

FUEL OIL/ KEROSENE HEATING SERVICE CONTRACTS

Combined Energy Services Service Plans cover most of the things that can go wrong with your heating system. The service contracts include an annual cleaning and tune-up that will help keep your system working efficiently and reliably. CES will perform the annual cleaning and tune-up during normal working hours Monday thru Friday 8 am to 4 pm.

- Our annual Cleaning and Tune-up provides the following:
- Cleaning the heat exchanger and flue pipe
- Inspect the combustion chamber
- Check fan, housing, end cone and air tube of burner
- Clean and check electrodes and nozzle assembly
- Install new oil filter and nozzle
- Oil all motors on burner, fans and circulators
- Check all operating controls and safeties
- Check and adjust barometric flue damper
- Adjust flame using electronic combustion testing equipment to obtain the **MAXIMUM PRACTICAL EFFICIENCY** for your unit.

This preventive maintenance tune-up will be provided in anticipation of contract renewal and will be scheduled before the expiration of the contract.

On the bottom of one of the contracts, please choose which contract you would like to be inspected for, sign and date the bottom of one of the contracts and return it to our office. Please keep the other copy of the contract for future reference.

For all new service contracts CES must perform a clean and service of your heating system and inspect the system to see if it qualifies for one of our service contracts. This initial clean and service is billable at our service hourly rate (minimum 1 hour charge) plus any parts that needed to be replaced at that time.

Please contact us if you have any specific questions and thank you for your business.

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GOLD PLAN \$249.00 a year****ONLY \$20.75** a month on our
Budget Payment Plan**

The following is included with the Gold Service Plan

- An annual tune up of the furnace/boiler
- Nozzle
- Oil Filter
- Fuel Pump Strainer
- Air Filter* (disposable only) **to be done at time of annual clean and service.**
- 15% Discount On Service Labor Charges For All Service Calls Pertaining To The Furnace/Boiler
- 15% Discount On Parts

*1 per service contract year

** Price does not include tax

PLATINUM PLAN \$351.00 a year****ONLY \$29.25** a month on our
Budget Payment Plan**

The following is included with the Platinum Service Plan:

- An annual tune up of the furnace/boiler*
- Nozzle
- Oil Filler
- Fuel Pump Strainer
- Cad Cell Eye Only
- Air Filler* (disposable only) **To be done at time of annual clean and service**
- Air Vents
- Extrol 30 Tank*
- Burner Coupling
- Emergency Switch
- Thermostat ((manual /non-programmable TH3000 series)*)
- Barometric Damper
- Primary Control*
- Burner Motor* (up to 1/7 HP)
- Zone Motor*
- 15% Discount on Parts Not Covered by The Plan

* 1 per service contract year

** Price does not include tax

SERVICE HOURS

During the life of this agreement, Combined Energy Services will provide dependable, prompt emergency service 7 days a week, 365 days a year. Emergency service constitutes NO HEAT, SERIOUS FUEL LEAKS OR DANGEROUS SITUATIONS.

All other services of inadequate heat, partial failures on multiple zone systems or other non-emergency calls covered under contract will be performed during normal working hours, Monday through Friday, 8 am to 4 pm. No hot water service calls will be performed Monday through Friday 8 am to 4 pm. Non-emergency work, if requested after hours or on holidays, will be billed at our standard overtime rates.

General Terms and Conditions

1. A tune-up will be performed once per year during regular working hours. A tune-up includes:
 - Cleaning of the heat exchanger and flue pipe
 - Inspect the combustion chamber
 - Clean the burners and pilot assembly
 - Clean and check ignition components
 - Oil all motors, fans, and circulators
 - Check all operating controls and safeties
 - Adjust flame, using electronic combustion testing equipment to obtain the MAXIMUM PRACTICAL EFFICIENCY for your unit
2. Combined Energy Services will not issue an agreement on obsolete equipment or units seriously in need of repair, or replacement. The customer must provide a reasonable, clean, safe and accessible work area.
3. This agreement does not cover: water tanks and anode rods, domestic plumbing, humidifiers, domestic wiring, cooling equipment, low pressure burners, rotary burners and condensing equipment, electronic air cleaners, permanent air liners, duct work, repair or replacement of obsolete parts, which are not available through regular sources of supply or any work that requires us to expose concealed piping or concealed oil lines for repair.
4. **The account MUST remain on automatic delivery while having a service contract on their furnace/boiler.**
5. This agreement does not cover parts or labor secondary or consequential when failure is due to:
 - Air is baseboard, radiant or radiators
 - Customer leaving emergency switch (off position, thermostat set improperly, dirty air filter, or lack of water in boiler)
 - Failure of customer to maintain proper boiler water level or pressure
 - Frozen pipes
 - Fuse or circuit breaker blown
 - Inadequate boiler room ventilation
 - Lack of gas when delivery was delayed due to delinquency in payment, or when customer is not on automatic delivery
 - Piping not related to the heating system
 - Power interruption, wars, act of God, accidents, fire damage, flooding or other water damage, government regulations, strikes, riots or other conditions beyond the control of combined energy services
 - Vacant or unattended premises
6. This agreement will be void if:
 - All fuel oil requirements are not purchased from Combined Energy services
 - Customer removes themselves from automatic delivery status
 - Customer procures heating equipment service installation from any person other than an authorized services representative of combined energy services
7. Delinquent accounts passed 30 days will result in automatic termination. Failure to keep your balance current will also result in cancellation unless arrangements are made with our credit manager. In a rental situation, if a tenant defaults in payment for gas delivered, it is the landlord's responsibility.
8. There shall be no liability of the part of Combined Energy Services for work done by anyone else unless such person is authorized in writing, by us to perform such work or furnish such parts.
9. All equipment replacement credits are only applicable toward equipment purchase from an installed by Combined Energy's Services
10. This plan does not insure against leaks from fuel storage tanks or any damages to persons or to property resulting from such leaks. This plan does not cover any installation, clean-up, removal, remediation, or other costs of compliance with any laws, rules or regulations regarding fuel storage tanks. Combined Energy Services will not be responsible for any injury or damage resulting from the disposal, discharge, dispersal, release or escape of oil or other petroleum substance into or upon the customer's property, surrounding property, the atmosphere, or any water course or body of water, unless caused by the negligence of Combined Energy Services. Customer shall be responsible for the condition and maintenance of the fuel oil tank, and for compliance with all laws requiring notice to government agencies or officials in the event of a leak from said tank.
11. The length of this agreement is ONE YEAR from date of acceptance. It will automatically renew annually unless we are notified of cancellation in writing, 30 days prior to renewal date. Renewed plans may be subject to price and coverage changes. If the customer moves this plan may be assigned to the new homeowner, providing the new homeowner agrees in writing to assume this plan, all customer's outstanding bills are paid, and customer gives Combined Energy Services writing notice at least 10 days before closing.
12. CES reserves the right to inspect the heating system before it is accepted for service plan coverage. If inspection shows that the system is in an unacceptable condition, it must be repaired or replaced before the system will be accepted for coverage. Combined Energy Services reserves the right to reject, at any time, any equipment from coverage if we find it to be unacceptable.
13. A tune-up completed in anticipation of service plan renewal will be billed at standard rates if the anticipated renewal is cancelled. It is the customer's responsibility to call and schedule an annual clean and service of the heating system.
14. This policy applies only to residential and small commercial heating systems.
15. Customer and Combined Energy Services agree that there are no promises, terms, conditions or obligations between the parties that are not already contained in this plan. Statements made by Combined Energy Services personnel that are not contained in this plan have not been relied upon by customer and are not party to this plan
16. This policy applies only to heating systems and does not include service calls for any other gas burning appliance.

Please sign me up for

Gold Service Plan

Platinum Service Plan

(please circle which plan)

By signing and returning this contract you agree to the terms and conditions of the service contract and your personal guarantee of payment

X _____

Date _____

Print name _____

Account #: _____