

# GENERAL CONDITIONS

1. This agreement is between the customer and Surner Heating Co., Inc., herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the propane heating system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable.

2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's contract coverage will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Propane Service Plan invoice. This agreement is effective for a 12-month period and will automatically renew. If the customer cancels the plan for any reason before the end of the service period, the customer is responsible for any remaining balance on the Service Plan. The plan and billing will renew automatically at the annual start date unless cancelled by either party with written notice at least 30 days prior to the anniversary date.

4. Priority Service is defined as first available service and will be billed at normal business hour rates (M-F 8:00A.M.-4:30P.M.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1.5 times with a minimum of one hour of labor.

5. Only EMERGENCY SERVICE will be performed outside of normal working hours. Emergency Service shall be defined as a heat or air conditioning problem creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.

6. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze-up, acts of God, or civil disturbance.

7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources.

8. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.

9. The 15% service discount associated with the Propane Service Plan is only eligible toward the replacement/repair on the existing propane heating system in place. The respective plan discount will not be valid toward service work associated with upgrading equipment, converting energy sources, or new equipment installations.

10. This agreement contains the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.

11. Customer will receive an annual \$25 discount on applicable bundled Service Plans upon renewal.

# PROPANE SERVICE PLAN



413-253-5999

413-773-5999

[www.surnerheat.com](http://www.surnerheat.com)

60 Shumway Street • Amherst, MA 01002

34 Montague City Road • Greenfield, MA 01301



# ENHANCE YOUR PLAN

## PROPANE SERVICE PLAN \$185 Annually

### Benefits include:

- 15% Discount on Service Repairs**  
Propane Service Plan customers receive a 15% discount on service repairs (excludes system replacements).
- Annual Heating System Efficiency Tune-Up & Safety Check**  
Keeps your heating system running at peak efficiency for reliable comfort and energy savings all year long. Tune-up includes 1.5 hours of labor and standard 1" air filter. Any additional time needed for covered units will be billed at regular rate less 15% discount. Units not covered will be billed at regular rates.
- \$250 Furnace or Boiler Replacement Discount**  
Should you need a new propane furnace or boiler, when installed by Sumner Heating Co., Inc., you will receive a \$250 discount for being enrolled in our Propane Service Plan.
- Priority Service & Scheduling**  
Propane Service Plan customers will receive daytime priority service from our highly skilled and licensed technicians.
- 24-Hour Emergency Service**  
In addition to the benefit of daytime priority service, Propane Service Plan customers have extended 24/7/365 emergency service available (at a 15% discount). Whenever you need us, we will be there for you.

## PROPANE WATER HEATER SERVICE PLAN \$85 Annually

### Benefits include:

- 15% Discount on Service Repairs**  
Propane Water Heater Service Plan customers receive a 15% discount on service repairs (excludes system replacements). See General Conditions #7.
- Annual System Efficiency Tune-Up**  
Must be done in conjunction with the heating system efficiency tune-up.

## GAS FIREPLACE SERVICE PLAN \$85 Annually

### Benefits include:

- 15% Discount on Service Repairs**  
Gas Fireplace Service Plan customers receive a 15% discount on service repairs (excludes system replacements). See General Conditions #7.
- Annual System Efficiency Tune-Up**  
Must be done in conjunction with the heating system efficiency tune-up.

## HUMIDIFIER SERVICE PLAN \$85 Annually

### Benefits include:

- 15% Discount on Service Repairs**  
Humidifier Service Plan customers receive a 15% discount on service repairs (excludes system replacements). See General Conditions #7.
- Annual System Efficiency Tune-Up**  
Must be done in conjunction with the heating system efficiency tune-up.

## UNDERGROUND PROPANE TANK SERVICE PLAN \$100 Annually

If you own your underground propane tank, we highly recommend using cathodic protection testing by one of our certified technicians. Underground propane tanks can be subject to severe corrosion conditions and can degrade and even start leaking over time, causing potential injury or property damage. Call us today to see if a cathodic protection test would be a good idea to help protect your biggest investment, your home.



## COMBINE & SAVE

Combine our PROPANE Service Plan with any of the following and **SAVE \$25!**

Multiple Units • Gold or Silver Oil Heat • Air Conditioning