



"Choose the coverage that's right for you and your family"

Oil Plan Choices:

| | |
|--------|--------------------------------------|
| Good | Economy Oil Plan - \$169.95/yr |
| Better | Heritage Home Oil Plan - \$259.95/yr |
| Best | Premier Home Oil Plan - \$349.95/yr |

Also available for separate oil hot water heater.

Oil Hot Water Heater Plan-\$129.95/yr

LP Gas Choices:

| | |
|------------------------------------|-------------|
| Traditional Home Propane Plan - | \$249.95/yr |
| Propane Hot Water Heater - | \$129.95/yr |
| Propane Direct Vent/Space Heater - | \$164.95/yr |

All plans above are for residential systems. See plans for details and terms for more information.

For more information contact us at 1-800-451-3835.

Economy Oil Plan

\$169.95 plus tax

Includes yearly preventative maintenance “tune-up” to keep your unit running as efficiently as possible.

This plan covers one annual “tune-up” per year.

Scheduled April 1st through October 1st

A “tune-up” consists of a nozzle change, oil filter change, strainer change and vacuum of system if needed – plus inspection and assessment of the system, efficiency testing and recommendations for needed repairs.

In addition you get:

Winter - November 1st through March 31st

6 am – 6 pm 15% off of any parts needed

6 pm – 6 am 15% off of any parts needed plus a \$90 diagnostic fee

Weekends 15% off of any parts needed plus a \$90 diagnostic fee

Holidays – at Holiday rates

Summer - April 1st through October 31st

8am – 4:30 pm - 15% off of any parts needed

4:30 pm - 8 am 15% off of any parts needed plus a \$90 diagnostic fee

Weekends 15% off of any parts needed plus a \$90 diagnostic fee

Holidays – at Holiday rates

Heritage Home Oil Plan

\$259.95 plus tax

Includes yearly preventative maintenance “tune-up” to keep your unit running as efficiently as possible.

This plan covers one annual “tune-up” per year.
Scheduled April 1st through October 1st

PLUS:

Up to 4 circulators or*

Up to 4 zone valves*

Repair and/or replacement of the following items:

1 non-programmable thermostat

Blower fan motor(up to 1/3 hp)

Aquastat

Strainers

Ignition Wires

Pressuretrol

Electrodes

Blower Belt

Switching Relays

Standard BG 100 Bearing Assembly

High Limit Cutoff

Firomatic Valve

Smoke Pipe

Pressure Reducing Valve/Feeder(non-steam)

Draft Regulators

End Cone

Nozzle Line

Air Tube Assembly (Beckett, Carlin, Wayne, Riello)

Combustion Chamber

Oil cutoff valve

Fuel pump

Cad Cell Eye

Transformer

Burner Couplings

Fuel Filter

Primary Control

Flow Valves

Low Water Cutoffs
(electronic)

15/30 Extrol tank

Press/Temp Gauge

Relief Valves

Site Glass

Burner Motor

Nozzle

All parts listed above refer to parts for residentially sized systems only.

* any combination of circulators and zone valves up to 4 total – homes with more than 4 heating zones add an additional \$40.00 per zone.

Available only to Heritagenergy customers participating in a Price Protection or Budget Plan

Premier Home Oil Plan

“our best coverage”

\$349.95 plus tax

PRIORITY SERVICE

Premier tune-up service

This plan covers one annual “tune-up” per year. Scheduled April 1st through October 1st

Escalated response time

Includes all the parts listed under the “Heritage Home Plan”

PLUS!

- Covers programmable thermostats
- Oil line and tank gauges (except underground lines)
- Mixing Valves on boiler
- Indirect hot water systems (excluding tanks)
- Any piping directly related to the heating system not including domestic water piping
- Coverage under this plan is contingent upon a thorough inspection of your heating system annually.

Available only to Heritagenergy customers participating in a Price Protection or Budget Plan

Residential Oil Fired Water Heater Plan

\$129.95 per year

This plan covers one annual “tune-up” per year.

Scheduled April 1st through October 1st

Repair and/or replacement of the following items:

Aquastat

Strainers

Ignition Wires

Burner Couplings

Electrodes

Primary Control

High Limit Cutoff

Firomatic Valve

Smoke Pipe

End Cone

Nozzle Line

Air Tube Assembly (Beckett, Carlin, Wayne, Riello)

Combustion Chamber

Fuel pump

Cad Cell Eye

Transformer

Relief Valves

Fuel Filter

Oil cutoff valve

Nozzle

Burner Motor

Draft Regulators

Plan does not include hot water tanks, indirect hot water tanks or anode rod replacement.

Traditional Home Propane Plan

\$249.95 plus tax

Includes yearly preventative maintenance “tune-up” to keep your unit running as efficiently as possible.

This plan covers one annual “tune-up” per year.
Scheduled April 1st through October 1st

PLUS:

Up to 4 circulators or*

Up to 4 zone valves*

Repair and/or replacement of the following items:

Ignition Modules

Safety Control

T-Stat 24v/millivolt

Blower Motor

Rollout Switch

Relief Valve

Belts

Pilot Orifices

Circulator gaskets

Power Pile

Fan & Limit Switch

Gas Valve

Ignition Wire

Aquastat

Circulator Coupling

Circulator

Orifices

Burner Motor

Pilot Assembly

Circulator Relay

Thermocouple

Burner Gasket

Transformer

Spill Switch

Hot Surface Igniter

All parts listed above refer to parts for residentially sized systems only.

* any combination of circulators and zone valves up to 4 total – homes with more than 4 heating zones add an additional \$40.00 per zone.

Residential Propane Fired **Water Heater Plan** **\$129.95 per year**

This plan covers one annual “tune-up” per year.
Scheduled April 1st through October 1st

Repair and/or replacement of the following items:

| | |
|----------------|---------------------|
| Pilot | Orifices |
| Igniter | Thermocouple |
| Pilot Assembly | Temp/Pressure Gauge |
| Pilot Orifices | Pilot Gaskets |
| Relief Valve | |

Plan does not include hot water tanks, indirect hot water tanks or anode rod replacement.

Residential Propane Direct Vent/Space **Heater Plan** **\$164.95 per year**

This plan covers one annual “tune-up” per year.
Scheduled April 1st through October 1st

Repair and/or replacement of the following items:

| | |
|----------------------|-------------------------|
| Burner (Empire only) | Orifices |
| Pilot | Thermocouple |
| Igniter | Gas Valve (Empire only) |
| Pilot Assembly | Pilot Gasket |
| Pilot Orifices | Power Pile |
| Thermostat | |

See Terms and Conditions below;

Terms and Conditions:

In addition to the terms and conditions outlined in this pamphlet, items not covered include:

Radiation, heating pipes, ducts and components, fuel lines and tanks, domestic water components and piping, air-conditioning humidifiers, air purification systems, mechanical fuel systems and chimneys, obsolete equipment and computer controlled systems and relay boards unless specifically listed as covered by your plan.

All parts listed with the restriction that parts be standard make and model commonly used in residential settings. This does not include parts for systems or parts for commercial sized units. Repair or replacement of any part not covered by a plan will be billed at the prevailing time and material rate.

Emergency service is available to active Heritagenergy customers in good credit standing 24 hrs. per day 365 days per year. Response time to “no hot water” and other “non-emergency” calls will take place between the hours of 7:00 AM and 11:00 PM or during our regular business hours.

All propane (LP_ heating and or hot water heater equipment must conform to NFPA 54, NFPA 58, AGA approved and meet all local codes.

Plan coverage is subject to an equipment inspection by Heritagenergy, including fuel storage equipment. Effective date of plan acceptance will be upon the date or receipt of customer’s payment, or expiration of the previous year’s contract. This plan is for residential oil and gas customers who purchase ALL of their fuel oil and service requirements from Heritagenergy.

The service plan covers one “Primary” heating system (furnace/boiler). This plan is in effect for one year from the initial month of coverage and will be renewed automatically on each anniversary date subject to Heritagenergy’s right to modify this agreement as to price or other terms. This plan will cease to be in effect if any of the following situations occur:

- a. Fuel other than that which is delivered by Heritagenergy is used in the covered equipment. A minimum of 400 gallons of fuel oil or kerosene required for Oil plans.
- b. Customer must be on automatic delivery and be credit approved. Service Plan may be automatically terminated at the time automatic

- deliveries are discontinued or the customer fails to make payments(s) in accordance with our credit terms.
- c. The customer elects NOT to follow recommendations of Heritagenergy other approved contractors to replace old, obsolete or unsafe parts and/or equipment.
 - d. This agreement can be terminated by either party with written notification for any reason not already indicated in these terms.
 - e. Plans are non-refundable, non-transferrable.

These service plans do not cover water leaks, water damage, or damage caused by excessive dampness or flooding. Customer must provide a safe environment for repairs and maintenance.

Necessary repairs, which are discovered during the annual servicing or emergency service will be corrected when possible and billed at our prevailing rate if not covered by maintenance plan.

Customer is to provide and maintain a suitable storage tank which meets all applicable safety standards. All fuel oil/kerosene tanks must have the proper fill pipe and vent alarm size and be easily reached and filled from the outside of the house. Heritagenergy is not responsible for damage due to leaking tanks improper equipment, old piping, PVC piping, clogged pipe(s), or inadequate venting.

Customer is responsible for scheduling the Annual Tune-up once a year. Heritagenergy may pre-schedule your appointment annually, appointments are available at the discretion of Heritagenergy so that the required work can be completed during normal business hours (Monday-Friday, 8AM to 4PM. Appointments may not be available during the months of November, December, January and February.

This agreement covers the repair and/or replacement of parts specifically listed which are defective due to normal wear and use. Our obligation to furnish any part is subject to availability through normal sources of supply. We reserve the right to make temporary repairs when needed.

Parts, equipment and related labor not listed as being covered will be billed at prevailing hourly rates plus the charge for the part(s). They are (but not limited to) the following: humidifiers, flue devices, electronic air cleaners, heat distributing units (radiators, baseboard radiation, piping, duct work etc. boiler and jacket on domestic hot water units or heat exchanger and jacket on hot air units, chimney, water heater tank, domestic hot water coil and tempering valves, steam system water feeder, flow control

valves, motorized dampers, heat pump equipment and hydro air handlers, power vent motors and controls, radiant heat system controls, Energy Kinetics-System 2000 controls, relays and boards, Oil storage and underground propane tanks, piping, vent gauge, gauges, whistle and BOT valves.

Heritagenergy will not be responsible for damages caused by oil line or tank leakage or loss of product, either before or after discovery of the leak, including cost of recovery of lost oil or removal of contaminated soil or other property.

Iron Fireman, Timken, Yukon, non-converted GE, multi-fuel burners, jet heat, or other obsolete equipment is excluded from coverage. Electric wiring, blown fuses, failure to turn on the main switch, thrown circuit breakers, cabinets, housing bases latches, mountings, radiation, registers, boiler/furnace replacement, oil tank replacement, repair or replacement of hot water coils and ductwork are not covered.

Heritagenergy is not responsible for temperature related problems with fuel i.e. outside fuel tank subject to the elements, water supply lines, radiation which has frozen due to exposure, any fuel flow problems of dirt, bacteria, water, etc, in fuel tanks or lines.

Heritagenergy is not responsible for any damages due to heating equipment failure in unoccupied or unmonitored homes. Reasonable measures must be taken to ensure that heating systems are monitored daily in unoccupied homes.

Heritagenergy is not responsible for damage resulting for fires, floods, hurricanes, or other such acts of God, power failures or surges, accidents, failure to check the water level in boiler, flushing the steam systems, low water cutoff, or delays beyond its control. This plan does not cover property damage caused by customer negligence, a malfunction of the heating system, freeze-ups in vacant or unoccupied homes or fuel run-outs due to customer accounts not in good credit standing, inaccessible fuel tanks any interruption in regularly scheduled deliveries including any conditions beyond Heritagenergy's control, such as but not limited to unplowed, un-sanded or inaccessible property.

Heritagenergy customers choosing not to purchase a service plan will be subject to a minimum \$200.00 pre-authorization on a credit card in order to secure emergency or scheduled service, prior to the dispatch of a technician.



Maintenance Plan Enrollment Form

Complete the form and sign the form below and return it to Heritagenergy at

Mail to: PO Box 797 Lake Katrine, NY 12449
Email to: service@heritagenergy.com
Fax to: 1-845-336-7410

Account # _____

Name on account _____

Service Location information

Please indicate which plan(s) you want:

Oil/Kero Plan Choices:

- Economy Oil Plan - \$169.95/yr
- Heritage Home Oil Plan - \$259.95/yr
Heritage Home Oil Plan covers up to 4 circulators/zone valves
Please add _____ additional circulators/zone valves @\$40.00 each
- Premier Home Oil Plan - \$349.95/yr
- Oil Hot Water Heater Plan -\$129.95/yr

LP Gas Plan Choices:

- Traditional Home Propane Plan - \$249.95/yr
Traditional Home Propane Plan covers up to 4 circulators/zone valves
Please add _____ additional circulators/zone valves @\$40.00 each for any additional circ/zones
- Propane Hot Water Heater Plan -\$129.95/yr
- Propane Direct Vent Heater Plan -\$129.95/yr

I have read and agree to the terms and conditions of the Heritagenergy Maintenance Plans. Please apply the Plan of my choice as indicated above to the service location indicated above.

Authorized Signature

Date

This plan will not take affect until approved by a representative of Heritagenergy.