



## **Gives Your Heating Plant Responsible Service!**

No other equipment in your home is as important to the health and well-being of your family - so your heating plant deserves the finest care available. We pride ourselves on the fact that we offer you just that! We provide our customers with a service policy that is designed to promote comfort, economy and dependable performance.

**Sign up for our Comprehensive Policy.**

### **Your Best Service Buy is OUR COMPREHENSIVE POLICY**

#### **One low price covers all these services!**

To keep your heating equipment in its best condition, we recommend our Comprehensive Policy which includes performing the following as determined by inspection.

#### **1. CLEANING AND ADJUSTMENT**

- Adjust draft regulator.
- Check and flush low water cut-off.
- Check ignition system, replace burner nozzle, lubricate burner motor.
- Clean and adjust electrodes, fan and pump.
- Clean flue vent, heat exchanger, combustion chamber.
- Inspect oil lines and connections.
- Set proper firing rate.
- Adjust and test all controls.
- Check overall efficiency.

#### **2. SERVICE CALLS**

The provision of the Service Policy are in effect during normal working hours, Monday-Friday. Only calls of emergency nature are covered on nights, weekends and holidays. Emergency calls are considered to be when one has no heat or when, in our judgement, a dangerous or unsafe condition exists.

Service calls that are not of an emergency nature, (not enough heat, not enough hot water, slight odor, noise, etc.) or in general that could wait until normal working hours, Monday - Friday, 7:30 a.m. - 4:30 p.m. will be billed at our regular rates, parts and labor.

#### **3. PARTS REPLACEMENT**

Repair or replacement of any or all parts listed on back page that become defective as a result of normal wear. This can save you a lot of money! *(See next page for complete list of parts covered.)*

**Your Comprehensive Service Policy  
is your best investment for real peace of mind!**



**COMPREHENSIVE SERVICE POLICY**  
**For the most important equipment in your home!**  
**978-745-1007**

**IMPORTANT: Please keep this policy with your important papers for reference.**

**ALL THESE PARTS ARE INCLUDED IN OUR COMPREHENSIVE POLICY**

We guarantee to repair or replace any of the following controls or accessories which may become defective due to normal wear and use:

Aquastat	Combustion Chamber	Master Relay (Including Cadmium Cell)
Blower Motor (up to 1/3 hp)	Delayed Oil Valve	Oil Burner Fan
Burner Motor	Draft Regulator	Oil Burner Nozzle
Burner Motor Coupler	Electrodes	Oil Filter
Circulator (1)	Emergency Switches	Oil Lines
- Bearing Assembly	Exhaust Flue Pipe	Plain Thermostat
- Coupler	Fan Belt	Pressuretrol
- Motor	Fan and Limit Control	Standard Storage Tank (12 Gauge)
Circulator Relay	Firemtic Valves	Storage Tank Gauge
Combustion Assembly	Fuel Pump	Storage Tank Vent-Alarm
- Blast Tube	Gauge Glass	Switching Relay
- Retention Ring	Ignition Transformer	Thermal Switch
- End Cone	Ignition Wire	
	Low Water Cut-Off*	

*\* Providing customer flushes low water cut-off monthly.*

**GENERAL PROVISIONS**

1. Our Service Comprehensive Policy is available exclusively to our home heating oil customers.
2. We repair or replace parts promptly as needed under our Service Comprehensive Policy. We cannot, however, guarantee to replace obsolete or unavailable parts.
3. Our Service Comprehensive Policy does not cover the cost of labor or material for any of the following:
  - a) Domestic hot water and other water related problems.
  - b) Repairs to boiler or furnace, wiring, piping, ducts, radiation, zone valves, humidifier, electronic air cleaners air conditioners, rotary hearth or other equipment or parts beyond those listed in this Service Comprehensive Policy.
  - c) Damage from flooded cellar, fire, storm, freezing, or other abnormal causes which may affect the customary operation of the equipment.
  - d) Electrical failure, thermostat improperly set, or failure on your part to keep oil in the tank.
4. The circulator (and parts thereof) covered is for the main zone. In the event there is no main zone, then it would be for the circulator for the heating zone closest to the boiler.
5. Oil Storage Tanks (including components piping and attachments) if vaulted in the basement, over 12 gauge steel, underground, or more than 330 gallon capacity are not covered by this plan and will be billed at regular prices. In no instance will this policy include the cost of cutting and welding a tank or removal of stairways and door in order to effect entrance for the tank.
6. Service will be performed as soon as feasible under normal conditions. We shall not be liable for delay of failure in providing such service or material, when such delay of failure is due to conditions beyond our control. In no event shall we be liable for any consequential damage or injury.
7. We reserve the right to decline issuance of a policy if prior inspection should reveal that the heating equipment is in such condition that the service offered would be unsatisfactory to either or both parties.
8. Our Service Comprehensive Policy is automatically self-renewed for each successive year.