



24 HOUR PROPANE WATER HEATER SERVICE POLICY

Service Oil Company Propane Water Heater Service Policy includes the following services subject to general conditions shown on reverse side of this policy

- 1. Annual Cleaning and Inspection** of Propane Burner and Water Heater Tank
- 2. Check & Adjust** pressure for maximum burner efficiency
- 3. Free Repair or Replacement** of the following parts when worn out due to normal use and readily available from normal sources of supply

Gas Valve	Hot Surface Ignitor	Relief Valve	Smoke Pipe
Pilot Assembly	Burner	Thermocouple	Pressure Switch
Module Box	Power Venter		
- 4. Free 24 Hour Emergency Service for all Covered Parts**
- 5. \$75.00 allowance toward replacement of complete propane fired water heater**

General Conditions

- 1.** Acceptance of this contract by Service Oil Company (hereafter referred to as (SOC) is subject to an inspection of water heater equipment by company representatives. Repairs required to bring equipment into condition for coverage under service policy will be billed at prevailing rates.
- 2.** Customer agrees to purchase total requirements of propane from SOC during the term of this agreement. If propane deliveries are stopped for any reason this agreement is automatically terminated. No refund for unexpired time will be made after the termination of this agreement. **THIS AGREEMENT MAY BE CANCELLED WITHOUT REFUND IF PROPANE PAYMENTS ARE NOT RECEIVED WHEN DUE ACCORDING TO TERMS.** This agreement shall be effective only if fully paid for according to terms of 30 days or less after invoice date. For customer's convenience, this invoice may be incorporated into customer's propane budget payments.
- 3.** Agreement does not include replacement of parts or service to WATER HEATER PIPING or any other service or parts not specifically noted in agreement. All such service and parts will be billed at the prevailing rates.
- 4.** Agreement does not cover damage due to equipment failure, failure to deliver prompt service due to circumstances beyond our control, etc. Agreement is subject to immediate termination if service is not performed by SOC authorized employees or agents.
- 5.** Agreement does not cover damage due to failure of customer to order fuel if not on automatic delivery.
- 6.** Propane pressure problems from regulators are not covered by this agreement.
- 7.** Service of a non-emergency nature will be scheduled during normal operating hours. Any non-emergency night or weekend call will be billed at prevailing rates.
- 8.** Subject to minimum propane purchases, Policy will automatically be renewed annually, but may be cancelled by customer or SOC within 30 days of invoice date. No refunds will be granted after this time.
- 9.** Equipment allowance issued only on Service Oil Company installations.
- 10.** No refunds will be granted upon cancellation of this policy.

EFFECTIVE DATE: _____

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3798 Paxton Street • Harrisburg, PA 17111
717-558-HEAT or 717-564-1657