

Service Plans



Heutz Oil's 11-Point Oil burner Tune-up

Professional preventative maintenance is strongly recommended annually for all heating systems. Maintaining and adjusting your oil burner will help you save up to 10% on heating costs and add years to the life expectancy of this important equipment.

- Clean interior of heat exchange
- Clean flue pipe
- Replace oil-filter cartridge
- Replace oil burner nozzle
- Replace air filter
- Check combustion chamber
- Check electrodes and set proper gap
- Check and test operating and safety controls
- Check and lubricate motors
- Check and adjust fan belt
- Perform an efficiency test and adjust

Parts and Labor Coverage

If your furnace or boiler requires service, the parts listed below and the labor to replace them will be covered at no cost to you. This service is expected to occur during normal business hours.



30 Guaranteed Parts (Total replacement value over \$1500)

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| <ul style="list-style-type: none"> • Aquastat • Circulator and fuel pump couplings • Draft regulator • Electrodes • Fan • Fuel oil Pump • Fuel oil strainers • Fuel tank gauge • Fuel tank vent alarm • Hot water system circulator • H.W. system feed/relief valve • H.W. system expansion tank • H.W. system flow control valve • H.W. system thermostat gauge • H.W. system zone valve | <ul style="list-style-type: none"> • Leads and wiring • Nozzle • Oil burner fuses & wiring • Oil burner motor • Pressure regulating valve • Pressuretrol • Protectorelay • Steam gauge glass assembly • Steam system glass assembly • Transformers • Thermostat (standard type) • Fan motor • Tempering valve • Fan control • Filter (air, oil) |
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General Conditions and Exclusions

This Service Plan is available to automatic delivery customers only who purchase their fuel oil and all heating systems services from us during the term of the Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after our inspection and approval of your heating system and tank.

1. The term on the Plan is for a one (1) year period and will renew automatically every year unless terminated by either the customer or Company. The Plan automatically terminates if the customer no longer purchases all of its heating oil from the Company. No credit will be issued if the Plan is cancelled before the expiration date.
2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.
3. In addition, the Service Plan includes the TankSure® Program Limited Warranty. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. We recommend that an annual test of your fuel tank be performed. If a tank leak occurs due to corrosion after a zinc anode is installed, the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program Limited Warranty. A Warranty Certificate will be provided to you.
4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, such as failure to have sufficient fuel oil in the tank (unless oil is being delivered under our automatic delivery program), insufficient water for boiler, blown fuses, or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build-up in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs, or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.
5. Company will provide service as soon as practical and during regular business hours under normal conditions. Company will not be liable for any delay or failure to provide service due to conditions beyond its control, such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.
6. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, aboveground storage tanks (unless enrolled in TankSure® Program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, hot water heating systems, and air and venting systems. The combustion chamber, tankless coil, all water heaters, oil supply line, power vents, antifreeze (or components damaged by antifreeze), enertrols, or frozen pipes (including damage resulting from frozen pipes), also should the boiler or furnace need total replacement, contract would not apply. The Plan does not cover environmental clean-up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure, even if the tank has been tested ultrasonically and is enrolled in the TankSure® Program. Coverage for oil tank replacement is limited to \$1,000.
7. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties.
8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

Clip and Mail

Additional heating zones are subject to a \$15.00 charge

No. of zones _____ x \$15.00 = \$ _____

Name _____ Signature _____

Street _____

City _____ State _____ Zip _____

Home Phone _____ Daytime Phone _____

Before your scheduled maintenance, please remove all items from the area surrounding your oil burner and tank. The entire heating system, including the tank, must be accessible from our technicians. There will be an additional charge of \$25.00 for each additional fuel oil tank on the TankSure® Program.