



27 Laura Street • New Haven, CT 06512

E-Mail service@blueflameoil.com

Phone (203)-468-2176

Oil Burner Service Agreement

Designed to assure residential customers economical and carefree heating with 24 hour emergency customer service:

Basic Service Plan

The basic service plan includes a clean, tune and test; and repair or replacement of the following parts:

- Oil Burner Motor
- Nozzle
- Oil Filter Complete
- Oil Filter Cartridge
- Smoke Pipe *
- Blower belt
- Fuel Oil Pump
- Nozzle Line
- Burner Pump Couplings
- Electrodes
- Blower Motor **
- Oil solenoid
- Ignition Transformer
- Pump Strainer
- Fan and Limit Control
- Burner Switches
- Pressuretrol
- Air filter disposable type (1 set per year)
- Primary Control
- Cad Cell complete
- Thermostat (non Wi-Fi)
- Tank Gauge only
- Retention head

* Covers 5", 6" & 7" in diameter up to 6 feet in length.

** ECM blower motors are not covered and any blower motors that fail during the air conditioning season are not covered; A discount of \$150.00 will be applied towards a new ECM motor.

Premium Service Plan

Includes everything in basic plan plus the parts listed below:

- Air Scoop
- Hi Vent
- Expansion Tank (#30#60)
- Auto Water Feeder
- Back flow preventor
- Relief valve
- Low water cut off
- Tempering valve
- System purging
- Bleeding Radiators
- Boiler Drain Cap
- Combustion chamber**
- Zone valve complete *
- Zone Heads (Removable Type)*
- Flow Check *
- Circ complete *
- Circ relay single zone *
- Circ zone panel (1 to 3 zones)
- Circ flanges (standard 2 holes)*
- Aquastats
- Triple acting Aquastat
- Single Zone switching relay *
- Air filters ***
- Blower circuit board
- Fan Timer
- Fan center Relay
- 8184M primary control
- Isolation relay
- Blower complete (non-ECM)
- Blower capacitor
- Blower squirrel cage
- Blower shaft
- Blower pulley
- Blower Bearings
- Humidifier pad *
- Humidifier solenoid
- Humidifier fan
- Humidistat
- Zone damper complete *
- Zone damper motor *
- Zone panel (1 to 3 zones)
- Oil burner squirrel cage
- Nozzle assembly
- Air band and shutter
- Blast Tube
- End Cone
- Oil burner flange
- Low fire baffle
- Hydraulic jack (RIELLO)
- Draft regulator (5", 6" & 7")
- Fire Valve
- Under tank fire valve
- Oil line (when exposed)
- Oil line fittings
- OSV valve
- Scully fill cap complete
- Vent cap
- Vent alarm
- Vent combo gauge
- Flex oil lines
- Dresser couplings

*(1 per year)

** (When accessible)

*** (Excluding HEPA and Electronic cells)

Oil Fired Water Heater Plan

- Coverage includes oil burner parts listed in the basic plan plus aquastat, primary control and 100XL relief valve.
- Annual tune-ups will be performed with the heating system.
- Coverage can only be purchased in conjunction with a service plan.

Please print for you records



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General Terms and Conditions

- Annual tune-ups are scheduled Monday through Friday between 8 am and 2 pm. Blue Flame Oil will make a reasonable attempt to contact customers for appointment, however it is the homeowner's responsibility to ensure maintenance is scheduled. There will be no carry-overs into the following year or credits for annual service not performed.
- This plan is available to Blue Flame Oil Co., Inc. oil customers on automatic delivery who purchase their total fuel requirements from Blue Flame Oil Co., Inc. and use a minimum of 600 gallons annually.
- This policy does not include the replacement of obsolete oil burners and parts, warm air furnaces, steam or hot water boilers, water heaters and oil tanks. Plumbing services are not covered and are billed at the prevailing hourly rate.

When an oil burner has become obsolete and is considered to be a hazard, a discount of (\$100.00) one hundred dollars will be applied toward the replacement of a new oil burner.

- All heating equipment is subject to our inspection and approval for acceptance of any Service Plan. If equipment becomes unfit for normal use during the life of the Service Plan. The Service Plan will be cancelled upon notification of homeowner.
- The policy does not cover repairs or replacements made by others not authorized by Blue Flame Oil Company, Inc. If customer's credit becomes impaired during the life of the Burner Service plan, Service will be discontinued until credit terms have been reinstated.
- Emergency calls resulting from burner failure caused by flood, fire, lightning, power failure, blown fuses, main switch off, flooded heating system, no oil in tank (except when customer is on our Automatic Delivery basis and in good credit standing), no water in the boiler, water in oil tank, frozen oil lines, or other conditions beyond our control is not covered and will be charged at our prevailing service rates.

This policy is in effect for one year and will automatically renew unless cancelled by either party. No refund will be given if policy is cancelled by homeowner before anniversary date. This policy is non-transferable and is not in effect until payment is received.

Service Hours

The plan covers year round emergency service, 7 days a week, 365 days a year
Emergency service is constituted by: no heat, a serious oil leak or a dangerous situation.

All non-emergency services will be performed during regular business hours

Monday through Friday 8am to 4:30pm

Customer Rewards Program

- Included with both the basic and premium service plans:
- For every consecutive year that you renew your service plan you will receive:
 - \$25.00 in credits for Basic plan:
 - \$50.00 in credits for Premium plan
- Credits can be used towards the purchase of new equipment.
- Maximum allowed credits towards an installation is \$500.00

Please call or email our office for pricing.

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