

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 gas heating 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. Customer can cancel within 30 days of renewal without penalty.

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 to Service Pro customers. EMERGENCY SERVICE shall be defined as: NO heat 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 towards the replacement/repair of the existing gas heating 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.



NATURAL GAS HEATING 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*

HOT WATER HEATER
\$69.95*

SERVICE PRO COMPLETE | **HOT WATER HEATER**
\$249.95* | \$124.95*

Includes the following benefits:

✂ Annual Heating System Tune-Up

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

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

(Night service not available)

**Additional labor and parts billed separately*

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+ 24/7 Emergency Service

Access to emergency service.

\$ Emergency Service Savings

Receive a 50% discount on emergency repairs, services, parts, and labor to restore heat 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 HEATING SYSTEM TUNE-UP?

Our technicians perform the following:

- Check out the furnace's vent system, check to be sure there is no obstruction.
- Check and ensure that combustion gases meet manufacturer specs to ensure it runs at peak efficiency.
- Check the blower door and make sure it has a tight seal, to prevent leaks.
- Examine the heat exchanger for signs of rust or corrosion to help prevent leakage of dangerous carbon monoxide fumes and heat your home safely.
- Check burners for efficient ignition and sufficient burner flame.
- Check the furnace's blower wheel.
- Examine all wires and filters for any damage. Filters should be changed more frequently than once a year during an annual tune-up.
- Verify the presence of a carbon monoxide detector.