

Oil Furnace Protection Plan B

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 - Heating

You can save money and burn less oil by having your Heating System maintained by our experienced service technicians. We follow the standards set by the Environmental Protection Agency so that your burner will operate at its highest possible efficiency. Each year we will:

1. Check With Customer About Heating System.
2. Check Operation From Thermostat.
3. Check And Clean The Heat Exchanger, Flue Piping And Base Of Chimney.
4. Reseal Collector Flue Box, Chimney Base, And Cleanout Ports.
5. Check And Replace The Nozzle, Oil Filter And Strainer If Necessary.
6. Check And Clean The Nozzle Drawer Assembly, Burner Fan, And Blast Tube.
7. Clear Oil Lines.
8. Check Pump Operating Pressure, Pump Cut-Off, And Pump Vacuum.
9. Check Safety Lockout Timing.
10. Check OHMS Reading of Cad Cell.
11. Check Transformer.
12. If Hot Water, Check Aquastat Settings. Check High Limit By Adjusting It Until Unit Stops.
13. If Hot Water, Check Boiler Pressure.
14. If Hot Water, Check Expansion Tank.
15. If Hot Water, Check To See That All Zones Deliver Heat On A Call From The Thermostat.
16. If Hot Water, Check The Circulator, Circulator Couplings, Zone Valves, And Bearing Brackets If Applicable.
17. If Hot Water, Check For Water Leaks.
18. If Steam, Check And Flush Low Water Cut-Off.
19. If Steam, Check, Clean, And Replace Sight Glasses (If necessary) In Low Water Cut-Off.
20. If Warm Air, Check And Lubricate Blower Motor And Bearings. Check And Clean Blower Wheel. Check Blower Belt.
21. If Warm Air, Check Heat Exchanger For Cracks.
22. If Warm Air, Replace Company Furnished Air Filters. If Non-Standard, Offer To Replace Customer Furnished Air Filters.
23. Clean Surface Area Of Furnace.
24. Remove Old Parts And Debris From Furnace Area. (Ask Customer First.)
25. Install New Furnace Sticker If Necessary.
26. Shock Treat Oil Tank If Sludge Is In Evidence. If the Oil Tank Is In The Basement Or Garage, Check The Oil Tank's General Condition And Check For Leaks
27. Perform Instrumented Combustion Efficiency Test And Adjust Burner For Optimum Efficiency.
28. Discuss With You Our Findings.
29. Report Any Additional Work If Needed To Your Supervisor And Arrange, If Appropriate, With The Customer And The Service Coordinators A Time To Do The Work.

Annual Safety Check

The Flame Monitor will be checked annually.

Service Parts And Labor

All heating service will be billed at 20% off our standard rates.

General Conditions

1. Eligibility for coverage will be determined by an inspection of your Heating and/or Air Conditioning System by an E.T. Lawson Service Technician. We reserve the right to decline acceptance of order after inspection of the System and/or to bring the System up to standards prior to accepting agreement. 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 coverable. 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. This agreement does not cover the fuel storage tank or fuel lines.

4. Obligation to furnish replacements parts is subject to availability from our NORMAL sources of supply.

5. During the Annual Preventative Maintenance service, air filters of forced warm air units will be checked as described in item 22. Periodic (monthly) cleaning and/or replacement of air filters is recommended and is your responsibility.

6. 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 the agreement to the new owners subject to General Condition #10 and provided all your outstanding bills with us are paid and you give us a written notice at least 20 days prior to closing.

7. 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 credit balance on your account.

8. All service (labor, parts and materials) 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. In addition you will be charged for service at prevailing rates when equipment failure is due to lack of oil, when you do not use our Automatic Delivery service, or if you have been removed from automatic delivery service due to credit restrictions.

9. E.T. Lawson will declare this agreement null and void if the covered Heating and/or Air Conditioning 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 at the address covered by this agreement) cease to purchase your annual heating oil requirements from us. In the event we cancel the agreement (due to reasons listed above) no refunds will be made.

10. Annual Preventive Maintenance will be performed at a time mutually convenient to the homeowner and E.T. Lawson.