

GENERAL CONDITIONS

1. The term of the Plan is for one (1) year period and will renew automatically each year unless terminated by either the Customer or Company. No credit will be issued if the Plan is canceled before the expiration date. The Plan covers equipment usage less than 200,000 BTUs.
2. Repairs or services not covered by the Plan will be performed and charged to the Customer at prevailing rates and/or as prescribed by the Plan and services purchased.
3. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the Customer's neglect including, but not limited to, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the Customer. The Plan also does not cover damage, repairs, or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, and water damage.
4. The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as Acts of God; labor disturbances or strikes; unavailability of mechanics or parts; failure or interruption of Customer's electricity; inaccessibility of the heating system; storms, floods, or other severe weather conditions; or governmental laws or regulations.
5. Customer agrees to release and hold Company harmless from all liability for any delay or failure to render the service or to make delivery of any merchandise as set forth herein due to federal, state, or municipal actions or regulations; strikes or any other labor troubles; fires; and embargoes, accidents, war, or any other cause contingent to, or circumstances beyond the control of, Company and/or that make the fulfillment of this Agreement impractical. On removal of the cause of such failure or interruption, performance shall be resumed pursuant to the terms as set forth herein. COMPANY SHALL BE RELEASED FROM LIABILITY AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND SUSTAINED BY CUSTOMER. Company shall be released from liability for any injury, loss, or damages whatsoever that are occasions, in whole or in part, by defective design; faulty, incomplete, or erroneous plans or specifications; defective materials or parts; and defective operation or malfunction of any equipment. Company takes no responsibility for any instructions, directions, operating guidelines, or warranties contained in any book, booklet, guide, manual, or warranty from any manufacturer or dealer.
6. Payment Terms: Service Plan Fees under this Agreement shall be due when billed. Additional emergency or maintenance work not covered under this agreement is due at the time of service. In the event said charges are not paid when due, Customer agrees to pay service charge of 1.5% per month, which is an 18% Annual Percentage Rate, and which will be charged on the average daily balance on any account past due over thirty (30) days.
7. Service Hours: As a Priority Customer you will have coverage every day excluding holidays & weekends for emergency service. Normal working hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. Priority service is defined as next business day.
8. The Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals thereof. The Customer agrees that in the event there are any changes in coverage in the future, the terms and conditions of this Agreement shall continue to apply.
9. In the event that the residence is sold, the Service Plan may remain in effect and can be conveyed to a new owner for the remaining term of the Plan provided the Plan has been paid in full.
10. Company shall not be required to furnish any items of equipment, labor, or other services including, but not limited to, the performance of any tests recommended or required currently or at a future date by any insurance companies; governmental agencies or authorities; and/or pursuant to any statutes, regulations, or other laws.
11. Amendment and Cancellation: We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.
12. Customer agrees not to move or relocate equipment without notifying the Company. In the event Customer fails to notify, Company at its option may cancel this entire Agreement without refund or refuse to service the equipment so moved or relocated.

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GAS SERVICE PLANS



**AQUIDNECK
SERVICES**

Preferred Service Provider for
Casey's Oil & Propane

GAS HOME COMFORT PLAN

\$275



ANNUAL SYSTEM INSPECTION, TUNE-UP & COMBUSTION ANALYSIS

For Condensing Combination Boilers and Condensing Boiler/Tankless Condensing Water Heaters -

Cleaning of heat exchanger (if required based on combustion test) will be an additional charge.

For Hot Air Furnaces and Cast Iron Boilers - Cleaning if recommended will be an additional charge.



15% DISCOUNT ON LABOR & PARTS

Receive a 15% discount on all service parts and labor, year round. (This does not apply to system replacement.)



24/7/365 EMERGENCY ON-CALL SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7. (Nights and weekends will be an additional charge)

COOLING SERVICE PLAN

STARTING AT \$175

Central Air Conditioning - \$275 annually • Mini-Split - Starting at \$175



ANNUAL INSPECTION & TUNE-UP

The annual tune-up will keep your system running efficiently which extends the life of your equipment.



15% DISCOUNT ON LABOR & PARTS

Receive a 15% discount on all service parts and labor, year round. (This does not apply to system replacement.)



24/7/365 EMERGENCY ON-CALL SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7. (Nights and weekends will be an additional charge)

OIL, GAS, OR ELECTRIC WATER HEATER SERVICE PLAN

\$125



ANNUAL INSPECTION & TUNE-UP

The annual tune-up will keep your system running efficiently which extends the life of your equipment.



15% DISCOUNT ON LABOR & PARTS

Receive a 15% discount on all service parts and labor, year round. (This does not apply to system replacement.)



24/7/365 EMERGENCY ON-CALL SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7. (Nights and weekends will be an additional charge)



PLEASE SELECT PLAN(S)

- Gas Home Comfort Plan \$275
- Central Cooling Service Plan \$275
- Mini-Split Cooling Service Plan \$175*
- Oil, Gas, or Electric Water Heater Plan \$125

Customer Account # _____

Name _____

Email _____

Phone _____

Address _____

City _____

State _____ Zip _____

Please send me more information about:

- Hot Water Heater Sales & Installation
- Hot Water Heater Service Plan
- Air Conditioning Sales & Installation
- Air Conditioner Service Plan
- Oil Sales & Installation
- Oil Service Plan
- Generator Hook-Ups

Please retain a copy of this brochure for your records. It details all Home Comfort Plan benefits.

Signed _____

Date _____

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long-term proactive replacement program for our customers.

MULTIPLE POLICY DISCOUNT

ENROLL IN THE GAS HOME COMFORT PLAN AND

RECEIVE 10% OFF

THE COOLING SERVICE PLAN OR WATER HEATER SERVICE PLAN.