



neighbors taking care of neighbors

HOMETOWNE ENERGY

1-800-333-0685

SERVICING WESTERN NEW YORK AND THE FINGERLAKES REGION

Fuel Oil • Propane • Motor Fuel • Energy Equipment • Sales and Service

HOMETOWNE TOTAL COVERAGE PLAN

Fuel Oil

NAME:		
ADDRESS:		
TOWN:	STATE:	ZIP:

Please choose payment option:

- _____ Annual Charge
- _____ Include in 10-month Fuel-Oil Budget
- _____ Include in 12-month Fuel-Oil Budget

Please indicate below your choice of coverage:

- _____ Total Heating Security Plan \$ _____ + tax
- _____ Water Heater Controls \$ _____ + tax
- _____ Zone Valve(s) each \$ _____ + tax
- _____ Humidifier \$ _____ + tax

The Total Coverage Plan includes:

A) 12-point burner and heating unit tune-up as follows:

1. Cleaning and inspection of interior heat exchanger, flue pipe and chimney base (if accessible) once during the contract period.	2. Inspection of combustion chamber. 3. Check fan, housing, air tube and end cone.	4. Clean & check electrodes and nozzle assembly. 5. Check ignition cable. 6. Safety check all operating systems.	7. Seal combustion tube & clean-out door. 8. Oil all motors on burner, fan and circulator. 9. Check and adjust draft stabilizer.	10. Install new air filter & oil filter cartridge. 11. Replace burner nozzle.	12. Perform NYS combustion efficiency test. (Can not be performed in mobile homes.)
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B) Repair or replace (labor included) any of the following parts if they become defective during contract period:

Air filter	Burner Switch	Circulator Coupling	Expansion Tank	Firematic Oil Valve	Oil Filter	Warm-Air Limit Control	Elect service to Unit
Altitude & Pressure Gauge	Burner Transformer	Circulator Motor	Fan Belt	Fuel Pump	Pressure Control	Warm-Air Fan Control	Oil Jet Line
Aquastat	Cad Cell Relay	Circulator Relay	Fan Motors	Hot-Water Circulator Control	Stack Control Relay	Auto Air Vent	Inside Oil Line & Fittings
Burner Coupling	Cad Cell	Draft Regulator	Fan Motor Pulley	Tank Gauge	Combustion Chamber	Relief Valve	Water Pressure Regulator
Burner End Cone	Circulator (1 limit)	Electrodes	Fan Pulley	Low-Water Cut Off	Tank Whistle	Drawer Assembly	Smoke Pipe & Fittings
Burner Fan Motor	Circulator Bearing Assembly	Electrical Wiring unit	Fan Shaft & Bearings	Nozzle	Thermostat (standard)	Electrical Fuse	Tank Legs

C) Please note the specifics of contract options:

1. Hot-water controls _____ extra (tank not included).	2. Zone valves _____ each extra.
3. To budget your Total Coverage Plan into a 12-month budget is _____ per month.	

- D) This plan provides for "Emergency No-Heat" service 24 hours a day, 7 days a week, 365 days a year. (Electrical switch MUST BE ON.)
- E) Requests for service other than "NO-HEAT" i.e. noise, etc. will be handled during our normal business hours: Mon.-Fri. 8 a.m. - 4:30 p.m. Customers on this plan still can request service of this nature after hours, but you will be charged a service call of _____, plus labor charge of _____ per hour.
- F) This agreement will remain in force for one year from effective date and will be self-renewing at Hometown Energy's prevailing rates. This service agreement may be canceled by either party upon a 30-day written notice. The customer is permitted to assign the plan to any future person who can assume the obligation and conditions of this agreement.

**** NOTICE TO CUSTOMERS ****

Do not sign this agreement before you read it. You hereby acknowledge receipt of a true executed copy of this agreement. You have the right to pay in advance the full amount and to receive an answer to a written inquiry concerning the status of your account. This agreement includes all general terms and conditions hereof and constitutes the entire agreement between the parties hereto.

Customer Signature	Date	Customer Acct #	Total Due
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Please sign and return top copy with payment.

GENERAL TERMS AND CONDITIONS

1. Hometowne Energy reserves the right to decline acceptance of order for Service Plan or Plans after inspection of equipment. Customer's receipt of invoice will serve as notice of acceptance.
2. Hometowne Energy assumes no liability for the malfunction and or failure of this device. Also, it does not include damage resulting from vandalism, abnormal operation or any other circumstances beyond Hometowne Energy's control.
3. Acceptance by Hometowne Energy of this agreement does not obligate us for secondary damages caused by tank leakage, failure of equipment or other conditions resulting from delays or failures to render service due to situations beyond our control. Service under this agreement does not include labor or parts made necessary by fire, water damage, tampering by other than Hometowne Energy authorized technicians, or other abnormal conditions. Protection under this agreement does not include damage resulting from low-temperature freeze-ups.
4. Hometowne Energy assumes no responsibility for secondary damage resulting from malfunction or failure of automatic water-feed valve (steam or hot water) and any other operating control.
5. This agreement does not cover the cost of labor or materials for work performed on the following equipment: storage tanks, humidifier and control systems, oil supply pumper systems, electric draft inducers, expansion tanks, zone valves, low or over-filled boiler water-level supply systems, manual reset controls, electrical switches "off", damage from restricted or plugged chimney, oil tanks, flood, fire, air cooling / air-conditioning system, outside, underground or in-floor oil lines, electric oil valve, electric draft booster, electric stack damper, domestic hot-water coil, plate or gasket, mixing or tempering valve, electronic air-cleaning system, Space-Guard air-cleaning system, any parts of a steam-heating system, radiator, convectors, piping and valves of a hot-water heating system, plenum, duct, canvas collars, registers of an air-cleaning system, wood-coal-oil combination or the entire system if used with a "wood add-on" system, commercial units, units in crawl spaces, side-wall venting system, "Magic-Heat" reclaimer, condensing furnace or boiler, or any part of a condensing heat-reclaimer system, clock or programmable thermostat.
6. This agreement does not cover service resulting from insufficient fuel in the tank where a customer does not use our Automatic Delivery System or where service or deliveries are withheld for credit reasons.
7. Hometowne Energy assumes no responsibility for heating failure or damage when home or building is unoccupied, or when unable to gain access on a requested service call.
8. Hometowne Energy shall not be held responsible for non-performance when prevented by any circumstances beyond its control or by strikes, wars, riots or Acts of God.
9. The Preventive Maintenance Inspection as outlined in the agreement will be performed annually at our convenience.
10. These Plans are limited to 1- and 2-family heating units, having the following maximum capacity: 1,000-sq.-ft. hot water, 200,000-Btu warm-air heating systems. An estimate will be furnished for larger homes and buildings.
11. This plan does not cover the cost of labor or materials used in the replacement of furnace heat exchanger or boiler sections beyond the manufacturer's original warranty period.
12. Other exceptions or conditions: