

## Response Card

(tear along edge)

Please check the plan(s) you wish to participate in.

- Service Plan A Gold
- Service Plan B Silver
- Service Plan C Bronze
- Zone Protection: number of heating zones \_\_\_\_\_
- DWH Protection (water heater)
- Contact me for cooling service



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## PROTECTION PLAN OPTIONS



Online: [hopeenergyri.com](http://hopeenergyri.com)

Tel: 401.828.5000

## Terms and Conditions

1. These plans are available only to fuel oil customers who purchase 100% of their fuel from Hope Energy and consume a minimum of 600 gallons per year for hot water and steam systems and a minimum of 400 gallons per year for warm air systems. The price quoted is for an ordinary residence or comparable size commercial system.
2. Burner cleanings will only be performed once per season, minimum gallons apply.
3. It is the customer's responsibility to arrange for any service work and/or to schedule annual cleanings.
4. Hope Energy shall not be held responsible to supply parts that have become obsolete.
5. Hope Energy reserves the right to inspect each unit and reject those which are not up to standard.
6. Hope Energy cannot be held responsible for damage to parts caused by wars, power failure, groundwater, floods, fires, explosions, customer neglect, or any other acts of GOD. Out-side oil tank freeze-ups and frozen water pipes are not covered under this agreement. These plans do not cover any type of water leaks on domestic water piping, water heaters, boilers, and/or tank-less coils. All water leaks are considered plumbing services. Backflow preventers are NOT covered.
7. Once this agreement is signed there will be no refund allowed, and this policy is only in effect when it is paid for. Your account must be current for this plan to be in force.
8. This agreement will be renewed annually unless otherwise specified in writing.
9. This service plan only covers systems which have been inspected by Hope Energy Any modifications and/or adjustments made to the heating system by others will void coverage. No other service company or individual shall adjust or modify the heating system, doing so will render this service plan void.
10. All service plans include burner cleanings and efficiency tests as needed. A cleaning consists of nozzle and oil filter changes, vacuuming if necessary, of the boiler or heat exchanger and stack pipe.

11. Hope Energy shall not be held responsible for any/all oil leaks due to oil line rupture, tank failure and/or normal wear & tear.
12. An emergency is defined as having no heat as a result of a malfunction of the heating system, severe water or oil leaks. Lack of or no hot water is not an emergency service call. Night service is not available. If the system is found to be operating and capable of producing heat until normal working hours or the malfunction is the responsibility of the home owner, then the customer agrees to pay per call at prevailing rates.



- Air Conditioning Service and Installation (central air systems and ductless splits)**
- Automatic Delivery**
- Budget Plans**
- Bulk Diesel Delivery**
- Cash Discounts**
- Equipment Upgrading**
- New Installations (complete systems and individual units)**
- Plumbing Services**
- Price Protection**
- Programs Equipment financing**

## GENERAL PROTECTION ALL PLANS

### OIL BURNER PARTS:

- Check valve
- Combustion fan
- Delayed oil valve
- Drive coupling
- Electrodes
- Firomatic oil/electronic valves
- Fuel pump
- Ignition transformer
- Nozzle
- Nozzle assembly (if available)
- Oil burner motor

### BOILER, FURNACE & CONTROL PARTS:

- Aquastat
- Barometric damper
- Blower motor (up to 1/4 hp, heat only)
- Cad cell eye and leads
- Combination control
- Electrical switches (single pole only)
- Emergency switch
- Fan & limit control
- Fuses/circuit breakers \*
- Gauge glass & washers
- Low water cut off \*
- Primary relay
- Flue pipe \*
- Thermostat
- Thermostat programmable \*

**\*Covered by PLAN A GOLD only**

Power Venters and/or motors are NOT covered by this agreement.

### OIL TANK COMPONENTS: (Indoor Only)

- Gauge
- Oil filter complete
- Oil fill and vent piping
- Oil tank valve
- Vent alarm
- Vent cap

***Lincoln Oil Company Inc. does not include oil tanks (in-ground or above ground) and will not be liable for any environmental pollution or pollution clean up due to tank rupture or oil leak of any sort.***

## ZONE PROTECTION

**You may wish to further protect your home with zone protection if you have a forced hot water (baseboard) heating system.**

- Air scoop
- Circulator brackets
- Circulator
- Circulator impeller
- Circulator motor
- Circulator switch
- Circulator relay
- Circulator complete
- Drain valves
- Expansion tank
- Low voltage transformer
- Flow control valves
- High vent
- Pressure reducing valve
- Pressure relief valve
- Purging station
- Thermostat
- Zone head

## DHW PROTECTION

**We recommend hot water coverage if you have an oil fired or indirect fired hot water heater.**

**There will be no labor or parts charge for the following items:**

- All burner parts
- Aquastats
- Cad cell
- Circulator complete (boiler side only)
- Circulator relay
- Drain valves
- Primary control
- Relief valve
- Thermostat
- Vacuum breaker

## AIR CONDITIONING PMI

**If you have central air conditioning in your home we offer a comprehensive preventive maintenance inspection of your system.**

- Adjust/damper air flow
- Acid wash coils
- Blow out and flush drain lines
- Check all electrical components
- Check amperage/line voltage power
- Check refrigerant level
- Clean condensate pumps and drain pans
- Inspect units for insects and rodent nests
- Replace air filter (fiberglass only)

**Upon the mutual acceptance of this Inclusive Service Policy, Hope Energy becomes obligated to repair or replace any oil burner part which has become defective through normal wear and tear of the unit. We shall also provide cleaning, burner tune-up and a thorough preventive maintenance check of the heating unit, breach and chimney base. The attached is a list of the parts covered: I/We Agree to the terms and conditions of the service plan selected. I understand my payment in lieu of completing the response card for said service plan enforces all terms and conditions.**

**I/We Agree to the terms and conditions of the service plan selected. I understand my payment in lieu of completing the response card for said service plan enforces all terms and conditions.**

**Please sign: \_\_\_\_\_**

**Print name: \_\_\_\_\_**

**Address: \_\_\_\_\_**

**Telephone number: \_\_\_\_\_**

***AN EMERGENCY is defined as having NO HEAT as a result of a malfunction of the heating system, SEVERE WATER or OIL LEAKS.***

**Lack of, or no hot water is NOT an emergency service call. Night service is not available.**

**If the system is found to be operating and capable of producing heat until normal working hours or the malfunction is the responsibility of the home owner, then the customer agrees to pay per call at prevailing rates.**