

- Heating Oils, Diesel Fuels, Kerosene • Heating & Air Conditioning • Sales, Service, Installation •

Warm Air Oil Furnaces & Oil Fired Boilers

Preventative Maintenance Plan

Protect your investment! This plan ensures your heating equipment is operating safely and is properly maintained for maximum efficiency and years of reliable service.

Plan Coverage:

- **Annual Preventive Maintenance**
(parts and labor)
- **Preventive Maintenance** includes:
 - Replacement of Nozzle, Strainer, and Fuel Filter Cartridge
 - Tune Up Oil Burner to Manufacturers Specifications to ensure efficient operation
 - Perform Combustion test to ensure clean operation
- **Emergency Calls**
 - No Charge Service Call Fee
 - Parts and Labor will be charged at prevailing rates.

Optional Plan Riders:

Heat Pump/Air Conditioning
Oil Fired Hot Water Heater
Humidifier
Oil Storage Tank Warranty*
Additional Oil Furnace
Dornback Furnace

*Oil storage tank warranty limited up to 330 gallons outside or basement installation only.
In-ground tanks are not eligible.

SAMPLE



7511 Pillsbury Place
Glen Burnie, MD 21060
Phone: 410-761-7800
www.kero-del.com
Master HVAC #2961

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Preventative Maintenance Agreement General Terms and Conditions:

We reserve the right to decline acceptance of this service plan after inspection of equipment is made by an authorized service representative of our company. Any pre-existing conditions will be corrected at the policy holder's expense, otherwise those conditions and/or their consequences will be specifically excluded from this policy.

Due to the vastly superior qualities of Ultra LS Heating Fuel and its proven record of reducing or eliminating fuel related service calls, this Agreement requires that all fuel consumed by the covered equipment must be purchased from Kero-Del, or this Agreement will be automatically canceled with no refund of premiums paid. Furnaces installed in mobile homes and Dornback Furnaces must use K-1 Kerosene. It is the responsibility of the Landlord to ensure tenants purchase all fuel from Kero-Del.

All heating equipment must have an inline fuel filter, draft regulator and service valve(s). Heating equipment must be accessible and free of any obstruction, which interferes with proper servicing of the equipment. Basements and crawl spaces must be dry and a source of electricity must be provided for service technician's use. Crawl space must have minimum 3 foot clearance.

This Agreement is limited to coverage as specifically specified in the Plan chosen by the Customer. Labor and parts for any other repairs not listed will be charged at prevailing rates. Performance under this Agreement is contingent upon Customer's account being current at all times.

Emergency calls after normal working hours will be taken for no heat and fuel leaks only. All other calls will be taken during normal working hours. Any call taken after normal working hours will be charged at the established hourly rate. Emergency calls are limited to heating season only (October 1-May 1).

This Agreement does not include calls due to lack of fuel or priming of oil burner or lift pump (except Kero-Del automatic delivery customers), removing water or debris from fuel tank or fuel lines, plugged fuel lines, plugged valves, plugged fuel filters, emergency switch or breaker in "off" position, blown fuses, bleeding or purging air from hydronic system, adding or draining water from system, damage due to excessive oiling of motors or excessive fuel accumulation in chamber from repeated resetting of protector by customer, or improperly set thermostat .

We will not be responsible for damage due to heat failure in vacant or unoccupied buildings, as vacant property should be checked daily by those responsible for the building.

Obligation to furnish replacement parts is subject to parts availability from our normal sources. It is agreed that any claim hereunder, for damages resulting from or if the fulfillment of this service contract shall be delayed or prevented by conditions beyond our control, the claim for damages shall not exceed the amount paid by customer under this Agreement.

Annual tune-ups covered under this Agreement will be performed between May and October following the contract expiration date and will be scheduled during normal working hours. **It is the responsibility of the customer to schedule preventive maintenance with our office.** This Agreement is null and void with no refund due of premiums paid if customer fails to schedule preventive maintenance service.

This Agreement may be terminated by either party by written notice with no refund of premiums paid.

Payment or signature of this Agreement constitutes acceptance of these Terms and Conditions as stated. In the event of non-payment of said service contract, this contract will be considered null and void.

This Agreement is transferable, but not refundable. This Agreement will automatically renew on May 1st following the effective date of this Agreement. This Agreement cancels and supersedes all prior Agreements between the two parties.

Any scheduled calls that are not canceled in advance by the customer and result in a "tagged door" will be assessed a \$35.00 charge.