

DIRECT OIL NORTH THORNWOOD, NY 10594

ENERGY SAVING OIL BURNER SERVICE CONTRACT

Our oil burner service agreement is a 24 hour, 7 day a week agreement. This contract covers annual cleaning and servicing of one (1) oil heating unit for the term of the contract listed below. In addition, we will repair or replace, at no extra cost, worn or defective parts on the oil burner listed below.

The annual cleaning includes:

- ✓ Oil filter element & gasket replacement
 - ✓ Pump strainer & gasket replacement
 - ✓ Nozzle replacement
 - ✓ Clean & adjust electrodes
 - ✓ Air filter (H.A.F.)
 - ✓ Brush & vacuum flue passes
 - ✓ Combustion efficiency test
 - ✓ Oil fan motor bearings & circulator bearings
- Steam Systems:
- ✓ Water gauge glass flushing
 - ✓ Flush & test low water cutoff

** On steam systems, the low water cutoff/water column should be flushed periodically and we assume no responsibility for its operation. This will be done during the annual service if required.

Repair or replacement of covered parts includes:

- ✓ Oil burner motor (up to ¼ hp)
- ✓ Gaskets
- ✓ Fuel pump & strainer (excluding 2 stage)
- ✓ Oil burner fan
- ✓ Pump coupling
- ✓ Burner retention head
- ✓ Delayed oil valve
- ✓ Cadmium cell
- ✓ Cadmium cell relay
- ✓ Nozzle & strainer
- ✓ Emergency switch
- ✓ Smoke pipe
- ✓ Ignition transformer
- ✓ Air filters
- ✓ Ignition wires
- ✓ Ignition electrodes
- ✓ Electrode assembly
- ✓ Firomatic valve
- ✓ Nozzle line
- ✓ Oil filter assembly
- ✓ Oil pump solenoid valve
- ✓ Blower motor up to and including 1/3 hp (Hydro air blower not included)

This service policy provides for the repair or replacement and labor or any of all parts listed above. Excluded from this plan are the repair or replacement of any part or device that water passes through, including, but not limited to, piping, circulator pumps., power vents, zone valves, radiation, valves, domestic hot water hook ups, hot air dampers, primary controls, aquastat controls or any other controls.

PLEASE NOTE: This plan covers only the parts listed unless otherwise specified. All other parts will be repaired or replaced on a time and material basis.

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Terms and Conditions:

- Parts or labor required as a result of abnormal conditions such as water damage, fire, flood, freezing, war, hurricane, or other such acts of God, power failure, fuel run-outs, failure to check water level cutoff, damage or loss resulting from delays or failure to render service for reasons beyond our control and/or customer negligence.
- Oil tanks containing water, sludge, or heating units having excessive previous service.
- We will not be liable for damages resulting from heat failure in a vacant or unoccupied home; whether it is burner failure or lack of fuel, as vacant property should be checked daily by the owner or owner's agent.
- We reserve the right to reject this agreement upon inspection of the heating system up to and including 30 days from the invoice date.
- Coverage is for residential heating units unless otherwise specified.
- This plan is effective for one (1) year from the invoice date and will renew annually, subject to our right to modify the plan, price, and/or terms effective on the anniversary date.
- The paid invoice constitutes a final agreement between both parties.
- All replacement parts are subject to availability (obsolete oil burners for which parts are abnormally difficult to obtain, are not included in this coverage agreement).
- This plan supersedes and cancels all prior agreements between the parties for burn service.
- Contract price covers one heating zone and standard controls. Additional zones and controls are subject to additional cost.
- Our service liability is limited to a reasonable value of service and parts in each contract not to exceed \$1,000.00.
- We make no warranties expressed or implied, including but not limited to any warranty of merchant ability of fitness for a particular purpose except as expressly set forth herein. No warranty is made as to the ability of the system to supply heat or hot water required by the customer.
- A customer is responsible for service charges due to insufficient fuel in tank.
- A customer is responsible for service charges due to fuel flow problems due to jelling or sludge.
- A person other than one of our employees/technicians or affiliates rendering repairs or adjustments of the equipment will void this contract.
- Service work not covered by this contract will be billed at time and material at the current hourly rate.

Termination:

The agreement may be terminated at any time by either party. Credit will be given at a pro-rated value taking into consideration parts and labor up to the point of termination and length of time the contract has been in force.