

## Terms & Conditions

1. The Comprehensive Service Plan is available ONLY to persons who purchase their entire years fuel oil supply from Pen Bay Oil, and maintain a satisfactory and timely payment history for the term of this agreement.
2. This plan covers ONE residential heating unit. Oil tanks, oil lines and any associated problems are specifically excluded. Pen Bay Oil reserves the right to inspect and approve the equipment before service plan is issues or renewed by purchaser, their successors, agents or assignees. Any parts necessary for acceptance will be charged at prevailing rates.
3. All policies are automatically self-renewable yearly, unless written notice of cancellation is given by either party. The plan period is July to June. Plans are non-refundable 30 days after start/renewal date or if service has been rendered.
4. All services offered are for normal usage and this service plan does not protect for fires, floods, or acts of God.
5. Any calls for service after our regular operating hours (7:30AM-4:30PM, M-F) must be do to total mechanical failure of the unit resulting in NO HEAT or a potentially hazardous situation. Any other service after hours will be billed at the current hourly rate.
6. In cases of delay or failure to supply service or materials because of conditions beyond our control, we cannot be held liable nor shall we be held liable for any consequential damages or injury.
7. If residence is sold, these Service Plans are transferrable upon re-inspection, should the company deem it necessary. The plan period is July to June.
8. Payment terms: Payment is due 30 days after billing date or if budget arrangements are made with the credit dept. If payment is not received within the above parameters, the service plan is subject to cancellation and all work performed will be billed at our normal rates.
9. Customer is responsible for scheduling annual tune up.
10. Pen Bay Oil reserves the right to determine to replace or repair parts.
11. Upon renewal date, contract will automatically be charged to your account unless you notify us of our intent to terminate service.
12. Heating systems that have become 'plugged' because of neglect, lack of service or improper use will be billed any extra labor beyond 90 minutes at regular labor rate.
13. These plans do not include plumbing repairs, circulator controls, zone valve repairs, radiators and baseboards, connectors, hot water coils and piping, feed and release valves, bleeding or purging, air from system, draining expansion tank, repair of water leaks, frozen pipes, Power Venters, damage due to flooded basements, complete burner upgrades, pouch plates, clean up from leak contamination, complete steam low water cutoffs, parts in contact with antifreeze, firebox, or items not identified in plan agreement.

# PEN-BAY OIL & COASTAL FUEL

## Comprehensive Service Plans



### A Full Service Oil Company Offering:

- ◆ Automatic Delivery
- ◆ 24 Hour Emergency Burner Service
- ◆ Price Protection Plans

Serving the Mid Coast Community for over 65  
years

211 Union St • PO Box 340

Rockport, ME 04856

207-236-2851 • [www.penbayoil.com](http://www.penbayoil.com)

PEN BAY OIL

211 Union Street

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## Comfort Plan \$269/Year

### ANNUAL SYSTEM TUNE UP

- ◆ Checking and adjusting the burner controls and ignition system
- ◆ Cleaning or replacing the fuel filters, nozzle and air filter
- ◆ Vacuuming and cleaning heating unit and flue pipe to chimney
- ◆ Checking/oiling motor bearings
- ◆ Draining expansion tank
- ◆ Testing heating unit for maximum efficiency

### TANK SURE™

The TankSure™ Program is now included with our Service Plans, providing peace of mind coverage for your above ground oil tank.

- ◆ Ultrasonic inspection of the tank walls thickness evaluates when a proactive replacement is necessary BEFORE the tank leaks.
- ◆ Qualifying tanks receive a \$1000 replacement payment to help cover the cost of tank replacement.
- ◆ Inspects common tank components such as legs, seams, fill and vent pipes, oil lines, and vent whistle.
- ◆ For non-qualifying tanks, we will give you a \$250 replacement credit to upgrade your oil tank.

### PARTS & LABOR COVERAGE

Customers participating in the Comfort Plan will receive a 50% discount on parts and labor charges related to repair work of your system. Some exclusions do apply.

### EMERGENCY SERVICE

Emergency burner service is provided 24 hours a day, 365 days per year. (Emergency service will be charged at prevailing rates)

## Prestige Plan \$399/Year

Our Prestige Plan offers you all the benefits of the Comfort Plan, **PLUS** we handle the cost of **100%** of the covered part and labor. (Complete listing of covered parts can be found in the Service Plan section at [www.penbayoil.com](http://www.penbayoil.com)).

Aqustat (1 per yr)	Flue Pipe
Automatic Air vent(3 per yr)	Fuel Oil Pump
Belts	Ignitor
Blower Motor	Low Water Cut-off
Burner Firematic	Mixing Valve
Burner Tube	Nozzle
Cad Cell	Oil Burner Switches
Circulator Couplings	Pressuretrol(Steam)
Circulator Motor(1 per yr)	Pump Coupling
Delayed Oil Valve	Pump Strainers
Draft Regulator	Relief Valve
Drawer Assembly	Sight Glass
Electrodes	Smoke Pipe (4ft max)
End Cone	Standard Filters
Expansion Tank	Thermostat-Standard
Fan/Limit Switch	Water Feed Valve
Flow Control Valve	Zone Valve (1 per yr)

*50% discount on parts & labor charges related to repair work on your system that are not listed above.*



Simply choose the plan that's right for you and your family. Pen Bay Oil has been family owned and operated for more than 65 years. We pride ourselves on reliable customer Service and continue to be a positive Influence in our community in Midcoast Maine. To enroll in one of our programs, sign up today using the included form, or call us at **207-236-2851**.

Either of these plans can be calculated into your current price protection or budget plans.

YES! I would like to sign up for the following:

CLIP & Mail

COMFORT PLAN \_\_\_\_\_ PRESTIGE PLAN \_\_\_\_\_  
 BILL MY ACCOUNT \_\_\_\_\_ AUTOMATIC BILL PAY (PLEASE CALL OUR OFFICE) \_\_\_\_\_

Customer Acct# \_\_\_\_\_ Currently an Automatic Delivery Customer Yes/No \_\_\_\_\_

I agree to the before-mentioned conditions \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email Address \_\_\_\_\_