

## Commitment to Service

K.E. Weaver Petroleum has been serving its customers for over a decade. During this time we have learned a lot about what it takes to be a successful fuel oil provider. K.E. Weaver Petroleum knows the value you place on keeping warm during the cold winter months. We deliver more than oil and offer you peace of mind that your family's comfort is our top priority. Our staff is professionally trained and certified and we provide superior customer service.



## Service Plan Value

Service plans ensure that you will receive professional preventive maintenance for your oil burner and fuel oil tank. An oil burner cleaning which is included in all of our plans will increase your heating efficiency and allow you to save on heating costs. Our plans have been designed to be economical and a good value. The purpose of the plans is to keep your heating and hot water system working at peak efficiency and to keep critical parts maintained. To avoid the risk of expensive repairs take advantage of one of our service plans. Each plan offers a different level of protection and peace-of-mind.



## Comfort Plan – \$199.00 or \$16.58/month

Our comfort Plan includes your annual tune-up; K.E. Weaver's TankSure™ Program, and most labor associated with maintaining your heating system at peak efficiency. Service work conducted under the comfort plan will be conducted during normal business hours and does not include emergency service.

### Maintenance & Tune Up

Professional preventive maintenance is strongly recommended annually for all heating systems. Maintaining and adjusting your oil burner will help save over 10% on heating costs and add years of life expectancy to this expensive equipment. This service tests and adjusts your oil burner for maximum efficiency using precision equipment. All safety and operating controls will be checked. Motors and bearing will be lubricated. We will clean the electrodes, fan, pump, furnace, flue pipe to the chimney and chimney base. We will test for smoke, carbon dioxide, stack temperature and set the proper firing rate. When necessary the fuel filter cartridge, air filter and burner nozzle will be replaced.

### TankSure™ Program

The TankSure™ Program is designed to protect, monitor, and warranty your fuel oil tank. The protection comes from our Heatforce™ Heating Oil, which guards your tank with a corrosion inhibitor and keeps your system running at maximum efficiency. The monitoring part of the program comes from an ultrasonic tank test that is conducted annually. By analyzing these measurements we are able to determine the integrity of your tank. If your tank is determined to be in need of replacement at any time in the future then the warranty part of the TankSure™ Program will cover up to \$1000.00 towards the replacement of the tank.

### Labor Coverage

If your furnace or boiler requires service, many of the repairs will be covered with no labor charge to you. This service is expected to occur during normal business hours. Emergency service will be charged at prevailing rates. Any parts used will be billed at prevailing rates.

\*Some conditions apply, see general conditions & exclusions

## Clip & Mail

### Comfort Plan - \$199.00 or \$16.58/month

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Home Phone: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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 FOR OFFICE USE ONLY:  
 RECEIVED BY: \_\_\_\_\_ DATE RECEIVED: \_\_\_\_\_

# General Conditions and Exclusions

\*This service plan is available to customers who purchase all of their fuel oil and heating system services from us during the term of the Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after our inspection and approval of your heating system and tank.

1. The term of the Plan is for a one (1) year period and will re-new automatically every year unless terminated by either the customer or Company. The plan automatically terminates if the customers no longer purchases all of their heating oil from the Company.

No credit will be issued if the Plan is canceled before the expiration date

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. In addition, the Service Plan includes the TankSure™ Program which provides the tank testing service and the TankSure™ Program Limited Warranty. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure™ Program. While we cannot guarantee the prevention of a leak or other failure of your tank, 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. We recommend that an annual test of your fuel tank be performed. If a tank leak occurs due to corrosion, or if your tank is identified for replacement by the TankSure™ Software the Company will pay up to \$1000 towards the replacement of you tank in accordance with the terms of the TankSure™ Program Limited Warranty. A Warranty Certificate will be provided to you.

4. The Service Plan does not cover labor or material to repair damage to the heating system or residence caused by the customer's neglect such as failure to have sufficient fuel oil in the tank( unless oil is being delivered under our automatic delivery program), insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by Acts of God, fire, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

5. Company will provide service as soon as practical and during the regular business hours under normal conditions. Company will not be liable for any delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods, or other severe weather conditions, or government laws or regulations.

6. The Comfort Plan includes an annual tune-up and cleaning. A complete Tune-up will be performed once during the term of the Service Plan, during regular working hours as scheduled by our service department . A separate trip charge will be assessed for cleaning and service calls performed on locations greater than 20 miles from Lititz, PA.

The Comfort Plan only covers labor for specified repairs. Repairs covered by our Comfort Plan, labor only, are: Air Filter, Blower Bearings, Blower Belt, Blower Motor(1/2 HP), Blower Pulley, Blower Shaft, Burner Blast Tube, Burner Coupling, Burner Flange Gasket, Burner Motor(1/7 HP), Buss Bar, Cad Call Eye, Draft Regulator (up to 8"), Flue Pipe(up to 8"), Electrodes, End Cone, Emergency Switch, Fan Control, Fuel Filter Cartridge, Fuel Filter Complete Assembly, Fuel Pump(single stage), Fuel Pump Strainer, Ignition Transformer, Limit Control, Low Voltage Transformer, Nozzle, Nozzle Line, Thermostat(manual), and Transformer Leads. This contract does not cover repair or replacement of obsolete parts that are not available through regular sources of supply.

7. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties.

8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system services from the Company.

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