

Reduce Worries & Expenses with a Service Plan



Our service plans include an annual preventive maintenance tune-up to reduce the risk of problems. This keeps your system operating at peak efficiency for maximum energy savings. We also give you a **100% satisfaction guarantee**. If something is not right, we'll correct it.

A service plan gives you:

- 15% discount** on all covered repairs
- Reduced diagnostic fees** during business hours
- Guaranteed priority service**
- Up to \$600** of Loyalty Credits

Our Service Plans can also be transferred from the home seller to the home buyer.

Earn \$50 in Annual Loyalty Credits

Earn \$50 in Loyalty Credits each consecutive year you purchase a service plan. You can build up as much as **\$600** in credits by being a loyal service plan customer. The amount of credits you can apply to equipment installed by us is shown at the right. Credits are not transferable, have no cash value, and can only be used to save money on equipment from The Fuel Company.

boiler	\$600
burner	\$100
combustion chamber	\$150
ductless mini-split / heat pump	\$300
furnace	\$300
air conditioner	\$300
oil tank	\$250
programmable digital thermostat	\$50
water heater (gas or electric)	\$150
water heater/indirect tank (oil-fired)	\$200



Oil Heating Care Plan

Overview

- Annual Tune-up (during business hours)
- Reduced Diagnostic Fee
- 15% discount on covered parts & labor
- Priority service
- \$50 in Loyalty Credits for yearly renewal

To ensure your system operates at maximum efficiency, we will:

Tune-Up

- Test and adjust oil burner using combustion testing equipment
- Inspect combustion chamber
- Oil motors on burner, fans, and circulators
- Clean and check electrodes and nozzle assembly
- Install air filters, oil filter cartridge, and burner nozzle (if necessary)
- Check all safety, operating controls, oil tank, and oil lines
- Vacuum furnace and flue pipe, including chimney base (where accessible)



Gas Heating Care Plan

Overview

- Annual Tune-up (during business hours)
- Reduced Diagnostic Fee
- 15% discount on covered parts & labor
- Priority service
- \$50 in Loyalty Credits for yearly renewal

To ensure your system operates at maximum efficiency, we will:

Tune-Up

- Clean and test burners for safety
- Check gas pressure
- Inspect flue for restrictions and leaks
- Check Heat Exchanger for cracks/leaks
- Verify CO₂ levels within range
- Check thermostat and change filters
- Lube fan and motor bearings
- Inspect condensate pump and water PH



Ductless Care Plan

Overview

- Annual Tune-up (during business hours)
- Covers maintenance for one (1) outdoor unit and one (1) indoor ductless unit
- Reduced Diagnostic Fee
- 15% discount on covered parts & labor
- Priority service
- \$50 in Loyalty Credits for yearly renewal

To ensure your system operates at maximum efficiency, we will:

Tune-Up

- Covers maintenance for (1) outdoor and (1) indoor unit for that system
- Clean condenser coil
- Check refrigerant charge with superheat subcooling method. Add additional refrigerant if needed, billed separately
- Inspect crankcase heater
- Check condensate drain and ensure it is not clogged
- Clean and change air filter(s) to ensure proper air flow
- Check air temperature difference across evaporator coil

Terms and Conditions

1. Oil Heating Care Plan is available to automatic delivery customers who purchase their entire fuel supply and heating system services from The Fuel Company, Inc. Service Plans are automatically void and non-refundable if the customer terminates their account.
2. If the customer selects monthly billing for their Service Plan and they cancel their plan for any reason before the end of the 12 month period, the customer will be billed for any work that was completed under the service plan. The customer will be billed at a prorated amount.
3. We reserve the right to inspect equipment prior to or during the term of the Service Plan coverage. If, on inspection, customer's heating equipment is found to be obsolete or otherwise unacceptable, the contract coverage will be canceled and a prorated refund will be returned to the customer. Any repairs required to bring equipment up to acceptable condition are excluded and will be charged separately.
4. These plans apply only to residential systems.
5. The term of the plan is for a one (1) year period and will renew automatically every year unless terminated by either the customer or company. Either party may cancel the renewal of the plan with written notice prior to the expiration date. There are no prorated refunds.
7. All work performed under this plan is billed at the time of service and balances owed are due and payable in full within thirty (30) days of issuance of statement. In the event that charges are not paid when due, customer agrees to pay a finance charge. A finance charge will be assessed on past due balances at the rate of 1 ½% per month (18% A.P.R.) or the maximum rate allowed by Massachusetts statute. Customers' accounts must be kept current. Failure to do so may, at the discretion of the Company, void this agreement.
8. Service is available 24 hours a day, 365 days a year. Tune Ups and Annual Maintenance will be provided during regular service hours. Emergency Services provided outside regular service hours will be discounted off our overtime hourly rate.
9. Tune-ups and annual maintenance are performed by our Service Department during normal working hours (Monday–Friday 8:00 am to 4:30 pm EST excluding holidays). Scheduling is the homeowner's responsibility, and there will be no refunds for the tune-ups not performed.
10. This agreement only covers heating system parts and components that fail due to normal wear and tear. The Fuel Company, Inc. is not liable for the inability to supply parts that are no longer available due to obsolescence. Nor does it cover the replacement of the complete oil burner, boiler, furnace, domestic (indirect or fuel fired) hot water heater, air handler, domestic plumbing, domestic wiring, ductwork, oil line or oil storage tank. Replacement of obsolete parts or complete systems will be done on a non-discounted time and material basis.
11. The Fuel Company, Inc. shall not be liable for damage from flood, fire, storm, acts of God or other abnormal causes beyond our control, such as freezing, improper electrical supply or loss of electricity, which may affect the normal and customary operation of the equipment. The Fuel Company, Inc. will not assume responsibility for loss of heat or any damage resulting from a freeze-up in an occupied, unoccupied or vacant dwelling. It is the customer's responsibility to arrange for temperature monitoring if customer is away from the premises.
12. There shall be no liability, for any reason, on the part of the company for work done by anyone else, unless such person is authorized, in writing, by the company to perform such work or furnish parts.
13. This agreement is transferable to a new homeowner should you sell your home during the term of the plan and the new homeowner is accepted as a customer under the Terms & Conditions and Customer Responsibilities of The Fuel Company, Inc.

