

SERVICE TERMS AND CONDITIONS:

1. This agreement is between the customer and Bay State Fuel Oil Inc. herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the air conditioning or heat pump system and associated equipment unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after the termination of this agreement. Upon termination, there shall be no refund or credits allowed. This agreement is transferable.

2. This agreement is offered to all customers subject to an annual inspection and approval of their equipment. If upon inspection, the customer's equipment is found to be unacceptable or obsolete, the customer's contract coverage will be canceled and a prorated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.

3. Cancellation within 30 days of renewal without penalty.

4. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Service Plan invoice. This agreement is effective for a twelve (12) month period and will automatically renew.

5. Priority Service is defined as first available service and will be billed at normal business hour rates (8:00 a.m.—4:00 p.m.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1.5 times, minimum 1 hour.

6. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: NO air conditioning, creating an unsafe condition or causing damage to property.

7. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze-up, acts of God, or civil disturbance.

8. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.

9. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.

10. The 50% service discount associated with the Service Plan is only eligible toward the replacement/repair of the existing cooling system in place. The respective plan discount will not be valid toward service work associated with upgrading equipment, converting energy sources, or new equipment installations.

11. Repairs needed due to lack of maintenance are not covered under this plan. It is the responsibility of the customer to request annual maintenance of the heating system.

12. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.



AIR CONDITIONING EQUIPMENT SERVICE PLANS



(413) 733-5088

BayStateFuelOil.com

20 Roanoke Avenue
West Springfield, MA 01089

Choose the Level of Protection That is Right for You

SERVICE PRO BASIC
\$159.95*

Includes the following benefits:

Annual Air Conditioning Tune-Up

Just like your car, your air conditioner should be tuned up annually. The benefits of important preventative maintenance are:

- Increases efficiency, reduces service calls
- Saves you money on electricity
- Prolongs the life of your equipment

(Night service not available)

**Additional labor and parts billed separately*

SERVICE PRO COMPLETE
\$249.95*

Includes the following benefits:

Annual Air Conditioning Tune-Up

Just like your car, your air conditioner should be tuned up annually. The benefits of important preventative maintenance are:

- Increases efficiency, reduces service calls
- Saves you money on electricity
- Prolongs the life of your equipment

24/7 Emergency Service

Access to emergency service.

Emergency Service Savings

Receive a 50% discount on emergency repairs, services, parts, and labor to restore A/C only.

No Service Call Fee

During business hours.

25% Discount on Repairs

Customers receive a 25% discount on scheduled and quoted repairs up to \$1,000.

**Additional labor and parts billed separately*

LABOR RATES



Day Rates

Service call is \$90 plus
labor rate of \$120 per hour

Night Rates

Service call is \$150 plus
labor rate of \$175 per hour

WHAT IS INCLUDED IN YOUR ANNUAL AIR CONDITIONING TUNE-UP?

Our technicians perform the following:

- Check for lubrication sites
- Check refrigerant levels
- Meter voltage and amperage
- Check air filters – make recommendations
- Check condensing unit wiring
- Check condensate drain when possible
- Clean condenser coil
- Check line set for leaks
- Check condensate pump and tubing
- Check performance of A/C unit
- Check condenser base
- Clear bushes and/or landscaping debris

