

## PLATINUM SERVICE PLAN

\$279 + TAX

### Features Include:



#### Automatic Delivery

Instead of worrying about when you'll need that next delivery of oil, let us do that for you! Our computerized system tracks the weather and generates your delivery automatically.



#### Environmentally Friendly Fuel

We offer Bioheat® fuel that extends the lifespan of your equipment while burning cleaner and more efficiently. In addition, all of our fuel is treated with our UltraGuard™ Advanced Heating Oil Treatment additive, which reduces service calls and saves you money.



#### Annual Efficiency Tune-Up

Keep your heating system running at peak efficiency for reliable comfort and energy savings all year long.



#### The TankSure® Program

Your home heating oil tank will be ultrasonically tested to measure and track its integrity. Qualifying tanks will receive a **\$1,000 future oil tank replacement payment**. Tanks that initially disqualify will receive a \$300 oil tank replacement discount.



#### Parts & Labor Coverage

Our Platinum Service Plan covers 100% of the repair or replacement and associated labor for the following heating system components:

Air Filter* (Standard 1" Filter)	Electrodes & Stabilizer	Limit Control
Aquastat*	Fan Coupling	Nozzle
Blower Belt	Fan Limit Switch	Nozzle Line
Blower Pulley	Filter Cartridge	Oil Filter
Burner Coupling	Fuel Pump	Pressuretrol
Burner Fan	Fuel Pump Gasket	Primary Control Oil Burner
Burner Motor (1/3 HP or Less)	Fuel Pump Strainer	(Excludes 8182A, D, H)
Cad Cell Assembly & Wire	Glass Gauge & Washers	Thermostat Non-Programmable
Cad Cell Relay	Ignition Transformer	(One Standard)
		Toggle Switch

*For ANY part that is not listed above, you will receive a **20% discount on all service work** to repair or replace the part and associated labor required (excludes air handler, air conditioning, hydro-coil, heat exchanger, boiler block, oil delivery systems, and system replacements).*



#### Priority Service & Scheduling

Service Plan customers will receive daytime priority service from our highly-skilled and licensed technicians.



#### 24-Hour Emergency Service

In addition to the benefit of daytime priority service, Service Plan customers have extended 24/7/365 emergency service available. Whenever you need us, we will be there for you. (Fees may apply)

## ULTIMATE SERVICE PLAN

\$399 + TAX

### Features Include:



#### Automatic Delivery



#### Environmentally Friendly Fuel



#### Annual Efficiency Tune-Up



#### The TankSure® Program



#### Parts & Labor Coverage

Our Ultimate Service Plan **covers 100% of the repair or replacement and associated labor for all parts covered in the Platinum Service Plan PLUS** the following heating system components:

Air Vent*	Flow Valve*
Back Flow Preventer*	Humidifier Pad*
Blower Bearings*	Humidifier Transformer*
Blower Shaft	Low Water Cut-Offs 101A, 67, SV170
Blow Off	Pressure Relief Valve*
Circulator 007*	Primary Control (Excludes 8182A, D, H)
Circulator Bearing *(1/3 HP or Less)	Water Feeder*
Circulator Relay Cube*	Zone Damper Motor*
Extrol Tank #30, #60*	Zone Valve Complete*
Fan Center Control*	Zone Valve Motor*

*For ANY part that is not listed above, you will receive a **20% discount on all service work** to repair or replace the part and associated labor required (excludes air handler, air conditioning, hydro-coil, heat exchanger, boiler block, oil delivery systems, and system replacements).*



#### Priority Service & Scheduling



#### 24-Hour Emergency Service (Fees may apply)

## WATER HEATER SERVICE PLAN \$189 + TAX

Repair coverages extend from the base heating plan. This Plan covers everything within our Platinum Service Plan, where applicable.



Note: The TankSure® Program is not applicable. Water Heater Service Plan customers must have their annual water heater tune-up completed in conjunction with the heating system tune-up.

### SERVICE PLAN CUSTOMERS...

**YOU MAY BE ELIGIBLE FOR A  
5% DISCOUNT ON YOUR  
HOMEOWNER'S INSURANCE!**

PLEASE VISIT [WWW.PLYMOUTHROCK.COM/TANKSURE](http://WWW.PLYMOUTHROCK.COM/TANKSURE)  
FOR DETAILS OR CALL OUR OFFICE TODAY!

**(203) 438-2688**



# General Terms & Conditions

1. This agreement is between the customer and Montanari Fuel Service, Inc. and its subsidiaries, herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the oil heating system and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement; service after agreement termination will be performed at prevailing rates. Cancellation or suspension of the Service Plan by either party must be done in writing. The cost of the Service Plan is non-refundable. The Service Plan is transferable to a new owner if you have fulfilled all applicable terms and conditions of the Service Plan.

2. This agreement is offered to all customers subject to an inspection and approval of their equipment before issuance of a Service Plan. We will only issue Service Plans to customers of Montanari Fuel Service, Inc. and its subsidiaries.

3. The initial term of the Service Plan is from June 1st through May 31st. At the end of the initial term, we will automatically renew the Service Plan. For continuous coverage, payment is due within 30 days. If payment is not received within that time, we reserve the right to cancel your Plan.

4. Our normal business hours are Monday through Friday, 8:00am to 4:30pm, except major holidays. Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1.5 times, minimum of one hour.

5. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: NO heat, creating an unsafe condition, or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.

6. This agreement does not cover labor or replacement parts due to floods, fire, lightning, freeze-ups, acts of God or nature, or any other casualty, civil disturbance, or cause other than normal use of your heating system.

7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.

8. We reserve the right to cancel coverage, without rebate, of any portion of the paid contract if (1) the customer permits service on any parts or equipment covered by the Service Plan by any source other than the Company, (2) the customer procures fuel oil from any source other than the Company, (3) the customer is delinquent in payment of any monies due the Company, (4) the customer discontinues Automatic Delivery scheduling of fuel oil, (5) the customer's heating system becomes obsolete, or (6) the customer fails to keep heating system parts not included within the 100% parts coverage in good working order.

9. The Company reserves the right to reject coverage where working conditions are deemed hazardous or where the service of two servicemen is required. There will be an additional charge of \$125.00 if a second serviceman is required to perform a proper cleaning and service.

10. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any secondary, consequential, or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company, including labor difficulties. The Company will not be held liable for any failure or defect in the customer's heating system that they do not report within 12 hours of the onset of such failure or defect. The Company will not be held liable for any loss or damage alleged to be caused directly or indirectly by the Company's service, including unattended houses. The Company will not be liable for expenses or repairs if the customer runs out of fuel oil because of credit delinquency or if the Plan coverage has been terminated.

11. Motors, blower bearings, and circulator bearings shall be lubricated at the Annual Efficiency Tune-Up appointment. Any lubrication required thereafter shall not be the Company's responsibility.

12. The Annual Efficiency Tune-Up is by appointment only and will be performed during normal business hours only. Due to the number of Plans in effect, appointments for this yearly maintenance cannot be assigned to the pre-season (fall or winter) months alone. Therefore, appointments for the Annual Efficiency Tune-Up will be scheduled and performed year-round. It is the responsibility of the customer to call and schedule an appointment for this work; if customer fails to do so, there will be no refund on the Plan.

13. This agreement will pay up to \$1,000 toward the replacement of your tank, once tested and qualified for the TankSure® Program, if a tank leak occurs subsequent to this test due to internal corrosion, if a tank leak occurs due to a manufacturer's defect, or if a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur, or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term, proactive tank replacement program for our customers. Accidental damage is not covered by the TankSure® Program. The TankSure® Program does not cover environmental cleanup, property damage, waste disposal services, or other damages or losses caused by a tank leak or system failure, even if the tank has been tested and qualified ultrasonically and is enrolled in the TankSure® Program.

14. (\*) Asterisk refers to a limit of one fully covered replacement part per year.

15. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.

16. Insufficient heat due to extreme weather conditions, insufficient insulation, and beyond equipment capacity, is not covered by the service contract.

17. Maintenance of Antifreeze is the responsibility of the homeowner. Any damage due to lack of or weak Antifreeze is not Montanari Fuel Service, Inc.'s responsibility. The homeowner must request the Antifreeze be tested annually.



# MONTANARI FUEL



— Small enough to know you...large enough to serve you —



## Outstanding Service Department Available 24/7

FOR ALL YOUR SERVICE & INSTALL NEEDS



### Fueling the Future

15 South Street

Ridgefield, CT 06877

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