

## GENERAL CONDITIONS

1. This agreement is between the customer and Surner Heating Co., Inc., herein referred to as the Company. This Oil Heat Service Plan is only valid if heating oil is also purchased through the Company. Customers on the Gold or Silver Service Plan must be enrolled in automatic oil delivery. 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 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 canceled and a prorated 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 invoice. This agreement is effective for a 12-month period and will automatically renew unless notified by either party in writing within 30 days of the anniversary date.

4. Priority Service is defined as first available service and will be billed at normal business hour rates (M–F, 8:00 a.m.–4:30 p.m.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate.

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 calls will be dispatched the next regular workday unless requested to be subject to 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. Service repair discounts associated with the Oil Heat Service Plans or Water Heater Service Plan are only eligible toward the replacement of existing parts and the required labor of the current heating system in place. The respective plan discounts will not be valid toward parts and labor associated with upgrading equipment, converting energy sources, or new equipment installations. 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 Company will pay up to \$1,000 toward the replacement of your oil tank, once tested and qualified by an ultrasonic oil tank inspection, if a tank leak occurs subsequent to this test due to internal corrosion or due to a manufacturer's defect, or if a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. Accidental damage is not covered by the ultrasonic oil tank inspection program. The program does not cover environmental cleanup, property damage, waste disposal services, or other damages or losses caused by a tank leak or system failure, even if the tank has been tested and qualified ultrasonically and is enrolled in the ultrasonic oil tank inspection program.

10. Scheduling the date of your annual heating system efficiency tune-up is the responsibility of the homeowner each renewal period.

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

## OIL HEAT SERVICE PLANS



**(413) 253-5999**

**(413) 773-5999**

**www.surnerheat.com**

60 Shumway Street • Amherst, MA 01002  
34 Montague City Road • Greenfield, MA 01301



# THE RIGHT LEVEL OF PROTECTION FOR ANY BUDGET

## SILVER SERVICE PLAN

### Benefits include:



#### Scheduled Delivery

We offer automatic delivery of premium heating oil: a cleaner, greener, more efficient fuel at a great price!



#### 15% Discount on Service Repairs

Silver Service Plan customers receive a 15% discount on service repairs which includes parts and labor (excludes system replacements).



#### Annual Heating System Efficiency Tune-Up

Keeps your heating system running at peak efficiency for reliable comfort and energy savings all year long. Just like changing the oil in your car, your furnace should be maintained on a routine basis. Major benefits of doing so include:

- ✓ Savings of up to 10% on your annual energy costs
- ✓ Identifying and correcting problems before they become expensive, inconvenient repairs
- ✓ Extending the life of your heating system

Tune-up includes 1.5 hours of labor and standard nozzle, oil filter, and strainer. Any additional time needed for covered units will be billed at regular rate less discount. Units not covered will be billed at regular rates.



#### The TankSure® Program

Your home heating oil tank will be ultrasonically tested to measure and track its integrity.

- Qualifying tanks will receive a \$1,000 future oil tank replacement payment.



#### \$200 Furnace or Boiler Replacement Discount

Should you need a furnace or boiler replacement, when installed by Surner Heating Co., Inc., you will receive a \$200 discount for being enrolled in our Silver Service Plan.



#### Priority Service & Scheduling

Silver 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, Silver 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.

## BRONZE SERVICE PLAN

### Benefits include:



#### Annual Heating System Efficiency Tune-Up

Tune-up includes 1.5 hours of labor and standard nozzle, oil filter, and strainer.

## GOLD SERVICE PLAN

### Benefits include:



#### Scheduled Delivery



#### 30% Discount on Service Repairs

Gold Service Plan customers receive a 30% discount on service repairs which includes parts and labor (excludes system replacements).



#### Annual Heating System Efficiency Tune-Up

Tune-up includes 1.5 hours of labor and standard nozzle, oil filter, and strainer. Any additional time needed for covered units will be billed at regular rate less discount. Units not covered will be billed at regular rates.



#### The TankSure® Program



#### \$300 Furnace or Boiler Replacement Discount



#### Priority Service & Scheduling



#### 24-Hour Emergency Service (at a 30% discount)

## ENHANCE YOUR SILVER OR GOLD SERVICE PLAN

### WATER HEATER SERVICE PLAN

### Benefits include:



#### 15% Discount on Service Repairs

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 and includes standard nozzle, filter and strainer.

### HUMIDIFIER SERVICE PLAN

### 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. Tune-up includes pad.

## COMBINE & SAVE

Combine our GOLD or SILVER Service Plan with any of the following and **SAVE \$25!**  
Multiple Units • Air Conditioning • Propane