

General Conditions

- Customer agrees to purchase oil from us during the term of this agreement. T.J. Fannon & Sons, Inc. reserves its service plans for its fuel oil customers only, with no exceptions. T.J. Fannon & Sons, Inc. responsibility under a service plan automatically ceases if fuel oil or service on any parts of equipment covered by their plan is procured from another source, or if a customer is delinquent in payment of any monies due to T.J. Fannon & Sons, Inc.
- T.J. Fannon & Sons, Inc. reserves the right to reject any agreement if, in an inspection by our service technician, the equipment is found in such condition that service will be unsatisfactory to both parties.
- A service plan will not be continued when it is found that working conditions are hazardous or unsanitary.
- Our responsibility under all circumstances is limited to the direct cost of correcting any defective condition covered under a service plan.
- This agreement does not cover balancing of heating or cooling to various rooms, nor does it include improvement to the present systems.
- It is mutually agreed that this agreement covers only electrically-operated units inside the equipment and does not cover electrical or plumbing work beyond the units, or work required due to negligence or misuse of equipment or because of fire, flood, or other water damage from humidifiers or other appliances, acts of God, sabotage, shortage of electrical, gas, or water supply, or damage caused by freezing.
- The obligation to furnish replacement parts is subject to availability at local suppliers.
- Service calls made as a result of run-outs due to non-payment of bills are not covered by contract and will be charged at our regular labor rates.
- Service plans do not cover damage caused by fire, lightning, water, freezing of oil lines, water or foreign matter in oil tank. In addition, we will not be responsible for damage to equipment or home caused by an out-of-oil situation for will-call customers.
- Labor and material to thaw frozen oil lines or outside tanks are not covered by contract.
- Freeze-ups in vacant properties are the sole responsibility of the owner. Vacant buildings are not covered for parts or labor to correct any conditions caused or aggravated because of non-occupancy.
- The terms and conditions of this agreement, dated May 1, 2019, supersede any and all previous service agreements offered by T.J. Fannon & Sons, Inc.

Let T.J. Fannon & Sons, Inc. take care of your year-round heating and cooling needs.

T.J. Fannon & Sons, Inc. Contract Service:

- Reduces your fuel bills
- Gives you priority emergency service
- Assures you of maximum safety
- Prolongs equipment life

Thousands of satisfied customers are protected by T.J. Fannon & Sons, Inc.'s full-year contract service!

Customer Checklist

Before calling for service, check the following items:

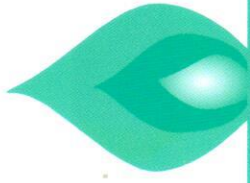
- Thermostat**—Is setting 5° or more above room temperature?
- Switch**—Is emergency switch "ON"?
- Breakers and Fuses**—Is breaker tripped? Is fuse burned out?
- Steam System**—Is water at proper level?
- Reset Button**—Press just once.
- Oil Tank**—Check gauge.

Following these simple checks may save you inconvenience and prevent an unnecessary service call.

Setting back your thermostat is only one way to save on fuel consumption.

ROUTINE PREVENTIVE MAINTENANCE:

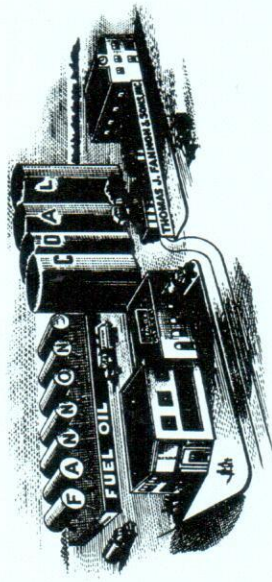
- Maintains high efficiency
- Lengthens equipment life
- Avoids costly breakdowns



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Important: Not all systems can be accepted under these plans.

Oil Heat Plus \$249.50

For Items Specified

Annual Burner and Furnace Cleaning, Adjustment, and Lubrication; Service Warranty (Parts and Labor) for one year on burner and electrical controls as specified below:

Plan covers annual service for a single oil-fired furnace or boiler. Multiple units and oil-fired water heaters will be subject to an additional charge.

Labor warranty applies to work performed during weekday operations (Monday–Friday, 8:00 am to 4:00 pm). Evening, weekend, and holiday service calls covered under plan are subject to a \$50.00 service charge.

Replacements are subject to availability of parts from normal sources. If parts for oil burner are not available, oil burner will have to be replaced at customer's expense.

- Burner Motor
- Burner Pump
- Drive Coupling for Burner
- Burner Transformer
- Electrodes
- Nozzle
- One Thermostat (Plain) low voltage
- Aquastat (maximum \$125.00)
- Cad Cell Relay
- Cad Cell Eye
- Fan and Limit Control

Equipment to be covered by this plan (Oil Heat Plus) must initially pass Fannon inspection. The right is reserved to cancel this agreement and refund any money paid (less cleaning cost of \$149.50) should equipment not pass Fannon inspection.

STEAM BOILERS: Additional maintenance is required on steam boilers to ensure reliable performance. An additional \$100.00 will be added for steam boilers under contract. This amount covers cleaning of the feeder, flushing of the system, and the addition of chemicals to inhibit corrosive buildup.

Services not itemized above such as repairs to plumbing portion of system (circulator assemblies, expansion tanks, motorized valves, pressure relief valves, radiators), thawing of frozen oil lines, replacement of oil lines, repairs to blowers (except Air Conditioning Coverage), electronic air filters, and humidifiers, and calls for switches accidentally turned off by customer, are charged on a Time and Material Basis. Stack relay controls will no longer be covered as of May 1, 2016.

Basic Cleaning and Adjustment \$149.50

For Items Specified

If parts and labor warranty coverage is not desired or unavailable due to the age of the equipment, an annual burner and furnace cleaning, burner adjustment, and lubrication is still recommended to enhance performance and improve efficiency.

This service can be provided at the above price (plus an additional charge for parts, if necessary) when an appointment is scheduled between April 15th and September 15th.

When an unscheduled furnace or boiler cleaning is required on an emergency basis, the service will be provided at a cost of \$189.50.

Service calls which are not covered by contract:

- Minimum charge weekdays until 5:00 pm \$115.00
- Minimum charge Saturdays, holidays, and after 5:00 pm \$145.00
- Air conditioning hourly rate \$150.00

All cleaning under contract must be scheduled during normal business hours (Monday–Friday, 8:00 am to 4:00 pm) between April 15th and September 15th.

It is the customer's responsibility to schedule cleaning. Fannon will not be obligated to provide cleaning after the above dates.

This contract runs May 1st to May 1st and will renew automatically.

Oil Heat Plus with Air Conditioning – \$379.50 with Heat Pump – \$399.50

Includes coverage provided under the Oil Heat Plus Plan PLUS

Spring Cooling Inspection that checks:

Adequate refrigerant charge; operating pressures and temperatures; condition of evaporator and condenser coils; filters, belts, and pulleys; proper drainage of condensation; calibration and operation of thermostat; contactor, capacitors, and relays; total performance and efficiency of the cooling system; clean, lubricate, adjust, repair, or replace any components whenever necessary.

Plan covers annual service for one oil-fired furnace/boiler and air conditioner. Multiple units and oil-fired water heaters subject to an additional charge.

Evening and weekend service calls covered under plan are subject to a \$50.00 service charge.

Contingent upon the equipment passing Fannon inspection, this agreement provides service for one year on air conditioner and its controls as specified below and limited to these items:

R22 refrigerant will no longer be covered.

- Blower Motor (maximum \$200.00)
- Driers
- Condenser Fan Motor
- High Pressure Control
- Low Pressure Control
- Contactor
- Fan Relay
- Start Relay
- Switches
- Fan Belts
- Start Capacitors
- Run Capacitors
- Refrigerant (R410 only)
- Cooling Relay

All of these parts will be repaired or replaced as required. (Replacements are subject to the availability of parts from normal sources.)

Compressors, heat exchangers, coils, filters, zone valves, blower fans and bearings, automatic dampers, electronic air filters, humidifiers, chronotherms, condensate pumps, aluminum condensers, and other accessories are not included in this agreement except as specifically stated. A labor charge will be assessed when heat exchangers, compressors, coils, or other equipment covered by manufacturers' warranties are repaired or replaced. Water damage to controls resulting from condensation leaks, humidifier malfunctions, and air conditioner freeze-ups may not be covered under this plan.