



HOME COMFORT PROGRAM

HEATING OIL SERVICE PLANS

Our oil service plans make it easy to get the level of protection that suits your budget and your equipment.

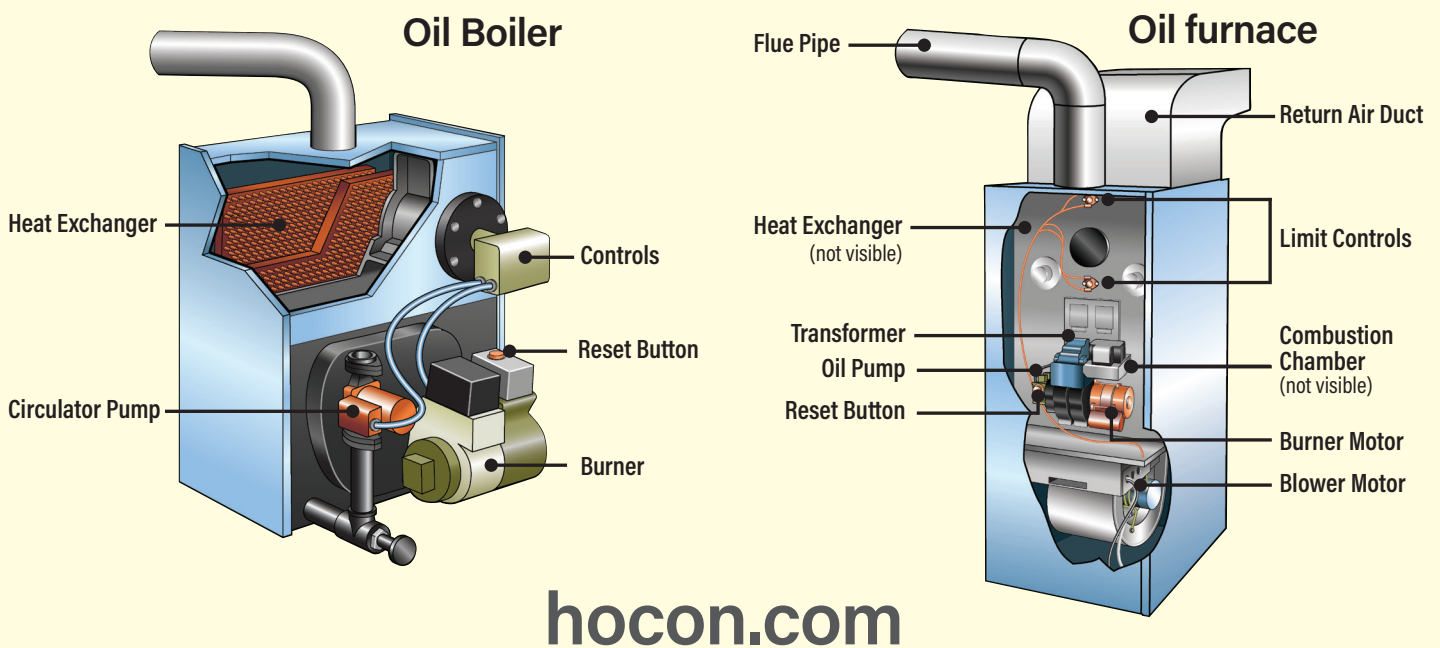
Our **Comfort Plan** provides an annual efficiency tune up (recommended by every manufacturer.) Our certified technicians make sure your unit is restored to its best possible efficiency, and eliminate potential problems that could cause breakdowns at the worst times. The plan also includes 20% off any repair on your furnace or boiler, and priority repair service 7 days a week in the winter.

Our **Comfort Plus Plan** goes even further. Besides your tune-up, it covers completely free repairs to dozens of parts that could break on your system, including very expensive ones.

No matter which you choose, feel confident that our team will respond to your needs fast and professionally.

Feel comfortable with us.

UNDERSTANDING YOUR SYSTEM



Comfort Plan

Maximum Efficiency & Low Cost!

✓ Annual efficiency tune-up ✓ 20% off repairs ✓ Priority service

- Clean heating unit, vent pipe and chimney base.
- Adjust burner for maximum efficiency.
- Clean and adjust electrode and nozzle assembly.
- Lubricate all motors, bearings, fans and circulators. (as needed)
- Test and adjust all safety and operating controls.
- Inspect flue pipe, barometric damper and combustion chamber.
- Replace oil nozzle and oil filter.
- Test oil pump operation.
- Check oil tank and lines.
- Inform customer of equipment condition

Comfort PLUS Plan

Free Repairs!

✓ Annual efficiency tune-up ✓ Priority service ✓ Free repairs on listed items* ✓ 20% off other repairs

This plan includes an annual tune-up and covers the repair or replacement of the following zones if they become defective due to normal wear and tear.

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| • Air filter (1) (standard type) 1" | • Burner nozzle adaptor | • Fan limit controls | • Pump bellows/regulators |
| • Air scoops | • Burner nozzle line(s) | • Fans (burner) | • Shutoffs |
| • Air vents | • CAD cell eye assembly | • Fuel pump | • Smoke pipe |
| • Airstat | • CAD cell relay | • Gaskets (fuel pump, fuel filter) | • Stabilizers |
| • Aquastat | • Circulator bearing assembly | • Heat exchanger test | • Stack control |
| • Automatic water feeder | • Circulator coupling | • Ignitors | • Steam valves |
| • Back-flow preventer | • Circulator motor (excludes 1-piece type) | • Ignition terminals | • Strainers |
| • Blow off valve | • Circulator relay | • Ignition transformer | • Thermostat (standard type, non set-back) |
| • Blower bearings | • Combustion chamber | • Low water cut-off valve | • Triple aquastats |
| • Blower belt | • Complete circulators (includes 1-piece type) | • Oil filter | • Zone damper |
| • Blower motor | • Connectors | • Oil filter cartridges | • Zone motors |
| • Blower pulleys | • Couplings | • Oil filter gaskets | • Zone relays |
| • Blower shaft | • Draft regulator | • Oil valves | • Zone valves |
| • Burner motors 3450 rpm (1/7 hp) 1725 rpm (1/8 hp) | • End cone/retention head | • Pressure regulator | |
| • Burner nozzle | • Extrol expansion tank | • Pressure relief valve | |
| | | • Pressuretrol | |

*Applies to parts listed here; parts not listed are eligible for a 20% discount

Terms & Conditions: 1. These plans are offered by Hocon Gas et. al (we) to residential customers (you) on automatic delivery. 2. It is your responsibility to call and schedule a tune-up. Our normal business hours are Monday through Friday (except major holidays) 8:00 a.m. to 5:00 p.m. No heat emergency service is available 7 days a week, including holidays during winter. 3. Coverage under the Comfort Plus Plan is subject to inspection. If service is required within 30 days of enrollment and before an inspection can be done, repairs will be covered under the Comfort Plan. 4. The plans are not written on a prorated basis and no refunds will be made if the customer cancels plan prior to its normal expiration date. The plan will automatically renew in 12 months unless terminated in writing by either party 30 days prior to expiration. 5. We assume no responsibility for any equipment serviced by any other party but Hocon. These plans will be null and void if the oil tank or heating system is serviced by outside parties, should the location cease to be an active automatic fuel oil customer of Hocon or should your account exceed 30 days past due. 6. Our plans do not guarantee that your heating system will perform without defect or failure. They cover only those covered items which fail due to normal use. You agree that we are not liable for any incidental or consequential damages whatsoever, and you agree to be bound by our terms and conditions. 7. Plans are for ordinary residential or comparably sized commercial heating systems that fire at a rate of up to 2.5 gph. 8. The Comfort Plus Plan covers water parts for the zone that includes the kitchen. Repairs to additional zones are billable unless extra zone coverage is added.

Not Covered: 1. If Comfort Plus Plan is selected, any part not explicitly listed under coverage section. 2. Damage caused by fire, flooded basement, freezing, tampering, misuse, abuse, vandalism, and any other abnormal condition which may affect normal equipment operation, other than normal wear and tear. 3. Blown fuses/switches in the "off" position will result in service call billing. 4. Replacement of burners, boilers, furnace/heat exchangers or clock/digital thermostats. 5. Venting of radiators and draining of expansion tanks. 6. Humidifiers or electronic air cleaners or any component of air conditioning equipment including; blower motors, bearings and fan assembly. (Separate coverage available upon request). 7. Damage caused by broken or plugged fuel lines, by water, sludge or sediment in your oil tank or by inadequate fuel pumping equipment or repair of same. 8. Domestic water coils or water storage tanks. 9. Piping, radiation, steam vents, air handlers, modulating controls, tiger loops, fan coils, asbestos removal, draft inducers, automatic flue dampers, auxiliary lift pumps, circuit boards, multi zone panels (or parts), condensing furnaces, air media, air cleaners or parts required to upgrade your heating system. 10. Hocon shall be released from liability for any direct or indirect consequential damages in any way arising out of performance or nonperformance of its obligations under these service plans, including but not limited to injury to or death of persons, property damage of any description, resulting from defects in or failure of operation of any heating equipment or related items covered under these plans. 11. Hocon shall be released from liability for failure or delay to provide, within a reasonable time, the service called for under these plans when failure or delay may result from strike or labor disturbance; fire, flood, lightning, storms, or other acts of God; supply shortages; government regulations; extreme weather conditions or unavailability of parts.