



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

* 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:

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

*(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. 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.

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- 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 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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