

Residential Gas, Electric or Oil Water Heater Protection Plan I

Priority Service: Contract customers receive our top priority. Our normal work hours are 7 AM to 7 PM Monday thru Friday. For calls received after these hours there will be a \$99.95 trip fee.

Annual Preventive Maintenance

For Oil Systems, We Will Annually Do The Following:

1. Perform a combustion efficiency test and clean if necessary.
2. Check fuel filtration system and change filter, nozzle and strainer if necessary.
3. Check safety lockout timing.
4. Check transformer.
5. Check water temperature.
6. Check flue and chimney base.
7. Drain sediment from tank to prevent scaling.
8. Wipe down unit.
9. Record results.
10. Communicate to you our findings.

For Electric and Gas Systems, We Will Annually Do The Following:

1. Check electrical connection.
2. Check gas connection.
3. Check thermostat.
4. Check flue.
5. Check thermocouple.
6. Drain sediment.
7. Wipe down unit.
8. Communicate to you our findings.

For Water Storage Tanks With No Direct Firing, We Will Annually Do The Following:

1. Drain sediment from tank.
2. Check for leaks.
3. Check water temperature.
4. Wipe down unit.
5. Put sticker on unit.
6. Communicate to you our findings.

Parts Warranty

- **For Oil Water Heaters:** All burner parts, the aquastat, the temperature and pressure relief valve, drains, wiring, vents, valves, and piping--and for oil systems--the tank also.
- **For Water Storage Tanks With No Direct Firing:** The circulator, the aquastat, the relief valve, all piping and valves, and if the heating unit is oil, the tank itself.
- **For Electric Water Heaters:** The circulator, the aquastat, the relief valve, all piping and valves. For tank failure there is a \$100 tank credit towards replacement by E.T. Lawson.
- **For Gas Water Heaters:** The circulator, the aquastat, the relief valve, all piping and valves. For tank failure there is a \$100 tank credit towards replacement by E.T. Lawson.

General Conditions

1. Eligibility for coverage will be determined by an inspection of your System by an E.T. Lawson Service Technician. We reserve the right to decline acceptance of order after inspection of the System. Repairs required to place the System in acceptable condition initially are NOT covered. Labor exceeding 2 hours will be billed at prevailing rates. There shall be no charge to you for this inspection if the System is not eligible. Any service performed at your request after you have been advised of ineligibility, shall be billed on a parts and labor basis only and will be payable by you.
2. Damages caused by delays or failure to render service due to situations and/or conditions beyond our control are not covered. Service under this agreement does not provide for labor or parts required as a result of fire, water or other abnormal conditions.
3. Obligation to furnish replacements parts is subject to availability from our NORMAL sources of supply.
4. This agreement cancels and supersedes all prior agreements and will remain in force for one year from the effective date and will automatically be renewed unless notified in writing 30 days in advance by either party. It will be renewed at our prevailing rates, terms and conditions. If you move, you may assign this agreement to the new owners provided both you and the new owners comply with all the General Conditions of this agreement.
5. In the event you elect to cancel the agreement a pro-rata refund not to exceed 50% will be made only if the Annual Preventive Maintenance has not been performed or if no service call was rendered and/or there is no outstanding balance on your account.
6. All service provided and not included in this agreement will be charged to you at our prevailing rates less 20%. We shall notify you of our estimated charge prior to making such repair.
7. E.T. Lawson will declare this agreement null and void if the covered System is serviced by anyone other than personnel fully authorized by us; or you add components to or remove components from the existing System without notifying us; or you fail to pay, when due, any invoice rendered by us; or in the event you (the customer covered by this agreement) cease to purchase all your heating oil from Lawson on an automatic delivery basis. In the event we cancel the agreement (due to reasons listed above); no refunds will be made.
8. Annual Preventive Maintenance will be performed at a time mutually convenient to the homeowner and E.T. Lawson. E.T. Lawson will attempt to schedule the annual preventive maintenance with the customer; however, it is the ultimate responsibility of the customer to make the appointment.
9. Oil water heaters used for heating and providing hot water are not eligible for this plan.
10. Tank warranties under this plan are voided if the homeowner is on well water and is not using a professional water treatment system.