

Frederick Bros.

— Oil & Propane —

12-Month Service Contract Plans

Oil Burner Service Contracts:

Plan 1: Boiler & Warm Air Furnace Oil/K-1 Fired System \$359.00

This plan covers 100% labor and covered parts for a no heat or hot water service call 24/7/365. Parts covered are listed below. This plan also includes an annual cleaning/tune-up (as outlined below) to be performed once a year.

- Replace fuel filter and strainer
- Replace nozzle & clean nozzle assembly
- Vacuum furnace & flu pipe
- Clean & regulate fuel pump
- Lubricate motors & bearings
- Inspect & test all burner controls, safety switches, and transformer connections
- Check low water cutoff switch, expansion tank, and steam gauge glass
- Perform efficiency test & and make appropriate recommendations to customer
- Seal air leaks around furnace doors
- Adjust draft regulator if needed
- Adjust or replace electrodes if needed
- Inspect oil tank & line
- Perform efficiency test
- Brush and vacuum flue passages

Plan 1: Covered Parts/Repairs

- Aquastat (well type only)
- Burner Motor
- Air Vent (1 Per System)
- Check Valves
- Water Feeder/ Backflow
- Circulator Pump (1 Per Year)
- Extrol Tank
- Zone Valve (1 Per Year)
- Circulator Relay * (1 per system)
- Cad Cell Assembly
- Delay Oil Valve
- Draft Regulator
- Electrodes
- Emergency Switch
- Firomatic Valve
- Fuel Pump
- Ignition Transformer
- Nozzle Assembly
- Oil Filter
- Pressuretrol
- Primary Control
- Pump Strainer
- Service Switch
- Low Water Cutoff (Probe Type)
- Thermal Switch
- Thermostat * (\$40 max)
- Blower Motor
- Blower Belt
- Fan & Limit Switch

Plan 2: Propane Fired Miller Furnace \$259.00 Non-Condensing Units Only

This plan covers 100% labor and covered parts for a no heat or hot water service call 24/7/365. Parts covered are listed below. This plan also includes an annual cleaning/gas check (as outlined below) to be performed once a year.

- Inspect L/P Tanks and Connections
- Inspect/ Clean Blower Compartment & Filter As Needed
- Inspect & test all burner controls, safety switches, and transformer connections
- Perform GasCheck / Leak Test

Plan 2: Covered Parts/Repairs

- Air Pressure Switch
- Combustion Air Intake Fan
- Gas Valve
- Blower Motor
- Ignitor
- Door Filter

Plan 3: Labor Only Coverage \$199.00

This plan covers 100% labor only for a no heat or hot water service call 24/7/365 for parts covered in Plans 1 & 2. This plan also includes an annual cleaning/gas check (as outlined in Plans 1 & 2) to be performed once a year.

Parts/Repairs Not Covered Under Service Contracts

- Sidewall vent parts
- Plate heat exchanger
- Ductwork
- Tankless coils and gaskets
- Boiler sections, heat exchangers, draft inducers, power venters, or boiler dry-base
- Boiler setback and/or temperature reset controls
- Combustion chambers
- Thermal Expansion Tanks
- Motorized Dampers
- Fuel oil lines, fuel oil tank, tank gauge, or vent pipe alarm
- Replacement of defective fuses
- Failure of Customer's supply of electricity or water to heating system
- Draining of expansion tanks
- Failure of any component due to poor water quality
- Descaling of domestic water coils
- Repairs necessary to bring heating system into compliance with state or local codes
- Replacement of entire appliance, including warrantee replacement
- System Manager for System 2000 Models
- Steam Zone Valves
- Chimney Liners
- Low Water Cutoff (flushable)
- Smoke Pipe
- Integrated Control / Circuit Boards
- Programmable Thermostats
- Indirect Water Heaters
- System antifreeze
- Premature failure of components in Antifreeze induced systems
- Customer's negligence, including unreasonable failure or delay in discovering heating system malfunction
- Switches or valves found in "off" position
- Thermostat set too low to call for heat
- Electrical failures unrelated to customer's heating system
- Fuel flow problems due to (e.g. frozen or congealed oil lines)
- Repairs or adjustments to Heating System performed by any person, other than a Frederick Brothers Oil & Propane employee.
- Discovery or removal of asbestos or other hazardous or toxic substance or materials
- Clean-up of any oil spills or leaks arising from heating system, fuel lines, or tank
- Flooded basements, heating system freeze-ups, or pipe freeze-ups, even if due to a failure of a covered part
- Inadequate fuel supply, including circumstances in which fuel is not delivered by Frederick Brothers Oil & Propane due to customer's unsatisfactory credit status overdue balances.

Tank-Guard: \$37.95 plus tax/per year

This program combines corrosion protection treatment for you oil tank with a valuable reimbursement warranty that pays up to \$1000.00 towards your Oil / K-1 tank replacement if it leaks. Tank Guard will also pay up to \$500.00 of your deductible to the Maine DEP should a spill occur. After a visual inspection of your tank for condition we will treat your tank with the Tank-Guard liquid corrosion inhibitor once per year (at the time of a regular scheduled delivery). Must be on Automatic Delivery and tank must meet State and Local codes.

Terms & Conditions:

- 1) Customer must be on Automatic Delivery and purchase 100% of their heating fuel from Frederick Bros. Oil to be eligible for any service plans. It is the responsibility of the property owner/landlord of the covered system to insure that all fuel oil is purchased from Frederick Bros. Cancellation of Automatic Delivery, or failure to maintain a satisfactory credit status may, at Frederick Bros. discretion, result in termination of the service agreement, without a refund.
- 2) Frederick Bros. Oil reserves the right to inspect and approve any heating system prior to issuing a service contract. All systems must be in satisfactory condition, and must conform to federal, state, and local codes to be eligible for a service contract.
- 3) These service plans are limited to residential units (up to 2.0 gallons per hour).
- 4) Coverage for these plans are as stated in the plan description. If the part is not listed, it is not covered. Any service needed over and above the maximum amounts, or for any uncovered item, will be billed at the prevailing rates at the time of service. Payments are due 30 days from billing date.
- 5) This plan covers 1 system only, and only at the below stated address. The term will be for 12 months beginning on the date of invoice and will automatically renew at the same plan level each year, unless notified by either party prior to the renewal date. In the event that we have not received payment in full for the service plan, Frederick Bros. has the right to suspend service until paid.
- 6) Service Plans do not cover, and Frederick Bros. Oil will not be held liable for any of the following:
 - a) Work done to the heating system by anyone other than our own on-duty technicians, or other service professionals designated & authorized by us.
 - b) Any direct, or indirect injury, damage, or failure of the oil burner, related equipment or dwelling due to, but not limited to, an act of God, floods, fires, freeze-ups, power outages, vandalism, unavoidable delays, neglect, unattended dwellings, or any cause beyond our control.
 - c) Any damage, including environmental damages, caused by leakage or spillage of oil from oil lines, oil tanks, or any other part of your heating system.
 - d) System malfunctions due to failure to keep manually fed boiler full, failure to flush low water cut-off, any switches or valves turned off, blown fuses, electrical failures, system freeze-ups, flooded cellars, or running out of oil when the fault is not the responsibility of Frederick Bros. Oil.

Sign up today!

Please sign me up for the following plan(s):

- Plan 1 – Boiler/ Warm Air Parts & Labor**
 Plan 2 – Miller Propane Furnace Parts & Labor
 Plan 3 – Labor Only
 Tank-Guard Program

Name: (Property Owner) _____

Address: (Service Location) _____

Mailing Address: (if different than above) _____

Telephone: Home # _____ Work # _____ Other # _____

Name of Tenants: (if rental property) _____

Tenant Telephone: Home # _____ Work # _____ Other # _____

Signature _____

Date _____

By signing I accept all of the above terms & conditions.