

Benefits of a Service Plan

Winter in Massachusetts and Connecticut is no joke. Because of this, we've developed four customized heating oil service plans to assist in providing affordable home comfort to you and your family.

We highly encourage our customers to participate in one of these programs to limit unanticipated costs of home comfort. Please feel free to call our office with any coverage questions.

WHY SIGN UP FOR A SERVICE PLAN?

- 1 Protect Your Home from Unanticipated Costs
- 2 Discounts on Parts, Labor and Repairs
- 3 Access to 24/7 Emergency Heating Service
- 4 Annual Safety Check and Efficiency Tune-Up
- 5 Yearly Savings on Fuel Oil and Service
- 6 Keep Your Family Safe and Secure

TANK PROTECTION

Includes the following benefits:

- Tank Coverage \$79.95, per Tank per Year
- Tank Replacement Coverage for up to \$1,800
- Tank Removal
- Transfer of Oil
- Installation of Shutoff and Firematic Valve
- Tank Gauge and Fill and Vent Pipe, as needed
- Visual and Physical Tank Inspection
- Automatic Delivery

EASY PAY PLAN

Includes the following benefits:

- Automatic cash discounts applied on delivery
- One easy monthly payment instead of high unplanned bills
- Less stress for family budgets
- Option to automatically bill your credit or debit card each month
- This is a free service to our customers—no monthly fees
- Your choice of FREE automatic delivery or delivery on a will-call basis



SERVICE RATES

Day Rates

Service call is \$75 plus labor rate of \$95 per hour

Night Rates

Service call is \$125 plus labor rate of \$145 per hour

SERVICE TERMS AND CONDITIONS:

1. This agreement cancels and supersedes all prior agreements between the parties for service. The plan will be automatically renewed annually at Bay State Fuel Oil Inc.'s option. Bay State Fuel Oil Inc., herein referred to as the Company, maintains the right to modify the plan's price and/or other terms and conditions effective on the anniversary date. The invoice sent and paid constitutes final agreement by both parties. Either party may cancel the renewal of the plan with written notice prior to the expiration date. Should this plan be canceled during the term of the agreement for any reason there shall be no refund value. If the customer cancels the agreement for any reason before the end of the service period, the customer is responsible for the remaining balance on the agreement. This agreement is transferable.
2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's agreement 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. During the term of this agreement, all fuel oil requirements must be purchased from the Company under automatic delivery schedule and paid for under the terms established in your credit agreement. Failure to do so will void this agreement.
4. This Agreement is available only to customers who purchase an entire year's fuel oil supply from Bay State Fuel Oil Inc. at prevailing market price. Fuel oil purchases from another supplier will void this Agreement. Other circumstances that void the coverage are as follows: (A). Receiving fuel oil in your tank as a gift from another source. (B). Transferring pump out oil into your tank from another storage tank. (C). If Bay State Fuel Oil Inc. has to delay or terminate deliveries due to unsatisfactory payment of bills.
5. An annual tune-up will be performed once during the term of the agreement. Tune-ups are performed by our Service Department during normal working hours (Monday – Friday 8:00 a.m. to 4:00 p.m. excluding holidays). Scheduling is the homeowner's responsibility; no refunds for tune-ups not performed. Bay State Fuel Oil Inc. reserves the right to charge the customer for a half-hour labor (at our normal hourly billing rate) for missed appointments.
6. During the life of the agreement, the Company will provide dependable, prompt, emergency service 24 hours a day, seven days a week, 365 days a year. Emergency Service constitutes no heat, smoke in the home, serious fuel leaks, or dangerous situations. No hot water does not constitute an emergency. All other regular service will be considered Priority Service and will be performed during normal working hours, Monday through Friday, 8:00 a.m. – 4:00 p.m. and Saturday, 8:00 a.m. – 12:00 p.m., October – April. Should nonemergency service be performed outside normal business hours, the service will be charged at time-and-a-half rate.
7. This agreement does not cover parts or labor when failure is due to insignificant amounts of oil due to late payments, running out of oil (will-call customers), failure of the customer to maintain proper boiler water level or pressure, customer setting thermostat too low to call for heat, air in radiators or baseboard radiation, customer leaving emergency switch off, radiant heating coils, domestic water coils, piping not related to the heating system, replacing battery in thermostat, or any manufacturing defects.
8. The Company will not be liable for damages or losses resulting from delays or failure to render services for reasons beyond our control. These reasons may include, but are not limited to, damages in a vacant home due to burner failure or lack of fuel. Vacant property should be checked daily by the owner or the owner's agent. Bay State Fuel Oil Inc. makes no guarantee of safe operation of oil burner equipment. This agreement is to maintain the customer's equipment in general working order.
9. This agreement does not cover repair or replacement of obsolete parts, such as controls, certain zone valves, circulators, and combustion chambers which are not available through regular sources of supply.
10. Combination control with built-in aquastat, circulator relay, and safety relay (MH 8182 series) are not covered but include a \$200 allowance toward the repair. Air Conditioning Relay (HW 8184M) is covered only to the cost of the defective component part or maximum \$200 allowance.
11. This agreement DOES NOT cover cost of repairs (labor or material) when damage has been caused or service is required due to leaking boiler or valve, water flooding cellar, water in oil tank, frozen or plugged oil line, no power, low voltage or power surge, damage resulting from inadequate voltage during generator hook-up, lightning, draft problem with chimney or power vent, service required as result of inadequate replacement air from use of attic or whole house fan, storm, fire, freeze-up, act of God, accident, tampering, or abuse. It DOES NOT cover labor when problem results from switch being accidentally turned off, blown fuse, thermostat being incorrectly set, customer's refusal to be on automatic oil delivery service, or when oil delivery is withheld due to credit reasons. Also this agreement does not cover the oil tank or damage to the oil tank or any environmental cleanup costs or other costs resulting from oil leaking out of the tank.
12. There shall be no liability, for any reason, on the part of the Company for work done by anyone else, unless such person is authorized, in writing, by the Company to perform such work or furnish parts.
13. The agreement is valid for residential and light commercial heating systems with a maximum firing rate of 3.00 GPH.
14. Percent discounts on replacement or repair for parts and the associated labor are not valid toward service work associated with upgrading equipment, converting energy sources, or new equipment installations.
15. All payments under this Agreement shall be due when billed. Terms are due at time of service. In the event said charges are not paid when due, Customer agrees to pay service charge of 2% per month which is a 24% Annual Percentage Rate and which will be charged on the average daily balance on any account past due over thirty (30) days. Work is billed and due when service is rendered.
16. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.



OIL HEATING EQUIPMENT SERVICE PLANS



(413) 733-5088

BayStateFuelOil.com

20 Roanoke Avenue
West Springfield, MA 01089

INTERESTED IN SIGNING UP?

Give us a call for more information!

(413) 733-5088

Choose the Level of Protection That Is Right for You

SERVICE PRO BASIC
\$159.95*

HOT WATER HEATER
\$69.95*

SERVICE PRO EXTRA
\$189.95*

HOT WATER HEATER
\$89.95*

SERVICE PRO COMPLETE
\$249.95*

HOT WATER HEATER
\$124.95*

SUPER PRO PLAN
\$359.95*

HOT WATER HEATER
\$139.95*

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
- Includes nozzle and oil filter cartridge

24/7 Emergency Service

Access to emergency service.

**Additional labor and parts billed separately*



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24/7 Emergency Service

Access to emergency service.

Emergency Service Savings

Receive a 20% discount on emergency repairs, services, parts, and labor (day or night).

Half-Price Service Call Fee

Restores heat after business hours (day or night).

10% Discount on Repairs

Customers receive 10% discount on scheduled and quoted repairs up to \$1,000.

**Additional labor and parts billed separately*

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
- Includes nozzle and oil filter cartridge

24/7 Priority Emergency Service

Restore heat after normal business hours.

Emergency Service Savings

Receive a 50% discount on emergency repairs, services, parts, and labor (day or night).

No Service Call Fee

Restores heat after business hours (day or night).

25% Discount on Repairs

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

**Additional labor and parts billed separately*

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
- Includes nozzle and oil filter cartridge

24/7 Priority Emergency Service

Restore heat after normal business hours.

Emergency Service Savings

Receive a 100% discount on emergency repairs, services, parts, and labor (day or night, some exclusions apply, see list).

No Service Call Fee

Restores heat after business hours (day or night).

50% Discount on Repairs

Customers receive a 50% discount on scheduled and quoted repairs up to \$1,000.

**Additional labor and parts billed separately*

WHAT IS INCLUDED IN YOUR ANNUAL HEATING SYSTEM TUNE-UP?

Our technicians perform the following:

- Cleaning, evaluation, and efficiency tune-up
- Safety inspection of heating system, fuel tank, and fuel lines
- Checking of combustion chamber and boiler flues
- Replacement of nozzle and oil filter cartridge
- Adjustment of oil burner to increase efficiency
- Up to 90 minutes of labor



COVERED PARTS FOR EMERGENCY REPAIRS

Please note, some restrictions apply.

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|-----------------------------------|--------------------------|-------------------------------|
| • Burner Pump | • Circulator Pump (1) | • Low Water Cutoff |
| • Burner Motor | • Oil Filter Cartridge | • Aquastat |
| • Nozzle | • Cad Cell Relays | • Single Zone Switching Relay |
| • Non-Programmable Thermostat (1) | • Steam Pressure Control | • Fan & Limit Control |
| • Burner Transformer | • Firomatic Valves | • Fan Belts |
| • Gauge Glass & Washers | • Cad Cell Eye | • Electrodes |
| • Circulator Motor (1) | • 1/3 HP Blower Motor | |