

## GENERAL CONDITIONS

1. This agreement is between the customer and Holliston Oil, herein referred to as the Company. The Elite and Premier Oil Heat Maintenance Packages are only valid if ALL heating oil is also purchased through the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the heating system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable in a real estate transaction.
2. This agreement is offered to all customers subject to an inspection and approval of their equipment.
3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the invoice. This agreement is effective for a twelve month period and will automatically renew unless notified by either party in writing within 30 days of the anniversary date. If the customer cancels the plan for any reason before the end of the service period, the customer is responsible for the remaining balance on the service plan.
4. Priority Service is defined as first available service and will be billed at normal business hour rates (M-F 7:00AM-4:00PM). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate.
5. Only EMERGENCY SERVICE will be performed outside of normal business hours. Emergency Service shall be defined as no heat during the heating season or a problem creating an unsafe condition or causing damage to property. Non-emergency calls will be dispatched the next regular business day, unless otherwise requested by customer. Non-emergency calls will be subject to overtime rates less your applicable discount.
6. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze-up, acts of God, or civil disturbance.
7. The Company does not guarantee availability of parts but will make every effort to obtain parts which may be required. This agreement covers replacement of obsolete parts if available.
8. Service repair discounts associated with Oil Heat Maintenance Packages or Water Heater Maintenance Package are only eligible toward the replacement of existing parts and the required labor of the current heating system in place. The respective plan discounts will not be valid toward parts and labor associated with upgrading equipment, converting energy sources, or new equipment installations. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.
9. Scheduling the date of your annual heating system tune-up and efficiency test is the responsibility of the homeowner each year.
10. The 20% or 40% discount on parts and labor does not apply to system replacements.
11. The Company will provide an oil tank replacement for a qualified oil tank in the event that the tank leaks due to internal corrosion. Oil tanks covered under this program must be inspected and qualified by the Company to ensure coverage. For tanks that do not qualify or tanks that require replacement for reasons other than internal corrosion, the Company will issue a \$500 tank replacement coupon. Accidental damage is not covered by the coverage. The Oil Tank Peace of Mind Coverage does not cover environmental cleanup, property damage, waste disposal service, or other damages or losses caused by a tank leak or system failure even if the tank has qualified. To the extent permitted by law, there is no warranty of merchantability or other implied warranty. Any claim for breach of warranties must be brought during the one year period or within 90 days thereafter. The Company will remove and replace the faulty tank. The Fire-O-Matic valve, tank gauge, and vent alarm will be replaced if needed at no extra charge. The cost for permits, changes required by current safety codes (such as new fill or vent pipes, new oil supply lines, or oil safety valves), difficult to access equipment, or other unusual circumstances will be billed to the customer. Customer will be responsible for providing access to a tank that has been enclosed or built in, or where there is not adequate clearance to move the tanks in or out of the building.

HOLLISTON OIL SERVICE



**BE WORRY-FREE**  
with an Oil Heat Maintenance  
Package you can count on

**[hollistonoil.com](http://hollistonoil.com)**

**508.429.2075** 

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[info@hollistonoil.com](mailto:info@hollistonoil.com)

## ANNUAL HEATING SYSTEM TUNE-UP

Your heating system will be tuned up annually (at no additional cost). This will ensure that your equipment operates at maximum efficiency. Benefits of our annual heating system tune-up:

- ✓ Improved equipment efficiency
- ✓ Promotes healthy, clean air
- ✓ Guards against unexpected failures
- ✓ Prolongs equipment life
- ✓ Supports lower utility costs

- 1 Replace oil filter cartridge and/or spin-on
- 2 Replace fuel-pump strainer and gasket
- 3 Replace burner nozzle
- 4 Visually check oil tank and tank legs
- 5 Check and flush oil line clean
- 6 Adjust and clean electrodes (replace if necessary)
- 7 Inspect burner end cone/tube
- 8 Inspect burner drive coupling
- 9 Test burner ignitor
- 10 Vacuum boiler or furnace flues and flue pipe
- 11 Clean burner fan and air shutter
- 12 Replace air filter (hot air system, 1" filter only)
- 13 Inspect blower motor and belts (hot air system)
- 14 Inspect combustion chamber
- 15 Check chimney draft
- 16 Test all safety controls
- 17 Test high-temperature limit safety
- 18 Flush and test low-water cutoff (steam systems)
- 19 Test service switch operator
- 20 Efficiency test

Our technician will provide you with an inspection report upon completion of your tune-up.

## OIL TANK PEACE OF MIND COVERAGE

LEVEL OF COVERAGE SUBJECT TO INITIAL INSPECTION ALONG WITH FOLLOW UP INSPECTIONS ON AN ANNUAL BASIS

- Holliston Oil will provide an aboveground heating oil tank replacement (maximum capacity 330 gallons) in the event your qualified oil tank leaks due to internal corrosion. You must have all of your heating oil delivered by Holliston Oil. We are able to include this coverage as our premium heating oil provides an extra layer of protection against internal corrosion.

For qualified tanks that leak for reasons other than internal corrosion, a \$500 coupon will be issued toward a new oil tank replacement. For tanks that do not qualify, a \$500 coupon will be issued toward a new oil tank replacement.

\*See General Conditions #11 for details

## ELITE MAINTENANCE PACKAGE

\$275 Annually

A cost-effective way to keep your heating system operating safely and reduce the amount of fuel your system uses.

### INCLUDES

- ▶ Annual Heating System Tune-Up & Efficiency Test
- ▶ Oil Tank Peace of Mind Coverage
- ▶ 20% Discount on Service Repairs  
Includes parts and labor (excludes system replacements)
- ▶ Priority Service & Scheduling
- ▶ 24-Hour Emergency Service  
(At a 20% discount, parts and labor)
- ▶ \$250 New Heating System Installation Discount  
(When installed by Holliston Oil)

## PREMIER MAINTENANCE PACKAGE

\$325 Annually

The most comprehensive plan in the area. It's the plan to choose for ultimate security and home comfort.

### INCLUDES

- ▶ Annual Heating System Tune-Up & Efficiency Test
- ▶ Oil Tank Peace of Mind Coverage
- ▶ 40% Discount on Service Repairs  
Includes parts and labor (excludes system replacements)
- ▶ Priority Service & Scheduling
- ▶ 24-Hour Emergency Service  
(At a 40% discount, parts and labor)
- ▶ \$500 New Heating System Installation Discount  
(When installed by Holliston Oil)

## WATER HEATER MAINTENANCE PACKAGE

\$175 Annually

### INCLUDES

- ▶ Annual System Tune-Up  
(Must be done in conjunction with the heating system)
- ▶ Discount on Service Repairs  
Discount percentage depends upon enrollment in either Elite or Premier Maintenance Package.  
Includes parts and labor (excludes system replacements)

