

BURNER SERVICE CONTRACT PLANS

W. Vernon Whiteley Plumbing and Heating Company, in conjunction with Whiteley Fuel Oil Company offers burner service plans to automatic fuel delivery residential customers only. There are three different plans to best meet your individual coverage needs and budgets. The goal is for your system to run efficiently for years to come. A service plan ensures that proper and routine maintenance is done on your system and provides peace of mind that if there is a problem, a qualified and experienced oil burner technician will be available to resolve the problem quickly. All service work is provided by Whiteley Plumbing and Heating's service department, which can be reached 24 hours a day, 7 days a week at (508) 945-1100. Please review the plans as outlined below and select the one which best suits your needs.

BASIC COVERAGE \$250

Basic coverage is ideal for newer equipment and for those people who want to make certain that the necessary routine maintenance is performed which will extend the life of the equipment and keep it running efficiently.

Included in BASIC COVERAGE:

- One Clean and Service tune up scheduled at start of contract
- 10% discount off normal service labor rates on repairs involving burner parts
- Necessary emergency service trip charge waived (currently \$125/visit) if service is required after business hours or on weekends for heat related issues
- No parts other than those used in the Clean and Service covered on this plan

PREMIUM COVERAGE \$340

Premium coverage is designed to give people on a budget peace of mind that if something does malfunction on their oil burner, parts will be covered.

Included in PREMIUM COVERAGE:

- One Clean and Service tune up scheduled at start of contract
- Full parts coverage on all burner parts as listed below
- 10% off normal service labor rates on repairs involving covered burner parts
- Necessary emergency service trip charge waived (currently \$125/visit) if service is required after business hours or on weekends for heat related issues

PREMIUM PLUS COVERAGE \$450

Any burner related problems are covered. Pay one price annually for all your burner needs.

Included in PREMIUM PLUS COVERAGE:

- One Clean and Service tune up scheduled at start of contract
- Full parts and labor coverage on replacement of burner parts as listed below
- 10% discount off normal service labor rates for all heat related service not included under your burner contract
- REMINDER: This discount is limited to repair work on your heating system and does not include replacement work of equipment such as but not limited to: boilers, water heaters or furnaces, humidifiers, air cleaners, or plumbing of any kind.
- Necessary emergency service trip charge waived (currently \$125/visit) if service is required after business hours or on weekends. ** We will waive trip charge on ALL emergency service, including plumbing issues, for Premium Plus contract customers
- Priority scheduling for all service work requested. We reserve our first and last appointments each day for our premium plus contract customers. We will make every accommodation for your schedule when you require service so that the service visit is minimally disruptive.

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*“Necessary emergency service” is defined as no heat due to burner related issues when the outside temperature is below 45 degrees or no hot water

For all plans, additional equipment at the same location (e.g., oil-fired water heater, second furnace) will receive a 50% discount on contract rates.

CLEAN AND SERVICE OF YOUR BURNER INCLUDES: (The current flat rate fee for a clean and service tune up on your burner is \$225)

- Test and check all oil burner safety controls
- Clean or replace oil filters or strainers
- Clean nozzle assembly and change nozzle
- Clean and adjust ignition system
- Inspect and vacuum accessible smoke pipe
- Vacuum and brush unit
- Lubricate motors and bearing assemblies
- Visually inspect wiring where possible
- Perform a combustion efficiency test for maximum performance
- Replace standard air filter on warm air systems. Standard filter materials included. Media for electrostatic or electronic systems will be an additional fee.
- Test heating antifreeze for hot water heating systems

PARTS COVERED ON THE PREMIUM AND PREMIUM PLUS SERVICE COVERAGE PLAN:

1. Anti-Hum Device
2. Burner Aquastat
3. Burner Blast Tube
4. Burner Coupling
5. Burner Electrodes
6. Burner Fan
7. Burner Flange
8. Burner Flange Gasket
9. Burner Gun Assembly
10. Burner Head
11. Burner Motor
12. Burner switch
13. Cad Cell Assembly
14. Cad Cell Eye
15. Fan belts
16. Fan control
17. Electric Firematic
18. Ignition transformer
19. Oil Cartridge
20. Oil Canister
21. Oil Valve
22. Nozzle
23. Nozzle adapter
24. Pressuretrol
25. Primary control

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The Service Contract plans ***DO NOT COVER:***

1. Malfunctions due to:
 - switches left off;
 - failure to fill manually fed boilers or flush low water cut-offs;
 - blown fuses;
 - electrical failures unrelated to heating system;
 - flooded cellars and system freeze-ups even if due to failure of a covered part
2. Antifreeze
3. Purging of air in hot water heating pipes
4. Complete replacement of oil burner, boiler, furnace, combustion chamber or heat exchanger
5. Air conditioning equipment
6. Plumbing service work or equipment
7. Thermostats
8. Heat and hot water distribution systems and their accessories including, but not limited to:
 - Pressure reducing valve
 - Back flow valve
 - Boiler drain
 - Circulator and associated parts
 - Circulator relay
 - Flange gaskets
 - Relief valve (boiler and domestic)
 - Expansion tank
 - Low water cut-Off
 - Mixing valve
 - zone valve and zone valve heads
 - Flo check
 - Air Vents
 - Smoke pipe and draft controls
9. Tankless coils, gaskets, and related labor
10. Oil tank and oil lines, fills, vents and gauges
11. Draft inducers and power venters
12. Blower motors
13. Blocked chimneys and faulty chimney drafts
14. Burner service required due to failure of adequate fuel supply if your delivery is being held due to unsatisfactory credit status

GENERAL CONDITIONS

- I. This contract becomes effective only if the serviceman determines upon the initial inspection that the oil furnace/boiler/water heater is in acceptable condition. If the unit is found not to be in acceptable condition, the Customer may choose to have it brought up to acceptable condition by paying for service at our regular service rates for parts and labor. The equipment will be inspected annually and we will advise the customer of issues that may cause cancellation of contract or limit the availability of Premium or Premium Plus coverage, such as age or condition of the equipment.

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- II. The term of the contract is for a one- (1) year period and will renew automatically every year. Either party shall, at least 30 days prior to the renewal date, notify the other in writing of their desire not to renew this contract.

- III. BEFORE CALLING FOR SERVICE, PLEASE CHECK THE FOLLOWING:
 - 1. Thermostat – is the setting well above room temperature and turned on?
 - 2. Oil Tank – make sure that there is enough oil in your tank.
 - 3. Emergency Switch – be sure the emergency switch has not been turned off accidentally
 - 4. Electrical Power – if there is no power, the burner can't run
 - 5. Circuit breaker – if the oil burner fuse or the main fuse has blown, replace the fuse with one of the proper rating or reset the circuit breaker
 - 6. Check manual reset if present
 - 7. Reset button – if everything seems OK, press the reset button on the master control. If the burner does not start or does not continue to run, do not press reset button again. Call (508) 945-1100.

- IV. Trained service technicians will perform all service under this contract in a workmanlike manner.

- V. The customer agrees to purchase all of the heating requirements from Whiteley Fuel Oil Company for the term of this contract. The company reserves the right to cancel the contract immediately upon breach of any part of this contract or upon customer terminating their heating oil delivery or failure by customer to keep their account in good standing.

- VI. Cleaning, testing, and adjusting will normally be performed on an annual basis after payment for the contract year. If you do not make reasonable effort to schedule your annual cleaning, we reserve the right to deny contract renewal due to improper maintenance of your system.

- VII. Customer may transfer the contract to a new owner with prior notice to the company and if the new owner provides the company with an updated signed contract.

- VIII. W. Vernon Whiteley, Inc. and Whiteley Fuel Oil Company will not be responsible for bodily injury or property damage arising from the disposal, discharge, dispersal, release or escape of oil, any petroleum substance into or upon the customer's property, surrounding properties, the atmosphere, the soil, any water source or body of water, or the environment unless caused by the direct negligence of Whiteley Fuel Oil. In no case shall Whiteley Fuel Oil Company's liability for any such damage exceed \$1,000.