

ADDITIONAL OPTIONS

AIR CONDITIONING TUNE-UPS

We provide preventative maintenance appointments for central and ductless air conditioning systems. Just one annual cleaning can reduce your yearly cooling bills by as much as 10% along with extending equipment longevity and giving you peace of mind.

GENERATOR INSTALLATION & SERVICE

With the unpredictable nature of power supply due to an antiquated power grid as well as the arrival of turnkey generator systems, we're recommending that you consider a generator installation. Generator installations are now more affordable than ever.

NEW EQUIPMENT INSTALLATIONS

If your heating system is more than 15 years of age, there is a good chance that it is not running as efficiently as it could be. New system installations generally have a very quick repayment period for homeowners. In many cases, a new system may cut down your bills by 40% annually! We can install boilers or furnaces (for oil, propane, and gas systems), water heaters, generators, air conditioning systems, and much more!

AUTOMATIC DELIVERY

BUDGET PLANS

BULK DIESEL DELIVERY

CASH DISCOUNTS

EQUIPMENT UPGRADING

PLUMBING SERVICES

AIR CONDITIONING INSTALLATION & SERVICE



Visit hopeenergyri.com for more information

GENERAL CONDITIONS & EXCLUSIONS

1. These plans are available only to fuel oil customers who are on automatic delivery, 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. All plans renew automatically annually on January 1st.
3. The Company will pay up to \$2,000 toward the replacement of your tank, once tested and qualified for the Hope Energy Tank Coverage Program, if a tank leak occurs subsequent to this test due to internal corrosion, or a tank leak occurs due to a manufacturer's defect, or 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 inspection, we are providing these new services to help fund the cost of a new tank when you need one. Accidental damage is not covered by the Hope Energy Tank Coverage Program. The Hope Energy Tank Coverage Program does not cover environmental cleanup, property damage, waste disposal services, or other damages or losses caused by a tank leak or system failure. To receive the \$500 non-qualifying tank replacement discount Hope Energy must replace the oil tank. If your tank leaks prior to the first inspection you will also receive a \$500 credit toward a new tank.
4. Burner cleanings will only be performed once per season, minimum gallons apply.
5. It is the customer's responsibility to arrange for any service work and/or to schedule annual cleanings.
6. Hope Energy shall not be held responsible to supply parts that have become obsolete.
7. Hope Energy reserves the right to inspect each unit and reject those which are not up to standard.
8. 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. Outdoor 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 tankless coils. All water leaks are considered plumbing services. Backflow preventers are NOT covered.
9. 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.
10. This agreement will be renewed annually unless otherwise specified in writing.
11. This service plan only covers systems that 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.
12. 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.
13. Hope Energy shall not be held responsible for any/all oil leaks due to oil line rupture, tank failure, and/or normal wear & tear.
14. An emergency is defined as having no heat as a result of a malfunction of the heating system, or 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 homeowner, then the customer agrees to pay per call at prevailing rates.

HOPE ENERGY

We deliver comfort



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hopeenergyri.com

GOLD PROTECTION PLAN



System Tune-Up

Just like changing the oil in your car, your heating system should be tuned regularly. This is good for you and the environment as it helps you save up to 10% on fuel costs annually.

- Save money by reducing the amount of fuel you use
- Diagnose problems before they become expensive, inconvenient repairs
- Receive recommended, planned, professional maintenance

Tune-up includes:

- Check and change nozzle and oil filter
- Clean & adjust filters and controls
- Lubricate motors
- Inspect safety devices
- Conduct an efficiency test

24-Hour "NO CHARGE" Parts & Labor Protection

You will be covered for the replacement or repair of the following parts AND all parts covered in our Silver plan:

- Fuses/circuit breakers
- Digital or mechanical non-programmable thermostats only*
- Low water cutoff
- Flue pipe

**Power venters, motors, and programmable, wi-fi, or network thermostats are NOT covered by this agreement.*

Hope Energy Tank Coverage Program

Up to \$2,000 toward an oil tank replacement. See below for program details.

Emergency Service

Emergency service 24 hours a day, 7 days a week.

SILVER PROTECTION PLAN

System Tune-Up

See Gold Protection Plan for details.

Limited Parts & Labor Coverage

You will be covered for the replacement or repair of the following parts:

- 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
 - Gauge glass & washers
 - Primary relay
 - Digital or mechanical non-programmable thermostats only*

OIL TANK COMPONENTS: (Indoor Only)

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

ZONE PROTECTION: (Forced Hot Water)

Extra fee per zone applies:

- 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

**Power venters, motors, and programmable, wi-fi, or network thermostats are NOT covered by this agreement.*

Emergency Service

Emergency service 24 hours a day, 7 days a week.

ADD THE HOPE ENERGY TANK COVERAGE PROGRAM FOR \$99.95 OR UPGRADE TO OUR GOLD PROTECTION PLAN FOR ONLY \$20 MORE!

BRONZE PROTECTION PLAN

System Tune-Up

See Gold Protection Plan for details.

Parts and Labor Coverage

Customers participating in our Bronze Protection Plan have access to the covered parts listed in our Silver Protection Plan. Non-covered parts billed at normal rate. No charges related to repair work of your system performed during normal working hours. Night or weekend repairs are billed at the full night/weekend labor rate.

WATER HEATER PROTECTION PLAN

Indirect OR Oil Fired

System Tune-Up

Burner, smoke pipe, and lubrication of all bearings and motors.

Limited Parts & Labor Coverage

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



HOPE ENERGY TANK COVERAGE PROGRAM

This valuable service provides peace-of-mind coverage for your indoor, aboveground oil storage tank.

\$ \$2,000 tank coverage payment for qualifying tanks

\$ \$500 tank replacement coupon for disqualifying tanks

- Indoor and outdoor tanks permitted
- 550 gallon or less tanks (aboveground only)
- No pre-existing conditions
- Approval needed for full coverage value

Zone Protection

(Covered parts listed under Silver Plan. Extra fees apply)

You may wish to further protect your home with zone protection if you have a forced-hot water (baseboard) heating system. The Zone Protection Service Plan provides coverage for forced-air baseboard heating systems. We also provide protection options for water heaters.