

STANDARD 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:

- ✓ Aquastat
- ✓ Blast Tube
- ✓ Burner Couplings
- ✓ Burner Fan
- ✓ Burner Motor
- ✓ Cad Cell
- ✓ Electrodes & Porcelains
- ✓ Emergency Switch
- ✓ End Cone
- ✓ Firomatic Switch
- ✓ Firomatic Valves
- ✓ Fuel Pump
- ✓ Gauge Glass & Washer
- ✓ Ignition Leads
- ✓ Nozzle
- ✓ Nozzle Adapter
- ✓ Nozzle Line
- ✓ Oil Cartridge
- ✓ Oil Filter
- ✓ Oil Gauge
- ✓ Primary Control
- ✓ Pump Strainer & Gasket
- ✓ Solenoid Valve
- ✓ Standard Thermostat
- ✓ Transformer
- ✓ Turbulator
- ✓ Vent Alarm
- ✓ Vent & Fill Cap
- ✓ Zone Valve Powerhead

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 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.



“Experience a company that truly cares for its’ customers”

*** 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 anytime.

Please Note: Oil lines are not covered by ANY of our service plans.



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Standard Service Policy

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.

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.



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.