



Service Contract

Residential - Fuel Oil

Low Cost, Dependable Service and Peace of Mind

We have highly trained emergency technicians on call **24 hours 7 days a week 365 days a year.**

One simple call and our technician will be on their way to deliver the high-quality service you deserve.

Advantage Plan

This plan covers most replacement parts and emergency service, related labor for your oil-fired furnace, boiler or water heater. Items/labor not covered, are major repair items. After hours calls pertain to EMERGENCY only (No heat, fuel leaks or dangerous situations) See terms and conditions on page 2. This plan also covers your yearly preventative

Annual Maintenance Tune Up (One per year). You are responsible for scheduling your yearly maintenance between March-August – Please call 518-789-3014

Advantage Plan - Covered Parts

One each per contract year-if needed

Aquastat (Basic)	Fuel Treatment	— Air vent (at Boiler)
Blower Belt	Fuel Pump	Backflow preventer (Watts or equal)
Burner Coupling	Pump gasket/strainer	Circulator (Taco 007 or equal-up to 1/7 hp)
Burner Fan	Ignition Transformer	Circulator gaskets
Burner Motor	Nozzle	Circulator motor/mounts
Burner Tube	Nozzle line/adapter	Extrol #30
Delayed Oil Valve	Oil Filter/gasket	Pressure Relief valve (M335 or equal)
Cad Cell Eye	Oil Filter Complete	Temperature/Pressure gauge
Cad Cell Complete Kit	Primary Control	Zone valve (Up to 1") Honeywell Only
Electrodes	PSC Blower Motor (up to 1/2hp)	Zone valve motor
End Cone		24 volt transformer (for zone valves)
Emergency Switch (at boiler)		
Firomatic valve (at burner)		

Advantage Plan Request

Date _____

___ Advantage Plan: \$439+tax

___ Water Heater: \$189+tax

*** Contracts are Automatically Renewed Annually***

Name _____ Account number _____

Daytime phone _____ Home phone _____

Address _____

Crown Authorize Signature _____

What equipment do you have? (Circle One) Warm Air Furnace Hydronic Boiler Steam Boiler

Signature _____

Signature required on Page 2 also

Residential - Fuel Oil

Service Plan:

Water Heater:

Tax:

Total:

*** Please enclose payment with request***

*** I have read and agree to all terms ***

Conditions of Imperial Service Plan between Buyer and Seller

1. Service plan will be in effect from date seller receives full payment, signed agreement from buyer and we reserve the right to inspect the equipment covered before accepting this agreement and the right to charge for parts and labor within the first 30 days after acceptance. Service plan will be automatically renewed annually, unless cancelled by either party. When it is no longer practical to continue servicing customer's equipment, due to age, condition or obsolescence, Seller reserves the right to terminate this Service Plan. However, Seller, with customer's approval and at customer's expense, will modernize customer's equipment which will continue this Service Plan. Contracts are not pro-rated. Agreement is non-transferable and non-refundable after 3 days. The buyer must be on an automatic delivery cycle and annual usage minimum of 500 gallons to be considered, accepted and renewable for service contract.
2. **Prevailing rates will be charged for labor and materials not specifically indicated as covered by this service plan. NON-EMERGENCY NIGHT, HOLIDAY AND WEEKEND CALLS ARE NOT COVERED AND WILL BE BILLED AT PREVAILING RATES.** Service plan covers the replacement & installation of existing parts and labor as it applies to the terms of this agreement. Regular Service Hours are Monday through Friday 8 am to 4:30 pm. Imperial contract covers regular business and after hours emergency service labor to install the parts covered under the service plan. Air conditioning, hot water, inadequate heat, zone issues, noises are not deemed an after-hours emergency and should be scheduled during normal business hours (M-F 8am - 4:30pm)
3. Performance under this agreement may be discontinued at any time by the Seller if working conditions are found to be hazardous, unsanitary or when it is no longer practical to continue to service customer's equipment due to age or obsolescence.
4. The buyer agrees not to hold the Seller responsible for unattended, vacant or unoccupied premises. The Buyer's Fuel storage tank and fuel lines are not covered for maintenance, repair or replacement. **Service plan does not cover labor and materials to repair water leaks on domestic or heating pipes, to thaw or repair frozen domestic water or heating pipes, to thaw frozen oil lines or outside oil tanks, to dispose of water or other foreign matter from oil tanks or lack of oil due to conditions beyond Seller's control. Service plan does not cover the replacement of or work on domestic hot water coils, draft inducers, power venting equipment or connected controls. System 2000 manager connected wiring or plate exchangers, Logomatic controls, PC700 or any other specialized outdoor reset control, domestic circulators, air conditioners, humidifiers, electric air cleaners and media filters, boiler sections, heat exchanger, air handlers or its components, burner replacement, programmable thermostats, kick space heaters, boiler water feed valves, non-residential equipment and controls, blower housing, heat distributing units (radiators, baseboard radiation), piping or duct work, duct cleaning, hot water tempering valves, water heater anode rods, replacement water heater storage tanks, thermal (domestic water) expansion tanks, back flow preventers, motorized zone dampers and their connected relays, replacement dry bases and/or their combustion chamber, replacement refractory chambers, fire brick repair or replacement, steam condensate pumps, steam boiler return tanks, fuel flow problems directly related to outside storage tanks or radiant heating components or piping. Any parts not covered on this contracts list are chargeable and therefore the associated labor will be as well.**
5. Excluded from coverage is any heating appliance determined by Crown Energy Corp. to be obsolete; including but not limited to: most low speed oil burning components (1725 rpm), combination wood/coal units. Any equipment specifically exempt by law. Any equipment deemed unsafe or hazardous.
6. Service Plan covers one (1) heating appliance per contract. All equipment is subject to inspection.
7. Service plan does not include chimney cleaning or repairs, replacement of work thereon, nor for damage resulting from malfunction of chimneys.
8. Buyer agrees not to hold Seller responsible for replacing or repairing parts damaged by faulty electric systems, water, flood, fire, acts of nature or resulting from any cause not reasonably within Seller's control such as governmental liabilities, failure of customer to supply electricity and/or water, absence, accident, tampering/neglect to heating equipment. UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LOSS OF PROFITS. SELLER'S DAMAGES SHALL NOT EXCEED THE PLAN PRICE. UNATTENDED, VACANT AND/OR UNOCCUPIED, NON-MONITORED PREMISES WILL NOT BE COVERED UNDER SERVICE PLAN.
9. Service Plan is void if Buyer permits any person not authorized by Seller to service their equipment or if Buyer is past due for monies due to Seller.
10. IT IS THE CUSTOMERS RESPONSIBILITY TO CONTACT CROWN ENERGY TO ARRANGE FOR PREVENTATIVE MAINTENANCE (during the summer months) AND BURNER SERVICE IF NEEDED.
11. SERVICE PLAN IS AUTOMATICALLY TERMINATED AT THE TIME AUTOMATIC DELIVERY IS DISCONTINUED. This plan is contingent upon the buyer's exclusive use of Fuel Oil supplied by Crown Energy Corp. Use of any other fuel oil supplier by the buyer will automatically terminate this service contract and the Buyer shall forfeit to Crown Energy Corp. any monies pertaining to this service plan.
12. Seller warrants against defects in materials and workmanship as long as this Service plan remains in effect. Except for the foregoing warranty, Seller disclaims all other warranties, both expressed and implied, including warranties of merchantability and fitness for a particular purpose.
13. Service Plan does not include lack of oil where customer is behind on payments, failure of customer to maintain proper boiler water and steam levels, emergency switch is in the off position, blown fuses or breakers, thermostat not calling for heat, including clock thermostats and if burner is plugged with dust, pet hair or lint. These are correctable without the aid of a burner technician. Customer will be charged for a service call at our established hourly rates.

Customer Signature_____

(I have read and understand the terms of this agreement)