

## **Terms & Conditions for Oil Heat Service Plan**

1. This Service Plan (“Plan”) covers only repairs to specified oil heat equipment that fails as a result of normal wear and tear. By enrolling, the customer accepts and agrees to the Terms and Conditions.
2. The plan includes an inspection and tune-up that will be performed once during the Plan term, generally between March and June. The tune-up will be done during regular working hours Monday thru Friday, as scheduled by the Alvin Hollis service department. The tune-up includes:
  - a. Cleaning of the interior heating surfaces
  - b. Cleaning the interior of the flue pipe
  - c. Inspecting the chimney
  - d. Clearing chimney base to flue entry level
  - e. Replace oil burner nozzle
  - f. Replace oil filter cartridge
  - g. Replace air filter (warm air system), one per system per year
  - h. Test and adjust oil burner for clean and efficient operation
  - i. Oil all motors
  - j. Perform ignition safety test
  - k. Inspect combustion chamber
  - l. Inspect general conditions
3. Alvin Hollis Co will repair or replace by exchange during the term of this Plan all defective, listed parts if available.
4. Alvin Hollis assumes the cost of labor as set forth in the Plan. Labor is included only for the repair or replacement of the listed parts. The CUSTOMER is responsible for the costs of any repairs made by Alvin Hollis that are not covered by the plan.
5. Alvin Hollis will respond to heating system failures that constitute an emergency, 24 hours a day, 7 days a week, within a 2 hour timeframe.
6. The Plan covers the following parts:
  - a. Oil burner motor
  - b. Ignition transformer
  - c. Fuel pump
  - d. Delayed ignition solenoid
  - e. Combustion Fan
  - f. Retention head and ring
  - g. Ignition controls
  - h. Burner operating Controls
  - i. System high limit control
  - j. Steam pressure operating control
  - k. Boiler operating controls

- l. Fan/limit Control
- m. Low Water Cut-off
- n. Thermostat (one per system, kitchen thermostat in multi thermostat systems)
- o. Emergency Switch
- p. Electrical Firomatic
- q. Circuit Breaker or Fuse
- r. Low Voltage Transformer
- s. Aquastat
- t. Blower motor and belt
- u. System circulator (for kitchen zone in multi zone systems)
- v. Smoke Pipe
- w. Oil tank vent whistle
- x. Oil firomatic valve

### **Allowances for repairs not covered by this plan**

- 1. \$60 Combustion Chamber repair or replacement
- 2. \$25 Boiler feed valve replacement
- 3. \$25 Boiler relief valve replacement
- 4. \$25 Thermostatic tempering valve repair or replacement
- 5. \$25 Water heater relief valve

### **General Terms and Conditions**

The term of this agreement is for one year and will be automatically renewed.

Tune-ups will be performed March 1 to Aug 31 and at other times as scheduled by Alvin Hollis Co.

Plumbing, piping, zoning controls, distribution systems and their parts are not covered by this plan.

Cancellation by the customer after 30 days of purchase or auto renewal will not generate a refund.

Alvin Hollis has the right to inspect the equipment and terminate this policy if the equipment is deemed unacceptable. This event will generate a pro-rated refund limited to payments received.

Repairs are not included that become necessary by fire, flood, accidents, or customer negligence.

Customer will provide a safe and reasonable access to the premises and equipment.

Alvin Hollis Co will not be responsible for delays in rendering service due to or arising out of strikes, riots, lockouts, transportation delays, accidents, acts of God, and acts of government, war or any similar cause beyond its reasonable control.

Plans are not transferrable to new owners of the property

Customer certifies that a valid permit for the storage of oil is posted on the premises.

Customer agrees to purchase all of their fuel oil from Alvin Hollis and maintain automatic delivery.

Alvin Hollis Co has the right to cancel this policy if the customer exceeds company credit terms

This agreement does not cover services required:

- a. When customer runs out of oil as a consequence of delivery having been suspended for delinquency in payments
- b. Failure of customer to maintain a proper water level in a steam boiler
- c. Emergency switch in the off position
- d. Thermostat set improperly