

# ABC Fuel Oil Co. Inc.

## OIL BURNER SERVICE POLICY

1. Annual cleaning and inspection of oil burner and furnace (boiler) including tune-up and adjustments as required.
2. Free repair or replacement of the following list of parts, including labor.

### Hot Water or Steam System

Aquastat  
Burner Motor  
Burner Assembly  
Electrodes  
Porcelains  
Circular Motor to main living area  
Cad Cells  
Cad Cell Relay  
Stack Relay  
Thermostat to main living area (std)  
Fuel Pump & coupling  
\*Wiring (furnace side of switch)  
Transformer  
Oil Filter  
Nozzle  
\*Oil Tank Valve  
\*Fuel Line (inside, exposed only)  
\*Gauge Glass & washers  
\*Smoke Pipe  
\*Pump Strainer  
\*Vent Alarm

### Hot Air System

Blower Motor ¼HP (larger @ extra cost)  
Burner Motor  
Burner Assembly  
Electrodes  
Porcelains  
Fan limit control  
Cad Cells  
Cad Cell Relay  
Stack Relay  
Thermostat to main living area (std)  
Fuel Pump & coupling  
\*Wiring (furnace side of switch)  
Transformer  
Oil Filter  
Nozzle  
Blower Belt  
\*Oil Tank Valve  
\*Fuel Line (inside, exposed only)  
\*Smoke Pipe  
\*Pump Strainer  
\*Vent Alarm

\* These parts are newly added to the list. Were not a part of previous service policies.

3. Free 24 hour emergency service as described in the General Conditions.

CUSTOMER INFORMATION: \_\_\_\_\_

NAME: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_

TYPE HEAT: \_\_\_\_\_

MAKE OF FURNACE: \_\_\_\_\_

## GENERAL CONDITIONS

1. All parts listed and the labor to replace them are covered by this policy on a normal or emergency basis.
2. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as NO heat, NO hot water, or any other condition the Duty Serviceman feels could create an unsafe condition or cause damage to property. Non-Emergency work, if requested would be billed at our standard overtime rates.
3. Service on the water or steam side of a boiler (beyond the circulator motor) is not covered i.e. purging air from system, draining expansion tanks, servicing feed and relief or safety valves.
4. Service which is normally considered a "Customer Responsibility" is not covered by this policy, i.e., switches turned off, fuses or circuit breakers blown, thermostat set properly, add water to boiler, etc.
5. Service on frozen or gelled fuel lines is not covered by this policy.
6. Will-call customers requiring start-up after running out of oil will be charged for such service.
7. This Service Policy will remain valid only as long as the Customer buys his total oil requirements from this Company. If oil deliveries are stopped for any reason this agreement is automatically terminated and no refund for unexpired time will be made.
8. Failure to pay for Service Policy within 30 days will result in automatic termination. Failure to keep balance for oil payments current will also result in cancellation unless arrangements are made with our Credit Manager.
9. Repair or replacement of parts damaged by fire, flood (water), lightening or other Acts of God are not covered by this Policy.
10. The Company endeavors to maintain a large stock of parts on service trucks and in it's storeroom. However, we are not responsible for damage or inconvenience created by parts not being immediately available. Efforts will be made to secure all parts in the most expeditious manner.
11. Due to the fact that parts are no longer available for some types of older heating equipment, the Company reserves the right to refuse Service Policy coverage. Charge-for-service will be provided to the best of our ability.
12. Any work performed on the heating system by other than ABC personnel will invalidate the coverage under this policy.
13. For your convenience, your Service Policy will be automatically renewed on its anniversary date. If you no longer wish to continue the Service Policy you must notify the Company. The cost of the Service Policy will be charged to your account when you are billed. Failure to pay within 30 days will cancel the Policy. If you are a Budget Customer and the Service Policy is in your Budget payment it will continue that way. If you are a Budget customer with a credit balance the cost of the policy will be deducted from that balance unless you cancel the Policy.
14. Service work completed in anticipation of Service Policy renewal (primarily annual tune up's) will be billed at standard rates if the anticipated renewal is cancelled.



# ABC

**FUEL OIL CO. INC.**  
25 N. Lockwillow Avenue  
Harrisburg, PA 17112  
Phone (717) 545-4758

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