

# **Residential Oil Heating Service Agreement Provided Only to Our Automatic Oil Delivery Customers**

*Holliston Oil Service, Inc. has been serving the community for over 60 years. We are a full-service oil company providing all of your oil heating needs, including all types of oil heat installations. We also offer diesel fuel for both on- and off-road use, as well as kerosene.*

## ***This Agreement Includes:***

### **Annual Tune-Up**

One complete tune-up and inspection of your heating system, to assure efficient operation of your heating system. You will be notified when your tune-up is due. It is then the customer's responsibility to call and schedule an appointment.

### **Emergency Service**

Available 24 hours a day, 365 days a year at no charge to the customer on covered items. Emergency service is defined as No Heat (October 1 thru April 30<sup>th</sup>), severe smoke, or major water or oil leaks.

### **Scheduled Services**

Available Monday - Friday 7:00 a.m. to 4:00 p.m. at no charge to the customer on covered items.

### **Additional Zone Coverage**

The basic agreement covers one zone valve powerhead and/or one circulator pump. The zone that is covered in this agreement includes the kitchen. Additional zones may be added to the agreement for the additional cost of \$25 per zone.

## ***Parts Covered:***

<b>Air Filter*</b>	<b>Burner Head</b>	<b>Fuel Pump</b>	<b>Solenoid Valve</b>
<b>Aquastats (standard equipment)</b>	<b>Burner Motor</b>	<b>Glass Gauge</b>	<b>Thermostat (standard)</b>
<b>Blower Motor up to 1/3hp*</b>	<b>Burner Nozzle</b>	<b>Ignition Leads &amp; Clips</b>	<b>Service Switch</b>
<b>Blower Bearings*</b>	<b>Cad Cell Eye</b>	<b>Ignition Transformer</b>	<b>Steam Pigtail</b>
<b>Blower Belt*</b>	<b>Cad Cell Holder</b>	<b>Inlet Air Damper</b>	<b>Vent Cap</b>
<b>Boiler Drain</b>	<b>Circulator (1)</b>	<b>Nozzle Line</b>	<b>Unifil</b>
<b>Boiler Gauge</b>	<b>Draft Regulator</b>	<b>Nozzle Adapter</b>	<b>Zone Valve – Power-Head only (1)</b>
<b>Burner Air Tube</b>	<b>Electrodes</b>	<b>Oil Filter</b>	
<b>Burner Coupling</b>	<b>Emergency Switch</b>	<b>Pressurtrol</b>	
<b>Burner Fan</b>	<b>Fan &amp; Limit Control</b>	<b>Primary Control**</b>	
	<b>Firomatic Valves</b>	<b>Pump Strainer</b>	
	<b>Flue Pipe up to 7"</b>		

\*Applies to oil-fired hot air furnaces only

\*\*Covers only 50% of R81 series master controls

## Exclusions

All parts that are not listed above are specifically excluded from this agreement including, but not limited to, the boiler or furnace, the distribution system, boiler feed and relief valve, expansion tank (any type), domestic water heating parts, and tankless coil or hot water storage tanks, oil tanks or oil lines. Does not cover any powerventers or direct-vent burners. Does not cover equipment while in use for air conditioning.

## Terms and Conditions

Automatic Oil Delivery is required. If customer sells house during policy period, no refund will be made. New owners may receive policy in effect until renewal date. It is then their decision to continue coverage.

This agreement only covers domestic residential #2 fuel oil burners with a maximum firing capacity of less than 3GPH.

This agreement will automatically renew on the anniversary date unless terminated by either party with written notice at least 30 days prior to the anniversary date.

Customer must maintain their accounts in accordance with our standard credit terms — payment must be made within 30 days of receipt of bill. We may suspend this agreement if customer fails to meet his/her obligation to our company.

LIABILITY: This agreement does not cover liability for injury or consequential damage resulting from defects in or the operation or non-operation of customer's heating unit or its appurtenances or any other equipment, nor does it cover liability for loss or damage resulting from unavoidable delays beyond our control. Failure to perform hereunder due wholly or partially to labor disturbances, fire, accidents, lack of materials, governmental regulations, or any causes beyond the company's control.

Calls resulting from no water in system, switches off, blown fuse, frozen pipes, air in system, or any condition or defective part not specifically listed will be charged at our prevailing prices and service rates. Failure to have an unoccupied house checked daily during below freezing weather may void this agreement.

No salesman or agent of Holliston Oil, Inc. may verbally or otherwise alter or add to the printed terms or conditions herein. Customer may not rely on any representations, agreements, or warranties, express or implied, which are not written herein.

This agreement does not cover parts damaged by water, fire, hurricane, tornado, acts of God, accident, lightning, tampering or abuse. This agreement does not cover repairs to a unit which has been serviced by any person other than authorized agents of our company.

Holliston Oil, Inc., does not guarantee availability of parts but will make every effort to obtain parts which may be required. This agreement does not cover replacement of obsolete parts. Upgrading the heating equipment by the replacement of obsolete parts with new parts, as well as modernization programs, although not included in this agreement are available at a nominal cost.

Holliston Oil, Inc. reserves the right to charge for missed Tune-up appointments.