

Central Air Conditioning Coverage \$199.95/YR.*

Includes our 16 point Annual Preventative Maintenance Visit.

Condensing Unit

- Check refrigerant charge
- Check & record system pressure levels
- Check contactor function
- Check wiring connections
- Check line-set connections
- Check condenser blower motor and fan
- Clean debris from condenser fan and coil

Air Handler Unit

- Check or replace with customer supplied air filters
- Check & clean heating coil
- Check evaporator coil for dirt build up
- Check condensate drain line & connections
- Check condensate drain pan for corrosion
- Check condensate pump
- Check all drain lines
- Check fan belts for wear
- Check & clean blower hood fan

* Priced per condenser up to 5 tons. Plan holders will receive a 15% discount off our standard flat rate price on the repair of any a/c part or service not covered under the plan. Contract holders will also not incur any diagnostic fees on air conditioning repairs not covered under the plan. All air conditioning service is performed Monday – Friday 8:00 – 4:30 only.

♦ Parts Protection

Includes the following parts and services + labor (business hours) to repair/replace covered parts:

- | | | |
|--------------------------------------|---|---------------------------------|
| • Blower Motor | • Condenser Motor | • Starting Capacitors |
| • Blower Pulley | • Contactors | • Starting Relay |
| • Blower Wheel | • Crankcase Heater | • Thermostat (standard) |
| • Compressors (under warranty)* | • Outdoor Fan Blades | • Thermostat Subbase (standard) |
| • Condensate Pump | • Outdoor Fan Motor | • Time Delay Control |
| • Condensate Coils (under warranty)* | • Outdoor Unit Relays | • Transformers |
| • Condenser Fan | • Running Capacitors | • Wiring in the Condensing Unit |
| | • Refrigerant (up to 1lb, during annual visit only) | |

The TankSure® Program \$54.95/YR.*

Available to all of our Oilheat customers!

The TankSure® Program is an extremely valuable proactive tank replacement process for above ground 275 & 330 oil tanks. For qualified tanks we'll provide you with complete tank coverage warranty toward any possible future tank replacement, plus you may be eligible to receive valuable discounts on your homeowner's insurance policy! In virtually all cases, this program enables us to identify and replace the weakened tank at a minimal cost long before it becomes a problem. Benefits include:

\$ Complete Tank Replacement Warranty

- Transferable warranty covers complete replacement of your tank - proactively
- Proactive replacement of tanks before they leak
- Helps protect the environment and reduces unexpected costs
- TankSure® is now endorsed by the insurance industry
- Discounts may be available on your homeowner's policy



EPA Approved Ultrasonic Inspection

- Trained service technicians use ultrasonic equipment to test the thickness of your tank
- Ultrasonic equipment (similar to those used in the medical profession) detects the level of corrosion occurring inside your tank



Scientific Analysis & Monitoring

- Tank's thickness measurements, physical characteristics and surrounding environment will be analyzed with our Tank Profiling Software
- Tank information is analyzed for proactive replacement of individual tanks when they fall below the standard index



Tank Inspection Certificate

- You may be eligible for a discount on your home insurance policy
- Present your T.I.C. to your broker and request a discount
- Important documentation if you are selling your home

*For Gold/Silver Plan Customers, \$99.95 without Gold/Silver Plan. Price is PER TANK covered.

General Conditions & Exclusions

1. Conditions of Coverage – Fuel Services, Inc. provides Gold Plan coverage to **Automatic Delivery Clients only**. If the customer fails to accept an automatic delivery or if automatic delivery service is cancelled for **any** reason, the Gold plan will immediately be downgraded to a silver plan and **any & all additional coverage's will become null and void!** (excluding TankSure®) Any service plan or option(s) automatically terminate if the customer no longer purchases all of its heating oil from Fuel Services, Inc. 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. Scheduling of annual maintenance is the responsibility of the **CUSTOMER**. While we often call to remind our clients 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 GOLD 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 a **NO HEAT/BURNER OFF or DANGEROUS** situation. Any other service calls received during these time periods will be billed at regular overtime rates in effect at that time and you agree to pay them (applies to all service agreements).

4. Coverage under the TankSure® Tank Protection plan includes the following parts **only**: Exact tank size replacement (275 or 330 gallon tanks only), Fire-o-matic valve, vent alarm, tank gauge, filter housing, fill and vent piping. 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.** TankSure® 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 & listed parts due to a leak from natural corrosion or manufacturer's defect or a non leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software. Coverage **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.** An ultrasonic tank test will be performed by our technicians before your tank can be accepted for enrollment in the TankSure® Program. After acceptance into the program, we will perform an annual test of your fuel tank. (During your annual heating system tune-up) While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers.

5. 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 **before the date 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.

6. Agreements do not cover the repair or replacement of obsolete parts no longer manufactured or available.

7. Fuel Services, Inc. **shall not be responsible, liable and we disclaim all responsibility for**: Any repair or damage resulting from the lack of heat caused by malfunctioning equipment; Damage by fire, flood, lightning, electrical surges, power outages or acts of God; 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; Work performed by others unless authorized in writing by Fuel Services, Inc.; 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); Lack of heat in unattended houses; Maintenance work involving the removal of asbestos, such work shall be done at owner's expense; Fuel flow related to outside oil tanks, frozen oil lines, oil lines & filters; Domestic tank less coils, gaskets, bolts or mixing valves; Plastic pipe, such as PVC or similar, on any part of the heating system or domestic hot water piping; Power Venters, Anti-Freeze, and Outdoor Reset systems.

8. These agreements are transferable to new homeowner(s) provided the new homeowner(s) agrees in writing to the terms and conditions stipulated herein within 30 days of the purchase of the home.

9. 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: Failure of the customer to provide proper boiler water level or pressure; Customer leaving the emergency switch in the "off" position; Customer setting the thermostat too low to call for heat; Piping not related to the heating system; Lack of oil when delivery has been delayed due to delinquency in payments.

10. These Service Coverage Agreements are solely intended for single family residential homes with a fire rate up to 2.5gph.

11. Fifteen percent flat rate discount on Gold or Silver plans does not extend to the installation of new heating, cooling or IAQ equipment; nor the installation of Oil Tanks. 15% Discount solely intended for non covered parts that result in a no heat situation.

12. Fuel Services, Inc. will not work on central a/c systems during inclement weather or in the dark. This is for safety.

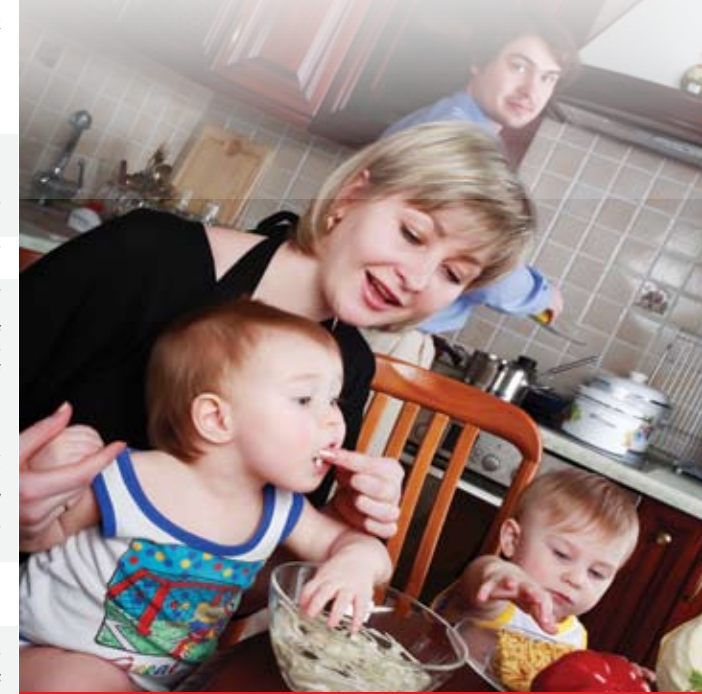
13. ALL service coverage agreements become **NULL and VOID** if account becomes 75 DAYS OVERDUE!

14. Duel fuel (e.g. oil-wood or oil-coal) heating equipment is not covered under this policy.

OILHEAT SERVICE AGREEMENT PLANS



Now Offered with our Service:



962 Southampton Road
Westfield, MA 01085
(413) 562-0650

95 Main Street
South Hadley, MA 01075
(413) 532-3500

www.FuelServices.biz

Fuel Services, Inc.
P.O. Box 160
Westfield, MA 01086-0160

Gold Plan \$229.95/YR.

Offered to our Automatic Delivery Clients Only.

◆ 20 Point Heating System Tune-Up

- ✓ Save up to 10% on heating costs
- ✓ Add years to the life expectancy of this expensive equipment
- ✓ Recommended professional preventive maintenance

- | | |
|----------------------------------|--------------------------------------|
| 1. Clean Smoke Pipe | 11. Lubricate: Burner, Circulator |
| 2. Clean & Vacuum Heating unit | & Power Venter Motor |
| 3. Clean Nozzle Assembly | 12. Check Fan Belt |
| 4. Clean Burner Fan | 13. Check Air Filter |
| 5. Check Burner Coupling | 14. Balance Draft Regulator |
| 6. Check Burner Chamber | 15. Check Safety Devices |
| 7. Size & Replace Nozzle | 16. Check Pump Pressure |
| 8. Replace Pump Strainer | 17. Check for Oil, Air & Water Leaks |
| 9. Replace Oil Filter Cartridge | 18. Adjust to Maximum Efficiency |
| 10. Adjust Electrodes & Controls | 19. Efficiency Test |
| | 20. Clean Up Work Area |

◆ Highest Level Priority Service

Outstanding 24 hour a day, 365 days a year coverage for emergency no heat or burner off calls. Plan includes one annual tune-up, emergency calls, and most parts on the entire heating system. This plan provides coverage for one heating zone (kitchen). Optional coverage(s) listed below. Gold plan holders will receive a 15% discount off our standard flat rate price on the repair of any heating system part not covered under the plan. Gold Plan holders will also not incur any diagnostic fees or overtime charges on heating repairs not covered under the plan.

◆ Parts Protection

Repair or Replacement of the following parts including labor:

- 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) and 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 (excluding Garber)
- 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 plan from October 1 thru April 30th only (Unless Central Air Conditioning Coverage is purchased).



Silver Plan \$169.95/YR.

Available to all of our Oilheat customers!

◆ 20 Point Heating System Tune-Up

See our thorough checklist under our Gold Plan to the left.

- ◆ 15% Discount on Repairs of Your Heating System
- ◆ No Diagnostic Charges
- ◆ No Overtime Charges – Ever!
- ◆ Priority Service

Silver Oil Fired Water Heater Plan \$64.95/YR.

Available to all of our Oilheat customers!

- ◆ Annual Tune-Up (at time of heating system tune-up)
- ◆ 15% Discount on Repairs!
- ◆ No Diagnostic Charges for hot water service calls!

Our Service Agreements Save You Money Every Day!

- ◆ Eliminate or reduce costly repairs
- ◆ Lower monthly energy bills through more efficient operation
- ◆ Enjoy longer lasting heating and cooling equipment



Did You Know?

You can spread out the cost of your Service Protection by enrolling in our **EZ-PAY Budget Plan!**

Choose a Plan:

<input type="checkbox"/> Gold Plan	\$229.95/yr.		
Additional Gold Plan Coverage			
<input type="checkbox"/> Heating Zone	\$25.00 ea/yr.	# zones	
<input type="checkbox"/> Air Handler	\$49.95 ea/yr.	# units	
<input type="checkbox"/> Oil Fired Water Heater	\$89.95/yr.		
<input type="checkbox"/> Indirect Water Heater	\$39.95/yr.		
<input type="checkbox"/> Silver Plan	\$169.95/yr.		
<input type="checkbox"/> Silver Oil Fired Water Heater Plan	\$64.95/yr.		
<input type="checkbox"/> Central Air Conditioning Coverage	\$199.95/yr.	# units	
<input type="checkbox"/> TankSure® Program w/o Gold or Silver Plan	\$54.95/yr./tank	# tanks	
<input type="checkbox"/> TankSure® Program w/o Gold or Silver Plan	\$99.95/yr./tank	# tanks	

Clip & Mail

Please charge my credit card (We accept MasterCard, Visa and Discover only. Our office will contact you directly for credit card information)

Please charge my Account: # _____

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

E-Mail _____

Signature _____

By signing you agree to all terms and conditions stipulated herein and on attached document.



SIGN UP ONLINE! Save a stamp by signing up for any of our service plans online today at www.FuelServices.biz

Additional Gold Plan Coverage

All additional Gold Plan coverage includes labor to repair or replace covered parts 24 hours a day, 365 days a year.

◆ Heating Zone \$25.00 ea/yr

Circulator, Zone Valve, Air Damper, T87.

Tip – Each thermostat in your home represents one zone (please remember that the kitchen zone is included in the Gold Plan)

◆ Air Handler \$49.95 ea/yr

Hydro-air system, basement only.

Coverage includes blower wheel, blower motor & electrical relay

◆ Oil Fired Water Heater \$89.95/yr

Includes annual tune-up (at time of heating tune-up).

Coverage includes burner parts (as listed under Gold Plan), Aquastat(single), Controls and Emergency Switch

◆ Indirect Water Heater \$39.95/yr

Covers zone valve or circulator & electronic control.