

OIL & ENERGY Co.
SPADAFORE
OIL, HEATING & AIR CONDITIONING CO., INC.

693 N. Main Street
Leominster, MA 01453
978-534-5171
Fax: 978-537-8029

www.spadaforeoil.com

Name _____
Address _____
City _____ State _____ Zip _____
Home Phone _____ Cell _____
Best time to call _____
Email _____
Signature _____

Your signature acknowledges that you have read the terms and conditions in the accompanying service plan. If applicable, your signature also gives us permission to charge your credit/debit card or deduct payments electronically. Service plan coverage goes into effect after your system(s) is (are) given a satisfactory rating by Spadafore Oil.

GENERAL CONDITIONS

1. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO CALL AND SCHEDULE AN APPOINTMENT FOR ANNUAL MAINTENANCE.
2. SPADAFORE OIL AGREES TO RENDER SERVICE TO THE CUSTOMER'S OIL-BURNING EQUIPMENT FOR 1 YEAR FROM THE MONTH IN WHICH CUSTOMER ENROLLS IN THE PLAN (THE EFFECTIVE DATE). THIS SERVICE PLAN WILL BE RENEWED AUTOMATICALLY EACH YEAR UNLESS TERMINATED IN WRITING BY EITHER PARTY 60 DAYS PRIOR TO EXCEPTION.
3. EQUIPMENT IS SUBJECT TO INSPECTION AND APPROVAL OF SPADAFORE OIL BEFORE ACCEPTANCE OF THE GOLD OR PLATINUM PLAN. IF SYSTEM BREAKS DOWN BEFORE INSPECTION CAN BE DONE, CUSTOMER AUTOMATICALLY RECEIVES REPAIR DISCOUNTS UNDER THE BLUE PLAN. SYSTEM MUST RECEIVE A SATISFACTORY RATING BEFORE COVERAGE BEGINS. ANY REPAIRS REQUIRED TO REPLACE EQUIPMENT IN ACCEPTABLE CONDITION ARE EXCLUDED AND WILL BE CHARGED SEPARATELY.
4. UPON APPROVAL, ACCEPTANCE AND PAYMENT, SERVICE PLAN WILL BE EFFECTIVE IMMEDIATELY. PREVENTIVE MAINTENANCE AND COMBUSTION SERVICE WILL BE PERFORMED DURING THE PERIOD THE PLAN IS IN EFFECT AT THE MUTUAL CONVENIENCE OF CUSTOMER AND SPADAFORE OIL.
5. SERVICE PLAN IS NOT WRITTEN ON A PRORATED BASIS AND NO REFUNDS WILL BE MADE IF CUSTOMER CANCELS PRIOR TO ITS NORMAL EXPIRATION DATE. PLAN IS TRANSFERABLE TO ANOTHER HOMEOWNER, SUBJECT TO CREDIT APPROVAL, BUT MAY NOT BE TRANSFERRED FROM ONE HEATING SYSTEM TO ANOTHER. SERVICE PLAN IS VOID IF ANYONE OTHER THAN A SPADAFORE OIL EMPLOYEE WORKS ON THE EQUIPMENT.
6. THE SERVICE PLAN FOR PRICES QUOTED ARE FOR ORDINARY RESIDENTIAL OR COMPARABLY SIZED COMMERCIAL HEATING SYSTEMS THAT FIRE AT A RATE OF UP TO 3 gph. THIS SERVICE PLAN APPLIES TO SINGLE HEATING UNIT, MAIN ZONE ONLY. ADDITIONAL UNITS REQUIRE SEPARATE PLANS.
7. SPADAFORE OIL'S OBLIGATION TO FURNISH PARTS SHALL BE SUBJECT TO THEIR AVAILABILITY THROUGH NORMAL SUPPLY SOURCES. SERVICE PLAN DOES NOT COVER REPLACEMENT OF A COMPLETE BOILER, FURNACE, BURNER, DOMESTIC (INDIRECT OR OIL FIRED) WATER HEATER, HUMIDIFIER OR PIPING BAFFLES; OIL LINES; OR ANY PARTS OR SERVICES NOT MENTIONED EXPLICITLY IN THE PLAN.
8. SERVICE PLAN IS DESIGNED AND AVAILABLE TO SPADAFORE OIL CUSTOMERS WITH A PROPERLY MAINTAINED ACCOUNT. A FINANCE CHARGE OF 1.5% PER MONTH (ANNUAL RATE OF 18%) WILL BE CHARGED ON ITEMS NOT PAID 30 DAYS FROM INVOICE DATE. IF ACCOUNT IS REFERRED TO AN ATTORNEY FOR COLLECTION, A CHARGE FOR INTEREST AND ATTORNEY FEES WILL BE INCLUDED. **SERVICE PLAN IS NOT IN FORCE IF ACCOUNT IS 60 DAYS OVERDUE.**
9. SERVICE PLAN INCLUDES ONLY REPAIR AND REPLACEMENT OF PARTS SPECIFICALLY LISTED HEREIN THAT ARE DEFECTIVE DUE TO ORDINARY USE OR WEAR AND TEAR, BASED ON THE JUDGEMENT OF SPADAFORE OIL.
10. SPADAFORE OIL SHALL BE RELEASED FROM LIABILITY FOR FAILURE OR DELAY IN PROVIDING, WITHIN A REASONABLE PERIOD, SERVICE CALLED FOR UNDER THIS PLAN WHEN FAILURE OR DELAY MAY RESULT FROM STRIKE OR OTHER LABOR DISTURBANCE; FIRE, FLOOD, LIGHTNING OR OTHER ACTS OF GOD; SUPPLY SHORTAGES; GOVERNMENT REGULATIONS; EXTREME WEATHER CONDITIONS OR UNAVAILABILITY OF PARTS.

11. SPADAFORE OIL SHALL BE RELEASED FROM LIABILITY FOR "RUN-OUTS" OF FUEL WHEN CUSTOMER IS USING A SUPPLEMENTAL HEAT SOURCE NOT ON AUTOMATIC OR GETTING FUEL FROM ANOTHER VENDOR.
12. SPADAFORE OIL SHALL BE RELEASED FROM LIABILITY FOR ANY BOILER DAMAGE DUE TO FAILURE OF LOW WATER CUT-OFF. HOMEOWNER IS OBLIGATED TO REGULARLY FLUSH LOW WATER CUT-OFF (ABOUT TWICE A MONTH DURING THE HEATING SEASON).
13. SPADAFORE OIL SHALL BE RELEASED FROM LIABILITY FOR LOSS OF HEAT OR ANY DAMAGE RESULTING FROM A FREEZE-UP IN AN OCCUPIED OR UNOCCUPIED DWELLING. IT IS CUSTOMERS RESPONSIBILITY TO ARRANGE FOR A DAILY HOUSE CHECK IF CUSTOMER IS AWAY FROM THE PREMISES.
14. SPADAFORE OIL SHALL BE RELEASED FROM LIABILITY FOR ANY DIRECT OR INDIRECT CONSEQUENTIAL DAMAGES ARISING OUT OF PERFORMANCE OR NON PERFORMANCE OF ITS OBLIGATIONS UNDER SERVICE PLAN, INCLUDING BUT NOT LIMITED TO INJURY OR DEATH OF PERSONS, OR PROPERTY DAMAGE OF ANY DESCRIPTION, RESULTING FROM DEFECTS IN OR FAILURE OF OPERATION OF ANY HEATING EQUIPMENT OR RELATED ITEMS COVERED UNDER THIS PLAN.
15. IT IS THE CUSTOMERS OBLIGATION TO ENSURE THAT THE HEATING UNIT IS ACCESSIBLE FOR SERVICE. IF IT IS INACCESSIBLE SERVICE WILL NOT BE PERFORMED. YOU WILL BE CHARGED WITH A SERVICE CALL.
16. SERVICE PLAN **DOES NOT COVER** THE FOLLOWING: POWER VENT, CHIMNEY MAINTENANCE, DISCOVERY AND REMOVAL OF ASBESTOS MATERIAL, HUMIDIFIERS, ELECTRONIC AIR CLEANERS, FORCED WARM AIR ZONE CONTROLS AND DAMPERS, COMBINATION SOLID/OIL UNITS, WOOD OR COAL ADD-ONS UNITS, TANKLESS COILS, OIL TANK, AND UNDERGROUND LINES AND FITTINGS.
17. BY FILLING OUT AND SIGNING THE ENROLLMENT CARD AND RETURNING IT TO SPADAFORE OIL CUSTOMER AGREES TO ALL TERMS AND CONDITIONS TO PLAN DURING THE PLAN TERM AND ANY RENEWAL THEREOF. CUSTOMER AGREES THAT IF THERE ARE ANY CHANGES IN COVERAGE IN THE FUTURE, THE TERMS & CONDITIONS OF THIS PLAN SHALL CONTINUE TO APPLY.
18. SERVICE PLAN **DOES NOT COVER** NON-EMERGENCY SERVICE CALLS OUTSIDE NORMAL WORKING HOURS OF 8-4 OR REPLACEMENT OF OBSOLETE PARTS NOT AVAILABLE THROUGH REGULAR SOURCES, OR ANY WORK REQUIRING EXPOSURE OF CONCEALED PIPING, DUCT WORK OR OIL LINES FOR REPAIR. EMERGENCY SERVICE MEANS **NO HEAT, SEVERE SMOKE IN HOME OR MAJOR OIL LEAKS. NO HOT WATER IS NOT AN EMERGENCY.**
19. THIS AGREEMENT DOES NOT COVER PARTS OR LABOR WHEN FAILURE IS DUE TO LACK OF OIL WHEN DELIVERY HAS BEEN DELAYED DUE TO DELINQUENCY IN PAYMENTS; CUSTOMER LEAVING EMERGENCY SWITCH IN "OFF" POSITION; CUSTOMER SETTING THERMOSTAT TOO LOW TO CALL FOR HEAT; CUSTOMER FAILING TO CHECK FOR BLOWN FUSES, TRIPPED CIRCUIT BREAKERS, AIR IN BASEBOARD HEATING, BAD STEAM RADIATORS OR PLUGGED DUCTWORK.

REGULAR HOURS: MON-FRI. - 8AM - 4PM
24 HOUR EMERGENCY SERVICE:

Available 365 days a year. Contract applies to loss of heat, severe smoke, or oil leak. No hot water is not an emergency.

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BLUE SERVICE PLAN

The BLUE PLAN offers you the basic protection.

- annual tune-up & evaluation of equipment
- 15% off all parts and labor for repairs
- 15% off all parts and labor on night & weekend calls
- priority service for no heat emergencies

\$179.00

GOLD SERVICE PLAN

The GOLD PLAN provides same coverage as the BLUE Plan plus..

- no charge for repairs*
- no after hours or diagnostics charge for no heat emergencies.

* applies to parts listed here. Parts not listed may be eligible for a 15% discount.

\$289.00

PLATINUM PLUS SERVICE PLAN

The ultimate coverage for your heating system. Same coverage as the GOLD Plan plus...

Coverage for all repairs!

*certain exceptions apply such as indirect tank, logmatic controls, tankless coils and boiler sections. Whole boiler installs not covered. Power venter and inground oil lines are not covered.

\$389.00

Parts covered by our GOLD plan

CONTROLS

- altimeter gauge
- aquastat
- burner mount relay
- cad cell eye
- cad cell relay
- circulator relay
- combination control
- double aquastat
- draft regulator
- emergency switch
- fuses
- high limit control
- hydraulic jack
- low limit control
- pressuretrol control
- primary control
- reverse aquastat
- thermostat manual
- toggle switches
- triple aquastat
- triple aquastat relay

WARM AIR SYSTEM

- air filter
- blower fan belt
- blower motor
- blower pulley
- fan control
- limit control

FUEL SUPPLY PARTS

- fill cap
- firomatic valve
- fuel filter cartridge
- fuel filter cartridge gasket
- fuel filter complete
- fuel pump
- fuel pump bleeder
- fuel pump couplings
- fuel pump fittings
- fuel pump gaskets
- fuel pump strainer
- oil line (exposed)
- oil line fittings
- oil line valve
- vent cap

BURNER REPLACEMENT PARTS

- air shutter
- air stabilizer
- burner blast tube
- burner cables
- burner capacitor
- burner coupling
- burner fan
- burner flange gasket
- burner housing assembly
- burner primary control
- burner motor
- burner switch
- bus bar transformer leads
- cad cell assembly
- cad cell wires
- delayed oil valve
- delayed oil valve coil
- electrode assembly
- electrode wires
- electrodes
- end cone
- flare fittings
- ignition leads
- ignition transformer gaskets
- ignition transformer
- ignition wiring
- low voltage wiring
- nozzle
- nozzle assembly
- nozzle line
- porcelain insulators
- solenoid valve
- turbulator

HOT WATER SYSTEM

- circulator coupling
 - circulator motor
- one zone only per contract

OTHER

- glass gauge
- glass gauge washer
- circulator complete
- combustion chamber
- diffuser
- low voltage transformer
- temperature gauge
- zone valve power head

Parts and Labor not covered by our service plan will be billed at our normal rates with a 15% discount taken off the total bill.

ANNUAL TUNE-UP

Tune-up will be performed during the service plan term during regular working hours by our licensed and professionally trained technicians.

If system has not been cleaned by Spadafore Oil within 1 year of signing service plan, initial cleaning must take place to be eligible for contract benefits. Low water cut off will be flushed at time of cleaning. Spadafore Oil will not assume responsibility for failure of this control.

ADDITIONAL COVERAGE

TANK GUARD

Includes a tank replacement warranty for complete coverage protection. Your tank will also be chemically treated once a year to prevent rust.
(up to a 330 gallon tank)

\$44.95 per tank

OIL-FIRED HOT WATER HEATER

Includes coverage of burner parts, aquastat controls, flue pipe, draft regulator and emergency switch. Also includes an annual check-up, performed in conjunction with heating tune-up.

\$189.00 GOLD

\$99.00 BLUE

Loyalty Credits

For each consecutive year you are enrolled in our service plan, you earn \$50 in Loyalty Credits. You can accumulate up to \$500 in credits and apply them to the following equipment purchased from us.

- BURNER.....up to \$100
- OIL TANK.....up to \$100
- FURNACE.....up to \$300
- BOILER.....up to \$400

PREFERRED PAYMENT METHOD

Please choose the comfort level that is right for you!

- BLUE Plan.....\$179.00
- GOLD Plan.....\$289.00
- PLATINUM Plan
The Ultimate Coverage.....\$389.00

ADDITIONAL COVERAGE



- BLUE Plan - H/W HEATER.....\$99.00
- GOLD Plan - H/W HEATER.....\$189.00
- TANKGUARD (PER TANK).....\$44.95

Thank you for putting your trust in us.

CHECK: Enclosed is my check # _____, for the full amount of _____

BUDGET PLAN: Please roll the cost of my service plan into my monthly budget payments with renewal of the agreement.

CREDIT/DEBIT CARD:

(Please circle one)   Annual - Please bill my

card for the full amount

credit/debit card account # _____

exp. date _____