

General Conditions and Exclusions

This Service Plan is available to customers who purchase their fuel oil and all heating system 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 of the Plan is for a one (1) year period July 1st - June 30th 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 their 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 may include the TankSure Program which provides a corrosion protection agent to prevent corrosion in your tank, tank testing service and 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 once you are on the program, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the TankSure Tank Analysis Software 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 the 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"

(continued)

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. The company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis if necessary. The 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, furnace and related piping, underground oil storage tanks, above ground 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 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.

7. The customer agrees to release and hold the 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. The 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.



H.B. ENERGY



Equipment Maintenance Service Plans

12 Point Oil Burner Tune-Up

Save up to 10% on heating costs.

Add years to the life expectancy of this expensive equipment.

Professional preventive maintenance included in service plans:

1. Vacuum furnace/boiler and smoke pipe to chimney
2. Check and remove soot from base of chimney
3. Seal air leaks around combustion chamber
4. Remove nozzle assembly, clean and replace nozzle
5. Check burner fan for build up of dust and clean air band
6. Clean or replace fuel oil strainer
7. Check and lubricate motors
8. Check and adjust fan belt
9. Clean or replace air filters
10. Check and adjust ignition system
11. Test and regulate all burner and safety controls
12. Perform efficiency test and adjust heating unit to maximum efficiency

Initial servicing of new service plan includes nozzle, fuel filter, pump strainer and air filter. Any additional replacement of parts will be done on a time and material basis.



Comprehensive Service Plan

Our Silver Comprehensive Service Plan includes:

- Twelve Point Oil Burner Tune-up
- Parts and Labor Coverage for items listed below.

WARM AIR FURNACES \$289

Air filters, blower bearings, blower belts, blower fan & limit control, blower motor, blower pulley, blower shaft, burner blast tube & end cone, ignition control (R8184G & R8182), burner pump coupling, burner motor, buss bars, cad cell, cad cell relay, delayed oil valve, electrodes & porcelains, oil firematic valves, fuel pump, ignition transformer, oil burner fan, oil burner nozzle, oil filter cartridges, standard thermostat, stack primary control, thermal switch, transformer terminals.

HOT WATER & STEAM BOILERS \$289

Burner blast tube & end cone, ignition control (R8184G & R8182), burner pump coupling, burner motor, buss bars, cad cell, cad cell relay, circulator relay, delayed oil valve, electrodes & porcelains, firematic valves, fuel pump, ignition transformer, oil burner fan, oil burner nozzle, oil filter cartridges, standard thermostat, pressuretrol, relays, stack primary control, thermal switch, transformer terminals.

WATER HEATERS \$149

Burner blast tube and end cone, ignition control (R8184G & R8182), burner pump coupling, burner motor, buss bars, cad cell, cad cell relay, circulator relay, delayed oil valve, electrodes & porcelains, oil firematic valves, fuel pump, ignition transformer, oil burner fan, oil burner nozzle, oil filter cartridges, thermal switch, transformer terminals.

Our Gold Comprehensive Service Plan

COMPLETE SERVICE \$439

Includes all services from our Silver Plan plus these items that come in contact with water: high vent, relief valve, boiler feed valve, circulator coupling, zone valve relay, complete zone valve, zone valve motor, complete circulator.

The following components are not covered by any of our Service Plans: computerized controls such as Systems 2000 Manager, Buderus Ecomatic controls, Tekmar controls, Taco reset controls, programmable thermostats, Aquastat controls, domestic water coil and gaskets, low water cut off and automatic water feed.

TankSure® Program

\$50 PER TANK

The TankSure® Program is designed to eliminate worry by providing a recommended annual preventive maintenance practice. This program helps monitor and protect your fuel oil tank and give you peace of mind that if a replacement is needed, the warranty will cover up to \$1,000 towards the replacement.

- Monitors, protects and maintains your equipment
- Minimizes unexpected tank leaks
- Provides 1 year \$1,000 Warranty Coverage
- Extraordinary value

MONITORING & INSPECTION

Our trained service professionals will use state of the art ultrasonic equipment to test your tank. The ultrasonic equipment uses the same fundamentals as a medical ultrasound to measure the thickness of your tank. From these measurements we are able to determine when your tank should be replaced.

\$1,000 PROACTIVE TANK REPLACEMENT WARRANTY

Your tanks thickness measurements, physical characteristics and surrounding environment will be analyzed with our Tank Profiling Software to determine if it needs to be replaced. In the future if your tank needs replacement, the warranty will cover up to \$1,000 towards the replacement.

ZINC ANODE PROTECTION

A zinc anode will be added to your tank. The anode will work similar to the zinc protection used in the marine industry and in water heaters. The anode will help prevent corrosion in your tank.

SCIENTIFIC ANALYSIS & MONITORING

Your tank's thickness measurements, physical characteristics and surrounding environment will be analyzed with our state-of-the-art Tank Profiling Software. Tank information is analyzed for proactive replacement of individual tanks when they fall below the standard index.

Yes, I would like to sign up for:

- Silver Service Plan..... \$289
- Gold Service Plan..... \$439
- Water Heater..... \$149
- TankSure® Program (per tank)..... \$50

Name _____

Street _____

City _____ State _____ Zip Code _____

Home Phone _____ Daytime Phone _____

Enclosed is a check for \$ _____

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including your fuel tank must be accessible for our technicians. Enrollment in the TankSure Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long term proactive replacement program for our customers.