

WATER HEATER (OIL FIRED OR INDIRECT) SERVICE PLAN

Under this plan, we will repair or replace defective parts (resulting from normal operating use) on the water heater for residential systems during normal business hours (Mon-Friday 8am-4:30pm, excluding holidays).

Customers are required to have a Service Plan for their boiler/furnace in order to have this plan. This plan is offered as an add-on only and cannot be a stand-alone plan.

PARTS PROTECTION

Under this plan, we will repair or replace defective parts (resulting from normal operating use) on your oil fired or indirect water heater.

Labor and parts will be covered for the following parts¹:

- ✓ Thermal expansion tank
- ✓ Water heater aquastat
- ✓ Protectorelay burner control
- ✓ Complete cad cell
- ✓ Cad cell relay
- ✓ Delayed oil valve
- ✓ Firomatic valve
- ✓ Ignition leads
- ✓ Ignition transformer
- ✓ Safety relief valve
- ✓ Oil burner blast tube
- ✓ Oil burner coupling
- ✓ Oil burner end cone
- ✓ Oil burner fan
- ✓ Oil burner fuel pump
- ✓ Oil burner fuel strainer
- ✓ Oil burner motor
- ✓ Oil burner nozzle
- ✓ Standard heating water circulator (indirect only)

¹ Any non-covered parts or labor will be billed at the prevailing rate.

ANNUAL MAINTENANCE

This plan includes one Annual Maintenance, to be scheduled by the customer, which includes the following professional preventative maintenance:

- Inspect tank for leaks
- Replace nozzle and fuel oil strainer
- Check and adjust ignition system
- Vacuum system and smoke pipe to chimney
- Check and lubricate motors
- Test and regulate all burner and safety controls (Oil Fired Only)
- Perform an efficiency test
- Adjust heating unit to maximum efficiency



Please see back for detailed terms and conditions.

TERMS AND CONDITIONS

Please read the following terms and conditions thoroughly and fully. Please keep a copy of these terms and conditions for your reference.

1. Customers must be on Automatic Delivery. We will not extend coverage to any heating system where Automatic Delivery is not in effect. If a customer is removed from Automatic Delivery for any reason, the service plan will be void.
2. The term for Service Plans is for a one (1) year period and will renew automatically every year upon receipt of payment, unless terminated by either the customer or company. Customer will receive renewal notice 1 month prior to renewal.
3. Andersen Oil Company (AOC) requires receipt of signed service contract and payment in full before service plan will take effect. Plans will begin the 1st of the month after contract and payment is received.
4. Service plans will NOT be backdated to include services that were performed prior to receipt of signed service contract and payment.
5. Annual maintenance WILL NOT be automatically scheduled by AOC; it is the customer's responsibility to schedule. Annual maintenance must be scheduled by the customer in a timely fashion to ensure an available spot within the service plan period. If customer fails to schedule annual maintenance during current service plan period, it will NOT carry over.
6. Parts listed under "Parts Protection" are limited to the heating system or water heater ONLY. Parts on the air handler or A/C units are NOT covered.
7. The following is a partial list of parts NOT included under any service plan:

× Boiler/furnace related piping	× Electronic air cleaners
× Oil tanks (unless enrolled in tank protection)	× Air filters
× Air conditioning units	× Water heater tanks
× Humidifiers	× Power vent systems
× Heat pumps	× Outside temp controls
× Heat exchangers	× Oil lines
× Circulators (other than cast iron)	× Oil gauge
× Hot water heating systems	× Zone valves
× Combustion air equipment	× Zone dampers and controls
× Auto feeders (steam)	× Low water controls
× Tankless coils	× Heat exchangers
× Purging or bleeding radiators	× Tempering valve
× Thermostats (other than heat only, or during non-heating season)	× Anode rods
× Combustion chambers	× Any other part not listed under "Parts Protection"
8. Parts or labor not covered by the service plan selected will be billed to the customer at prevailing rates.
9. NO REFUNDS will be issued if the service contract is cancelled prior to expiration date.
10. If the residence is sold, the service plan may remain in effect at the same address if the new owner abides by all the Terms and Conditions of the plan. Service plans CANNOT be transferred to a new address.
11. Service plan will be terminated if any repairs to the system are performed by a 3rd party company or customer. Service is to be performed by Andersen Oil Company technicians ONLY to remain enrolled. Customer agrees that AOC will not be liable for any incidental, special or consequent damages incurred by customer or third party.
12. AOC will provide service as soon as practical. AOC will not be liable for any delay or failure to provide service due to conditions beyond control, such as Acts of God, labor disturbances/strikes, unavailability of mechanics/parts, failure or interruption of customer's electricity, inaccessibility to heating system, severe weather (storms, floods, etc.), or other laws/regulations.
13. Service plans do not cover repair or replacement of damaged parts or components that result from Acts of God, fire, freezing, severe weather (storms, floods, etc.), power loss/surges, water damage, explosion, oil leakage, fuel flow problems due to outside fuel storage, or premises left unattended. Andersen Oil Company cannot be held responsible for losses, costs, or damage to property resulting from the aforementioned causes.
14. Service plans do not cover labor or materials to cover damage to the heating system or residence caused by the customer's neglect. This includes insufficient oil in tank (unless enrolled in Automatic Delivery), insufficient water in boiler, blown fuses or other electrical failures, improper thermostat settings, faulty thermostat, having emergency switch in "Off" position, debris in air/venting system, or other causes related to improper operation or maintenance of the heating system.
15. Service plans DO NOT cover furnace or boiler replacements
16. Service plans do not include environmental clean-up, property damage, waste disposal services or other damages/losses caused by tank leak or system failure.