

HEATING OIL SERVICE PLANS — A PHENOMENAL VALUE

We offer two service plan options to protect you against expensive repair bills. This coverage also ensures priority emergency service—24/7. We'll be happy to help you choose the plan that works best for you.

The Heating Comfort Plan

This plan covers dozens of repairs that are expensive to fix. You are assured quick response from one of our highly trained and certified technicians and true 24-7 emergency service for no-heat calls and other emergency situations.

Covered Parts:

→ Air Filters	→ Fire Matic Valve
→ Hot Water Aqua Stat (single only)	→ Fuel Pump Coupling
→ Warm Air Furnace Belts	→ Fuel Pump
→ Blast Tube	→ Ignition Wires
→ Burner Fan	→ Low Voltage Transformer
→ Burner Motor	→ Nozzle
→ Cad Cell Relay Control	→ Nozzle Adapter
→ Cadmium Cell	→ Nozzle Line- Internal/External
→ Circulator Relay	→ Oil Filter Cartridge
→ Delayed Oil Valve	→ Porcelain Insulators
→ Electrodes	→ Oil Pump Gasket
→ Emergency Cut-off Toggle Switch Boiler	→ Oil Pump Strainer
→ End Cone	→ Thermostat Non-Programmable (Heat Only)
→ Fan and Limit Control	→ Transformer Ignition

The Heating Maximum Comfort Plan

This plan expands coverage so you can avoid thousands of dollars in potential repairs. It also assures fast 24-7 emergency response from our team of professional technicians who fix the problem right the first time.

Covered Parts:

→ Air Filters	→ Fuel Pump Coupling
→ Hot Water Aqua Stat (single only)	→ Fuel Pump
→ ½" Pressure Reducing Valve	→ Hydronic High Vent
→ ½" Back Flow Protector	→ Ignition Wires
→ Warm Air Furnace Belts	→ Low Voltage Transformer
→ Blast Tube	→ Nozzle
→ Burner Fan	→ Nozzle Adapter
→ Burner Motor	→ Nozzle Line- Internal/External
→ Cad Cell Relay Control	→ Oil Filter Cartridge
→ Cadmium Cell	→ Oil Filter Assembly
→ Circulator Taco #007	→ Porcelain Insulators
→ Circulator Relay	→ 30lb Pressure Relief Valve
→ Delayed Oil Valve	→ Oil Pump Gasket
→ Draft Regulator	→ Oil Pump Strainer
→ Electrodes	→ Hydronic Purge Valve
→ Emergency Cut-off Toggle Switch Boiler	→ Combustion Smoke Pipe
→ End Cone	→ Thermostat Non-Programmable (Heat Only)
→ Extrol up to # 60	→ Transformer Ignition
→ Fan and Limit Control	→ Tridicator
→ Fire Matic Valve	→ Triple Aqua Stat

See reverse for terms and conditions.

TERMS AND CONDITIONS

1. Oil Burner **Emergency** Service is defined as “No Heat”, “No Hot Water”, “Smoke in Home” or “Severe Oil Leak”. All other calls are considered **Non-Emergency** calls, to be scheduled during normal business hours. **Emergency service calls as specified above performed after 4:30pm weekdays, on weekends, or on holidays incur no extra fees due to after-hours scheduling and include all the parts and labor savings benefits as outlined in your plan.**
2. **Non-Emergency service calls performed after 4:30 pm weekdays, on weekends, or on holidays will be charged a flat fee of \$200 and MAY BE SUBJECT TO FULL CHARGES for all parts and labor performed during the Non-Emergency after-hours call.**
3. The word “Burner” includes only such part or portion of the oil heating unit used in the igniting and burning of fuel oil.
4. The low water cut-off of a steam system is tested when the burner is inspected. We recommend that this control be flushed periodically but assume no responsibility for its operation.
5. Westmore Fuel Co., Inc. will use its best efforts to deliver prompt and proper performances of the services covered in this agreement. However, Westmore Fuel’s liability arising out of services rendered or parts supplied for any reason shall not exceed the cost of correcting any defective condition.
6. Payment for all service plans is due net-10 days from invoice (unless on a budget plan). Service plans may be terminated by Westmore if the plan is not paid within terms. Upon termination, any outstanding service call(s) will be billed on a time & material basis.
7. All service plans are limited to customers who purchase fuel exclusively from Westmore Fuel on an automatic delivery basis and consume a minimum of 500 gallons annually. Failure to do so could result in plan termination.
8. We offer to provide the oil burner services as described. Service Plans will automatically be renewed unless cancelled in writing. The renewal charge will be at the rate in effect at the time of renewal. We do not offer our service plans on a prorated basis. We will not issue any refund on any part of the cost of your plan after it has been in effect for 90 days or if we have provided any parts or labor while your plan was in effect. No credit will be issued for unused services under any plan, nor will we carry over this right to any subsequent year. In the event of a home sale, the plan will be transferred to the new owner provided the plan is paid in full at the time of closing and the new owner continues fuel purchases from Westmore Fuel.
9. Tune-ups are not included in any plan but can be purchased separately at a discounted rate.
10. Customers are responsible for scheduling tune-ups. Customers can schedule tune-ups between March 1st through October 15th during normal business hours.
11. Repairs and replacement parts not included in the service agreement will be billed separately on a time and material basis.
12. This service agreement does not offer an express or implied warranty on parts or labor.
13. You will be billed a flat fee of \$125 if we find the following conditions upon arrival at your home; nobody home/no access, oil burner switch off, blown fuse/breaker, no power or water in house.
14. Two or more-unit coverage is available at a discounted rate.

PLAN EXCLUSIONS

- Does not cover service-related issues due to interruptions in oil deliveries due to; customer’s failure to keep account in good credit standing, provide us a safe access to the property.
- ANY part not listed on our plan(s) coverage.
- ANY failed part caused by non-normal operation
- Service not performed by Westmore Fuel.
- Damages to unoccupied homes. Repairs will be limited to failed components.
- Damages caused by failure to maintain automatic fuel delivery.
- Air conditioning or combination heating/air conditioning equipment.
- Damages caused by anti-freeze, fire, flood, or acts of nature/God.
- Any liability for the condition and maintenance of fuel tank or oil lines.
- Parts and labor required to restart burner due to lack of fuel caused by non-payment or foreign material/water in the fuel tank.
- Service requirements beyond State Occupational Licensing laws or local building and fire regulations.
- Service of obsolete equipment (where no parts are available).
- Frozen pipes.

IMPORTANT: Please review our no-heat checklist and other equipment-related issues that you are responsible for taking care of to ensure you are not billed for service. Westmorefuel.com/noheat

