

General Conditions & Exclusions

1. It is required the H.B. Steele & Son Inc. sell & deliver your heating oil. Agreement will terminate if otherwise. Agreement is effective upon receipt of payment. Agreement will be renewed annually but can be cancelled in writing by customer with 30 days notice.
2. Inspection of heating equipment is necessary before agreement acceptance. H.B. Steele & Son Inc. reserves the right to refuse Annual Service Plus based on the age & condition of the heating equipment. All customers are eligible for Annual Service. Prior to new enrollment in Annual Service Plus, customer will be billed for parts that are needed to make system eligible for plan.
3. If service call is made & equipment is operating correctly, this would not be included in the agreement. Applicable rates apply.
4. Excluded and not covered under these agreements are: Plumbing and plumbing related repairs; Domestic water coil, stack heater, heat exchanger, chimney damage, combustion chamber, water heater and boiler unit; Damage to heating equipment due to fire, flood or natural disaster; Service calls related to customer being out of oil from no fault of H.B. Steele & Son, Inc.; Secondary damage due to oil or water leakage; Owner negligence.
5. The Service Plan does not cover labor or materials to repair damage to the heating system or residence cause by the customer's neglect such as failure to have sufficient water for boiler. Blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer are not covered. Damage, repairs or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan. Problems related to build up of pet hair and or dryer lint in burner fan assembly are also not covered.
6. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, above ground storage tanks (unless enrolled in TankSure® Program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, hot water heating systems (unless purchased separately) and air and venting systems. The Plan does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested ultrasonically and is enrolled in the TankSure® Program.
7. In addition, the Service Agreements include the TankSure® Program which provides a tank testing service and the TankSure® Program Tank Replacement Payment. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. We recommend that an annual test of your fuel tank be performed. If a tank leak occurs due to corrosion once you are on the program, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program Tank Replacement Payment. A Tank Replacement Payment Certificate will be provided to you.
8. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties.
9. This Agreement contains the entire Agreement of the parties hereto, and there are no promises, terms, conditions or obligations other than printed herein.
10. Emergency service is defined as no heat or no hot water during heating season, or other dangerous situations. All other calls are handled during normal working hours.
11. Payment Terms: All payments under this Agreement shall be due when billed. Terms are net thirty (30) days from the invoice date. In the event said charges are not so paid, when due, Customer agrees to pay a service charge of 1-1/2% per month, which is an 18% Annual Rate, and which will be charged on the average daily balance on any account past due over thirty (30) days.
12. By filling out and signing the registration card and returning it to the Company, the Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals thereof.
13. Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis if necessary. Company will not be liable for any delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations
14. PLEASE KEEP FOR YOUR RECORDS.

H.B. Steele & Son, Inc.
PO Box 375
Orwigsburg, PA 17961

Comprehensive Service Agreements



**NOW INCLUDED
WITH OUR SERVICE:**



H.B. Steele & Son, Inc.
17 Municipal Road • PO Box 375
Orwigsburg, PA 17961
PA9761
Phone (570) 366-1275 • Fax (570) 366-7766
www.hbsteleoil.com

ANNUAL SERVICE

◆ Annual Preventive Maintenance & Tune-Up

- Save up to 10% on heating costs
- Add years to the life expectancy of this expensive equipment
- Recommended professional preventive maintenance

INCLUDES BUT NOT LIMITED TO:

- Thoroughly brush & vacuum the heating unit, flue pipe, chimney base and draft regulator.
- Check and replace oil filter cartridge & gaskets (if equipped), replace pump strainer (if equipped) & gaskets.
- Replace nozzle, flush drawer assembly, properly adjust electrodes & check electrode porcelains.
- Inspect & clean air tube & combustion head.
- Test transformer/igniter, clean cad cell & properly align.
- Check & lubricate burner motor (if applicable), clean burner housing, air inlets and fan, check burner coupling for cracks and wear.
- Inspect circulators and zone valves (lubricate if applicable), check control settings, check expansion/compression tank for proper system pressure.
- Perform complete electronic efficiency test adjusting for peak efficiency, leaving efficiency card and readout with customer.

◆ Emergency Service

Assurance that a trained service technician will be available 24/7, 365 days a year for emergency service call. Applicable rates apply.

◆ The TankSure® Program

Heating oil tanks typically corrode from the inside out. It may look perfectly fine from the outside but it could be wearing excessively thin. The testing will allow us to give you a sense of security, or plenty of advance warning that a problem is on the horizon.

BENEFITS INCLUDE (One tank included):

\$ Proactive \$1,000 Tank Replacement Payment

- Covers up to \$1,000 towards the replacement of your tank
- Proactive replacement of tanks before they leak
- Helps protect the environment and reduces unexpected costs

Ultrasonic Inspection

- Trained service technicians use ultrasonic equipment to test the thickness of your tank
- Ultrasonic equipment (similar to those used in the medical profession) detects the level of corrosion occurring inside your tank

Tank Inspection Certificate

- You may be eligible for a discount on your home insurance policy
- Present your T.I.C. to your broker and request a discount
- Important documentation if you are selling your home

◆ H.B. Steele's Budget Plan

Fuel prices may go up and down. Winter temperatures can set records. And there's really no way to predict what weather each year may bring. That's why we've developed a plan that will make things easy for you. A plan that lets you spread your heating cost in smaller predictable payments. We offer a 10 or 12 month budget plan to fit your needs.

ANNUAL SERVICE PLUS

◆ Annual Preventive Maintenance & Tune-Up

- See our Annual Service to the left for details.

◆ Emergency Service

- See our Annual Service to the left for details.
- Emergency Labor rate included with Annual Service Plus only.

◆ The TankSure® Program

- See our Annual Service to the left for details. (Up to 2 tanks)

◆ Parts Insurance

With parts insurance we will repair or replace defective parts on your oil burner for the length of the service agreement.

BURNER PARTS

- Air Shutter
- Blast Tube
- Burner Flange Gasket
- Burner Fan
- Burner Motor
- Burner Motor Coupling
- Cad Cell & Assembly
- Combustion Head
- Drawer Assembly
- Electrodes
- Fill Cap
- Fuel Pump
- Nozzle & Nozzle Line Assembly
- Oil Line Assembly (coated line up to 5')
- Oil Filter & Assembly
- Primary Control
- Smoke Pipe (Up to 4' & 6" dia. max)
- Transformer/Igniter
- Vent Cap

ELECTRICAL

- Emergency Switch
- Low Voltage Wiring
- Non-Programmable Thermostat*

HOT WATER SYSTEMS

- Air Scoop/Scrubber
- Auto Vent
- Circulator*
- Circulator Assembly* (Extrol/Filtrol)
- Flow Check
- Low Water Cutoff
- Low/High Limit Control
- Pressure Reducing Valve
- Relay*
- Relief Valve
- Temperature/Pressure Gauge

WARM AIR SYSTEMS

- Blower Bearings
- Blower Belt
- Blower Wheel
- Fan Control
- Fan Limit Control
- Fan Motor (up to 1/2hp variable speed)
- Pulley Shaft

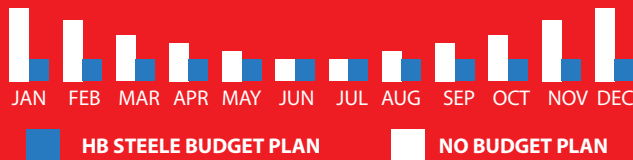
* Main Living Zone Only

◆ Additional Allowances

Below are the items you'll receive a discount on should you need any of the listed parts or equipment. Installation will be at our normal rate.

ITEM

- Aquastat
- Burner Replacement
- Hot Water Heater
- Oil Fired Boiler
- Oil Fired Warm Air Furnace
- Zone Valve/Assembly
- Programmable Thermostat



Choose a Plan

Annual Service

Annual Service Plus

Please contact me with more information about H.B. Steele's Budget Plan

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long term proactive replacement program for our customers.

Clip & Mail

I would like to pay using my Debit/Credit Card, please call me for information.

We Accept: Visa, MasterCard and Discover

Please Print

Name _____

Signature _____

Address _____

City _____ State _____ Zip _____

Phone _____

E-Mail _____