rates** for other applications. Contact the office for any additional information.
12. 50% Labor discount on Premier Plan for uncovered parts does not extend to new installations of heating, cooling, IAQ, or oil tank installations. 50% discount solely intended for no heat repairs.
13. Fuel Services, Inc. will not work on central a/c systems during inclement weather or in the dark. This is for safety.
14. ALL service coverage agreements become **NULL** and **VOID** if account becomes 90 DAYS OVERDUE!