

RESIDENTIAL HEATING SYSTEM PROPANE SERVICE CONTRACT

This service contract covers all routine service and maintenance of your residential propane fired furnace or boiler. In addition this contract covers all service calls related to a complete mechanical system failure after regular business hours. You will have peace of mind knowing that your system is operating up to its maximum efficiency.

ANNUAL COST \$210.00

ANNUAL TUNE-UP INCLUDES:

- Perform complete safety inspection and gas line pressure test
- Test all safety controls and visually inspect wiring, where possible
- Check and adjust ignition system and flame sensing components
- Vacuum heating appliance and smoke pipe as needed
- Lubricate motors and bearing assemblies as needed
- Seal air leaks around combustion chamber and venting as needed
- Tune up and adjust burner for maximum efficiency
- Complete combustion efficiency test
- Inspect propane tank, regulators and gas lines

PARTS INCLUDED IN SERVICE CONTRACT:

| | |
|---------------------------|---------------------------------|
| Air Filter | Gas valves |
| Internal boiler aquastat | Gas control |
| Blower motor (up to ¾ hp) | Ignition control |
| Burner motor (inducer) | Igniters |
| Burners | Pilot assembly |
| Electrodes | Pilot generator or thermocouple |
| Emergency service switch | T87 thermostat |
| Fan and limit switches | Thermal switch |
| Flame detection rods | Internal 24 v transformers |
| Venting pressure switches | PC boards |

*****Your current contract expires on: _____*****

EXCLUSIONS FROM SERVICE CONTRACT

| | |
|--|--|
| Boiler sections and combustion chambers | Heat exchanger and combustion chambers |
| Distribution systems (baseboard, radiators radiant floor systems & controls) | Ductwork and zone controls |
| Steam system components | Humidifiers |
| Indirect fired water heaters | Blower housing and cage |
| Air conditioning equipment | Tankless coils and gaskets |
| Resizing gas lines due to system changes | Frozen pipes |
| Power venters and vent dampers | Handling and removal of asbestos |
| Wood or coal add-on units | Venting components, all materials |
| Anti- freeze | Condensate pumps |
| Temperature/pressure gauges | Specialty controls |
| Convactor fans/components | Domestic water flow switches |

OPTIONAL WATER PARTS PLAN:

BOILER WATER PARTS: This plan can be added to a basic plan covering the boiler. This plan includes all additional electrical parts not covered under the basic plan above and can only be added if the basic contract is purchased. The same terms and conditions apply to this optional plan, as listed above.

The cost for this plan is \$100.00

They include:

| | |
|---|-------------------------|
| Standard 1/25 th hp circulator (1) | Flow check (1) |
| Transformer | Expansion tanks |
| Low water cutoff | Zone control valve |
| Water feeder | Pressure reducing valve |
| Backflow preventer | External Aquastats |
| Boiler relief valves | Flange gaskets |
| Air vents (hi-vent) | |

TERMS AND CONDITIONS

- Valley Gas & Oil Company reserves the right to inspect and approve all heating equipment and systems to be covered. The agreement will only provide coverage for heating systems that are properly installed according to state and local codes. This agreement does not cover parts and labor associated with the upgrading of the heating equipment or system to meet new changes in the codes.
- Service calls after **5PM** weekdays, or on weekends and holidays, because of a complete mechanical failure resulting in **NO HEAT**, will be covered under this plan. All other calls deemed necessary by the customer during these hours will be billed at current labor rates.
- Valley Gas & Oil Company's service plan is available to all customers that purchase their entire year's propane from us with an automatic delivery account. This agreement will automatically terminate with out refund if the customer fails to maintain an automatic delivery account, if the customer terminates their account with Valley Gas & Oil

Company, or if anyone other than a Valley Gas & Oil Company employee renders service to the heating equipment. This agreement may also be terminated by the Company with out refund if the customer's payment's on their accounts become delinquent.

- This service contract is not transferable with the sale of a property and it may require a re-inspection with the new owner.
- Payment for this service contract is due with in thirty (30) days of the invoice date. If payment is not received with in thirty days, the service contract shall be terminated, with all service work performed re-billed at current rates for parts, taxes and labor.
- This agreement will remain in effect for one year from date of the invoice and will automatically renew at the Company's prevailing rates at the time of renewal on a year to year basis unless either party gives at least five days prior written notice of termination. A refund for a plan already renewed may be issued up to 30 days after the renewal date provided no service has been performed as part of that renewal. No refunds will be issued after 30 days past the issue date or renewal date.
- Valley Gas & Oil Company shall not be held responsible for parts, components and materials that are discontinued, obsolete and unavailable.
- This plan covers the central heating system warm air furnace or hot water boiler and the manufacturers components installed at the factory. Any external parts or components that are field installed are not covered by this contract. A separate hot water contract may be purchased to cover these parts on a hot water heating system.
- This plan only covers a single boiler or warm air furnace, up to the maximum firing rate of 200,000 BTU'S.
- Any time in excess of two hours for the initial tune-up on a boiler or furnace will be billed at labor rates in effect at that time.
- This agreement does not include, and the customer will be charged separately for service required as a result of the customer's failure to replace fuses, reset circuit breakers, set thermostats correctly, or turn on the emergency service switch.
- Valley Gas & Oil Company reserves the right to determine whether to replace or repair equipment that has failed. When equipment is replaced, it is the Company's intention to use a comparable model. Replacement parts are subject to any manufacturer's warranty and any warranties implied by law. The company makes no express warranties regarding replacement parts.
- This agreement does not cover A) parts or labor required as a result of abnormal conditions such as water damage, fire, flood, freezing, hurricane, ice damage, power interruptions and power voltage problems, or other acts of nature, insufficient fuel when an account is not on automatic delivery or payments for fuel are in arrears. B) General plumbing, piping or hot water coil, household wiring, commercial heating equipment, venting issues due to build up of snow or ice causing system performance issues. C) Environmental damage, arising out of any leakage from any propane gas lines, propane tanks or any other part of the propane system. The company shall not be responsible for any consequential damage or loss. In no event shall the Company's liability exceed refund of the service plan payments received by the Company in the previous 12 months.

ACCEPTED DATE: _____

ACCOUNT: _____

SERVICE ADDRESS: _____

Please retain this copy for your records

VGOC 03/11

RESIDENTIAL HEATING SYSTEM PROPANE SERVICE CONTRACT

I/we would like the following service contract:

Basic service contract \$210.00

Water parts option \$100.00

Contract total: \$_____

Payment enclosed

Charge my credit card # _____(Discover, Master Card, Visa)

Expiration date _____

Date accepted: _____

Authorized Signature: _____

Account number : _____

Name (please print) : _____

Billing Address : _____

Service Address : _____

Please sign and return just this page.

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