



7511 Pillsbury Place
Glen Burnie, MD 21060
Phone: 410-761-7800
Master HVAC #99183

Heating Oils, Diesel Fuels, Kerosene, Heating & Air Conditioning, Sales Service Installation

Warm Air Oil Furnaces & Oil Fired Boilers

Preventative Maintenance Plan \$199.00

Protect your investment! This plan ensures your heating equipment is operating safely and is properly maintained for maximum efficiency and years of reliable service.

Plan Coverage:

- **Annual Preventive Maintenance & Safety Inspection**
(parts and up to 1 hour labor)
- **Preventive Maintenance** includes: Replacement of Nozzle, Strainer, and Fuel Filter Cartridge (without water separation) when necessary or required.

Tune Up Oil Burner to Manufacturers Specifications, Adjust Electrodes, Perform Combustion Test and Visual Safety Inspection to Ensure Clean, Safe, & Efficient Operation
- **Emergency Calls**
No Charge Service Call Fee
Parts and Labor will be charged at prevailing rates.
1 Hour Minimum Labor Charge will apply.

Optional Plan Riders:

Rider	Premium
Heat Pump/Air Conditioning	\$ 129.00
Oil Fired Water Heater	\$ 119.00
Humidifier	\$ 79.00
Additional Oil Furnace	\$149.00

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**Preventative Maintenance Agreement
General Terms and Conditions:**

We reserve the right to decline acceptance of this service plan after inspection of equipment is made by an authorized service representative of our company. Correction of pre-existing conditions may either be corrected at the policy holder's expense or excluded from this policy as long as those exclusions do not pose a safety threat.

Fuel Requirements:

Ultra LS Heating Oil is required, or, in some cases, **K-1 Kerosene** may be specified for the equipment covered in this Agreement. All fuel must be purchased from Kero-Del or this Agreement may be automatically canceled with no refund of premiums paid. It is the responsibility of the Landlord to ensure that tenants purchase all fuel from Kero-Del.

All heating equipment must have an inline fuel filter, fuel service valve(s), draft regulator (when applicable), and electrical service switch within reach of the technician when servicing the unit. Heating equipment must be accessible and free of any obstruction which would interfere with proper servicing of the equipment. Basements and crawl spaces must be dry. A source of electricity and lighting must be provided for service technician's use and have minimum 3 foot clearance.

This Agreement is limited to coverage specified in the Plan chosen by the Customer. Labor and parts for any other repairs not listed will be charged at prevailing rates. Performance under this Agreement is contingent upon Customer's account being current at all times.

Emergency calls after normal working hours will be taken for no heat and fuel leaks only. All other calls will be taken during normal working hours. Any call taken after normal working hours other than no heat or fuel leaks will be charged at the established hourly rate. After hours emergency calls covered under this Agreement are limited to heating season only (October 1-May 1).

Some Exclusions include:

- ◆ Calls due to lack of fuel or priming of oil burner or lift pump (automatic delivery service customers excluded).
- ◆ Fuel tank issues such as fuel line blockages, frozen fuel lines, clogged valves, clogged fuel filters, or removal of water or debris from the fuel tank.
- ◆ Emergency switch or breaker in "off" position, blown fuses or circuit breakers, bleeding or purging air from hydronic system, adding or draining water from system, damage due to excessive oiling of motors or excessive fuel accumulation in chamber from repeated resetting of protectorelay by customer or improperly set thermostat.
- ◆ Consumables such as air filters or batteries
- ◆ Scraping sulfur scale / vacuuming of system due to use of high sulfur fuel

We will not be responsible for damage due to heat failure in vacant or unoccupied buildings, as vacant property should be checked daily by those responsible for the building.

The agreement does not include labor or parts made necessary due to fire, flood, water damage, lightning, power surges, or brown out conditions. Obligation to furnish replacement parts is subject to parts availability from our normal sources.

It is agreed that any claim hereunder, for damages resulting from or if the fulfillment of this service contract shall be delayed or prevented by conditions beyond our control, the claim for damages shall not exceed the amount paid by customer under this Agreement.

Annual maintenance covered under this Agreement will be performed between May and October following the contract expiration date and will be scheduled during normal working hours. It is the responsibility of the customer to schedule preventive maintenance with our office.

This Agreement may be terminated by either party by written notice with no refund of premiums paid.

Payment of this Agreement constitutes acceptance of these Terms and Conditions as stated. In the event of non-payment this contract will be considered null and void.

This Agreement is transferable, but not refundable. This Agreement will automatically renew on May 1st following the effective date of this Agreement. This Agreement cancels and supersedes all prior Agreements between the two parties.

Any scheduled calls that are not canceled in advance by the customer and result in a "tagged door" will be assessed a \$50.00 charge.