

# Basic Natural Gas Service Plan

No diagnostic charge during normal business hours.  
8:00am to 4:30pm

1 Annual cleaning & inspection upon customer request.

15% Discount on all labor & parts

24 Hour emergency service at discounted rate

**\$149 per unit**

# Blanket Natural Gas Service Plan

No diagnostic charge

1 Annual cleaning & inspection upon customer request.

Free repair or replacement of ALL parts & labor of your natural gas fired heating system, when worn out due to normal use & readily available from normal sources of supply.

24 Hour emergency service

**\$349 per unit**

# Water Heater, Gas Logs, Space Heaters & Appliances Natural Gas Service Plan

(Excludes Instantaneous or on demand hot water heaters)

No diagnostic charge during normal business hours.  
8:00am to 4:30pm

1 Annual cleaning & inspection upon customer request. (Must be scheduled between March 30th and Sept. 1st.)

15% Discount on all labor & parts

24 Hour emergency service at discounted rate

**\$129 per unit  
\$99 each additional**

## General Conditions

1. Acceptance of this policy by Service Oil Company is subject to an inspection of the heating equipment by company representative. Policy is available to residential customers only.
2. This policy will be effective only if fully paid according to terms.
3. Coverage under this plan will automatically renew for consecutive one year periods unless customer or Service Oil Company gives written notice of cancellation prior to end of the policy year.
4. This policy does not cover damage to the heating system due to flooded basements, fire, frozen pipes, interruption of electric power, other acts of God, customer negligence, or inadequate fuel supply due to delinquent account payments.
5. Emergency no heat calls are covered 24 hours a day 7 days a week. Non-emergency calls are covered during regular work hours. Non-emergency calls after 4:30pm Monday through Friday and on weekends and holidays will be billed at prevailing rates.
6. This policy does not cover secondary damage, including environmental damage, due to equipment failure, or failure to deliver prompt service due to circumstances beyond our control.

7. Customer is responsible for the cost of providing access to all concealed or hidden components of the heating system.
8. This policy does not cover repairs to general household wiring, plumbing, or building structure.
9. This policy does not include the responsibility for the handling, discovery or removal of asbestos or equipment containing asbestos.
10. This policy is subject to termination if service is not performed by Service Oil Co. employees or its agents.
11. This plan does not cover pressure problems from regulators.
12. This policy is designed for home heating systems only. A separate policy is available for propane fired hot water heaters.
13. Dual Fuel (e.g. propane-wood or propane-coal) heating equipment is not covered under this policy.
14. Replacement of furnace or boiler is at Service Oil Company's discretion.
15. Coverage under this policy is secondary to coverage under other insurance policies. Held by customer
16. This policy does not cover changes made for aesthetic reasons.
17. This policy does not include coverage for pre-existing conditions.

18. Parts used for both heating and air-conditioning will be billed at a discounted rate if replaced during the air-conditioning season.
19. This policy does not include the cost of chimney lining or chimney related problems.
20. No refunds will be granted upon cancellation of this policy.

Effective Date: \_\_\_\_\_

