



TOWNSEND ENERGY

SERVICE PLANS – PROTECTION FOR FUEL OIL UNITS

FUEL OIL VALUE PLAN *Forced Air Systems and Boilers*

only \$18/month

PREVENTATIVE MAINTENANCE

- ✓ Save up to 10% on heating costs (or up to \$275/year)
- ✓ Add years to the life expectancy of this expensive equipment

Preventative Maintenance includes the following steps:

- Test and adjust oil burner for maximum efficiency, using combustion testing equipment.
- Inspect combustion chamber.
- Clean and check electrodes and nozzle assembly.
- Install oil filter cartridge, air filter and burner nozzle if necessary.
- Oil all motors on burners, fans, and circulators.
- Check all safety and operating controls.
- Vacuum clean furnace and smoke pipe, including chimney base (where accessible), as necessary.
- Visually inspect oil tank piping and fittings, including wear and tear.
- **EPA Approved Ultrasonic Test & Inspection of Oil Tank(s)**
- **\$1000 Proactive Tank Replacement Payment** (qualified tanks*)
- **\$200 Tank Replacement Coupon** (disqualified tanks*)



*Disqualified tanks are considered to be in need of immediate replacement due to failed visual inspection or failed ultrasonic inspection. See general conditions & exclusions #9 for details on our tank replacement program, A.K.A. our TankSure® Program.



EMERGENCY SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7.



25% DISCOUNT ON PARTS & LABOR

Parts and filters normally included with your Preventative Maintenance are free with the Plan. Other parts and labor will be discounted at 25%. (This does not apply to any system installation.)



SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on manufacturer's recommendations and industry best practice.

FUEL OIL TOTAL COMFORT PLAN *Forced Air Systems and Boilers*

only \$28/month

The Total Comfort Plan includes **100% coverage for the parts listed below, as well as the labor to replace them.**

- | | | | |
|--|--|---|--|
| <ul style="list-style-type: none"> • Air Scoop • Air Vents • Bearing Assembly • Blower Bearings • Blower Belt • Blower Motor • Blower Pulley • Blower Shaft • Blower Wheel • Burner Blast Tube • Burner Coupling • Burner Fan • Burner Flange Gasket • Burner Housing Assembly • Burner Motor | <ul style="list-style-type: none"> • Buss Bar Transformer Leads • Cad Cell Assembly • Cad Cell Eye • Circulator Pump • Delayed Oil Valve • Delayed Oil Valve Coil • Draft Inducer • Draft Regulator • Electrode Assembly • Electrodes • Emergency Switch • End Cone • Expansion Tank • Fan Control • Firromatic Valve (inline only) | <ul style="list-style-type: none"> • Fuel Filter Cartridge • Fuel Filter Complete • Fuel Pump • Fuel Pump Strainer • High Limit Control • High Voltage Wiring (exposed only) • Ignition Leads • Ignition Transformer • Ignition Wiring • Limit Control • Low Voltage Transformer • Low Voltage Wiring • Manual Thermostat (heat only) • Nozzle • Nozzle Assembly | <ul style="list-style-type: none"> • Nozzle Line • Primary Control • Temperature Gauge • Zone Valve Motor, Power Head & Relays |
|--|--|---|--|

SERVICES

- Repair Heating System
- Water Leaks
- Vent baseboard or radiators
- Flow Control Valves
- Gate & Ball Valves



ADDITIONAL PARTS COVERAGE: All other parts and labor will be discounted at 50%. (This does not apply to any system installation.) This plan INCLUDES oil fired water heater (1 max).

IMPORTANT NOTE: All agreements are subject to approval and systems MUST pass an initial inspection by one of our trained professionals. Prices stated above DO NOT include sales tax. Prices stated above DO NOT include cleaning of central air conditioning unit; a \$100 charge would apply.

for internal use sales: _____ entered: _____



TOWNSEND ENERGY

SERVICE PLANS – PROTECTION FOR FUEL OIL UNITS

WATER HEATER PLAN

only \$6.50/month

With our Water Heater Plan, we will thoroughly inspect and provide parts for your oil-fired water heater. **Parts and labor included for the following:**

- Barometric Damper
- Burner Coupling
- Burner End Cone
- Burner Fan
- Burner Motor

- Cad Cell
- Cad Cell Control
- Electrodes
- Emergency Switch
- Fuel Oil Filter

- Fuel Oil Pump
- Nozzle
- Smoke Pipe (up to 24")
- Temp/Pressure Relief Valve

PARTS NOT COVERED:

- Water Heater Tank
- Piping and Fire Chamber
- Water Shut Off Valves

GENERAL CONDITIONS

This is a binding contract and all payments are due into Townsend Energy. In the event that payments are not made, Townsend Energy will pursue full payment and any fees associated with the collection of said payment. Please read carefully. If there are any questions, please call customer service at (585) 768-8188.

1) Townsend Energy reserves the right to reject any service agreement if, upon inspection during our annual service, the system is found to be in unsatisfactory condition, obsolete, or inaccessible.

2) **Excluded parts: ECM Circulators are excluded and only covered at a 50% discount.**

3) Enrollment in one of our service plans covers emergency calls 24 hours a day, seven days a week when the emergency is a result of the failure of a covered item(s). An emergency call is defined as a complete system failure resulting in no heat or no hot water. Non-emergency repairs requested by the customer to be performed during off-business hours or falsely reporting an emergency condition will be invoiced at the overtime rate in effect at the time of service. Regular business hours are defined as M-F, 8 am to 5 pm.

4) In order to provide satisfactory service at the lowest possible pricing, the following are specifically excluded from the plan: open switches, power interruption, thermostats not calling for heat, excess amount or lack of water in the boiler, will call customer run outs, low pressure, rotary type, and solid heat burning units or hot water domestic coils located within boiler.

5) This agreement may be terminated by Townsend Energy, at its discretion, and all work shall be agreed billable should anyone other than a Townsend Energy service technician perform any work on your oil burning equipment or should the customer purchase oil from a supplier other than Townsend Energy without prior written consent from Townsend Energy.

6) **This agreement does not include repairs or replacement of parts damaged in the event of fire, flood, or any other act of God which may effect the normal operation of the equipment.**

7) Townsend Energy, its successors or assigns, shall not be responsible for any damages or injury, including environmental damage arising from leakage or spillage from oil lines, oil tanks or any system component, frozen pipes or fuel lines, customer negligence, water leaks, inability to acquire parts, or any condition outside the control of Townsend Energy.

8) **This service agreement renews automatically each year unless terminated in writing by either party.** Payment is due within 30 days of invoice. Past due accounts will result in an assumed lapse in coverage and the plan considered null and void.

9) Townsend Energy will pay up to \$1,000 towards the replacement of your tank, once tested and qualified for the TankSure® Program, if a tank leak occurs subsequent to this test due to internal corrosion or due to a manufacturer's defect, or a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, 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. Accidental damage is not covered by the TankSure® Program. The TankSure® Program 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 and qualified ultrasonically and is enrolled in the TankSure® Program.

SIGN UP TODAY!

Fuel Oil Value Plan Fuel Oil Total Comfort Plan Water Heater Plan

I would like to choose Townsend's "Easy Pay Option" and make up to 12 monthly payments

I choose to pay for my Service Plan up front (Please deduct 10% from my total)

Accepted this _____ day of _____,

Customer's Signature: _____

Printed Name: _____ Account #: _____

Service Address: _____,
street town or village

for internal use

Equipment inspected and Service Contract approved _____ by _____ Townsend Energy Representative.