DELUXE Oil Burner Service Policy

Residential Units Only

Includes annual tune up plus:

- **Emergency** service available 24 hours a day during the heating season.
- No charges for labor or parts on emergency service calls if the repair is associated with the following replacement parts:

<table>
<thead>
<tr>
<th>Air Scoop</th>
<th>Fuel Pump</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Vents</td>
<td>Gauge Glass &amp; Washer</td>
</tr>
<tr>
<td>Aquastat</td>
<td>Heating Pipes within 3' of Boiler</td>
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<tr>
<td>Ball Valves</td>
<td>Ignition Leads</td>
</tr>
<tr>
<td>Blast Tube</td>
<td>Mixing Valve</td>
</tr>
<tr>
<td>Blower Bearings</td>
<td>Nozzle</td>
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<tr>
<td>Blower Motor</td>
<td>Nozzle Line</td>
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<tr>
<td>Boiler Drain</td>
<td>Oil Cartridge</td>
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<tr>
<td>Burner Couplings</td>
<td>Oil Filter</td>
</tr>
<tr>
<td>Burner Fan</td>
<td>Oil Gauge</td>
</tr>
<tr>
<td>Burner Motor</td>
<td>Pressure Reducing Valve</td>
</tr>
<tr>
<td>Cad Cell Relay</td>
<td>Pressuretrol</td>
</tr>
<tr>
<td>Circulator</td>
<td>Pump Strainer &amp; Gasket</td>
</tr>
<tr>
<td>Combustions Chamber</td>
<td>Radiator Vents</td>
</tr>
<tr>
<td>Electronic Low Water</td>
<td>Relief Valves</td>
</tr>
<tr>
<td>Cutoff</td>
<td>Smoke Pipe</td>
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<tr>
<td>Electrodes</td>
<td>Solenoid Valve</td>
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<tr>
<td>Emergency Switch</td>
<td>Standard Thermostat</td>
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<tr>
<td>End Cone</td>
<td>Transformer</td>
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<tr>
<td>Expansion Tank</td>
<td>Vent Alarm</td>
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<tr>
<td>Fill &amp; Vent Cap</td>
<td>Zone Valve</td>
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<tr>
<td>Firomatic Switch</td>
<td>Zone Valve Complete</td>
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<tr>
<td>Firomatic Valve</td>
<td>Zone Valve Powerhead</td>
</tr>
</tbody>
</table>

Annual tune up of the heating system includes the following:

- Complete vacuuming of the system (ducts not included)
- Clean and set electrodes
- Check and clean heat exchanger
- Clean and adjust the burner/ignition controls
- Clean and check breeching
- Check and replace oil pump strainer and gasket
- Replace nozzle
- Replace oil filter
- Perform combustion efficiency testing

**EXCLUSIONS TO DELUXE SERVICE POLICY**

Service plans do not cover parts or labor when failure is due to the following:

- Customer leaving switch off or setting the thermostat too low to operate unit
- Frozen oil lines not treated with anti-gel
- Power venter or chimney problems
- Vacant or unattended premises or inaccessible areas
- Fuel tank failure or water or sediment in the oil line
- Lack of oil or service when caused by customers' failure to make payments when due or when customer is not on automatic delivery
- A/C related parts are not covered. If the part is used for both heating and A/C, you will be charged the difference between the heating only part and the heating and A/C part
- Lack of preventative maintenance
- Equipment damaged by power surges or portable home generators
- Boiler Block
- Clean up costs associated with any oil release
- Any frozen heating or water pipes

Note: If a part is not covered then the labor is not covered.

*General Terms and Conditions:*

This agreement is available only to our automatic delivery oil customers. Customer must purchase all their fuel requirements from Harrington Oil.

An inspection of the system is required prior to authorization of a service policy.

All oil supply and return lines between the oil tank and oil burner are not covered under this service policy. To have a service contract your oil line must be protected per MA Code.

Coverage shall become effective for one year after inspection and approval by Harrington Oil. The service policy will automatically renew annually. Such renewal shall be subject to any price changes made by Harrington Oil.

Invoices that are 30 days over-due will suspend this policy until the account is made current.

Harrington Oil service policy specifically excludes service required resulting from acts of God, frozen pipes and oil lines or electrical power interruptions.

Harrington Oil has the right to modify the General Terms & Conditions for this Service Policy at any time.
BEFORE YOU CALL FOR SERVICE ....

Here are some suggestions that may save you making a call for service when your oil burner doesn't seem to be working.

Before you call, check:

1. Your thermostat. If not set properly, increase setting five degrees and see if the burner starts.
2. Make sure both burner emergency switches are ON. These are normally located at the top of the basement stairs and on the boiler.
3. Check electrical panel for tripped circuit breakers or blown fuses.
4. The water level of the boiler on steam systems. If low, open valve and fill boiler until proper level is reached.
5. Press the RED reset button on the relay control ONCE, if everything else has been checked. If the burner starts and runs only momentarily, turn burner off and call us.
6. Replace batteries in digital thermostat.

Service calls made to correct the above problems are not covered by this agreement and may be charged at the current hourly rate.

TANK-GUARD® Program Details

- Safety Inspection
  An oil heat service technician will make an initial safety inspection to verify that your tank qualifies. We use visual inspection guidelines as recommended by the National Oil Heat Research Alliance (NORA).

- Corrosion Inhibitor Treatment
  Your tank will be treated with our concentrated TANK-GUARD® liquid corrosion inhibitor during a regular oil delivery once a year.

- Oil Tank Warranty
  If your tank leaks from internal corrosion while it is enrolled on the TANK-GUARD® Program, your oil heat dealer will arrange to replace the tank and Tank Guard will pay up to $2000.00 towards the replacement cost. Our office can provide full warranty details.

TANK-GUARD®

Deluxe Service Policy With Water Parts Coverage

A Harrington Oil Service Policy offers you protection from unexpected repairs, and year round peace of mind. Our service policy also includes an annual tune-up to keep your heating system running at peak efficiency.

As an added benefit, each Service Policy includes Tank Guard protection. *See back for details

Our experienced service team is only a phone call away whenever you need us. Harrington Oil is dedicated to offering the best service possible to all of our oil customers.

Your heating comfort is our business.