

Please read carefully

Hours of Coverage and General Conditions

OIL HEAT	GAS OR ELECTRIC HEAT	AIR CONDITIONING & HEAT PUMP
24 Hour Emergency Service With Service Agreement Plan A, B or H	8:00 AM to 11:00 PM With Service Agreement Plan G	8:00 AM to 4:00 PM Daily

*There will be an additional charge for services rendered at hours other than shown.
Service is available 7 days a week, 365 days a year.*

CUSTOMER PLEASE NOTE: All service/maintenance and cleaning programs allow for a maximum of 2 hours of burner cleaning time/service time. Any lapse of yearly coverage that requires additional burner cleaning/service time will be billed in quarter hour increments.

GENERAL CONDITIONS (Please Read Carefully)

- These plans are available only to Self Heating & Cooling, Inc. customers provided their account is kept current. It will automatically terminate if account is in arrears. There shall be no obligation upon Company to perform any service or provide parts after termination of this Agreement.
- Acceptance of any equipment depends on said equipment passing an initial inspection. Any repairs recommended by Self Heating and Cooling must be done prior to acceptance of equipment. If customer elects not to have repairs done, inspection will be billed at regular service rates.
- The cleaning, service and inspection will be performed at our convenience, between 8:00 am & 4:00 pm weekdays, during the one-year term of this Agreement, unless a specific date is requested by the customer.
- The Company and customer hereby expressly agree that the Company's entire liability and the customer's exclusive remedy under this Plan are limited to the replacement of parts as listed and any labor or material necessary to fulfill this Agreement. The Company shall not be liable for any loss, damage or injury caused by defective material or parts purchased and installed by the Company or any material or parts not installed by the Company.
- Our obligation to furnish any part is subject to its availability through normal sources of supply, obsolete equipment additional charge.
- Further, the Company shall not be liable for personal injury arising from the performance of services mentioned herein unless caused solely by its negligence; nor shall the Company be liable for any loss, damage or injury caused by failure or delay in performing services when such failure or delay arising from causes beyond its control. In no event shall sequential damages to property or to contractual or commercial rights, as those terms are defined in Section 2-715 of the Pennsylvania Uniform Commercial Code.
- The Company will not assume any responsibility for any equipment serviced by anyone other than duly authorized by the Company and the customer agrees to accept responsibility for any loss, damage or injury caused by such unauthorized service.
- This plan does not include the cost of labor and/or material resulting from the acts of God (floods, lightning, fire, etc.) or electrical failure, water damage of any description, (including infiltration of underground storage tanks) labor or transportation difficulties, wars, riots, or local State or Federal Acts or requests.
- This Service plan covers one oil burner only (maximum 3 G.P.H.), or one cooling unit only (maximum 60,000 BTU's), or one furnace only (maximum 200,000 BTU's) for a period of one year unless either party gives at least thirty (30) days prior written notice of termination or there is a termination under the first paragraph of these conditions. Upon termination there shall be no refund or credits allowed.
- Service calls resulting from blown fuses or circuit breakers, emergency switch turned off, thermostat not properly set, or electrical power failure are not covered.
- Effective period of plan is one year from receipt of payment.
- Only customers who purchase all their heating oil from the Company are eligible for the A, B, C and H service agreements.

This agreement will be renewed yearly unless notified otherwise. Please contact our office should changes be required.

CUSTOMER AGREES TO...

1. Provide free access to all equipment.
2. Accept the judgement of Self Heating & Cooling, Inc. as to the best means and methods to correct, repair or replace above mentioned equipment.
3. Release Self Heating & Cooling, Inc. from this contract should alterations, additions, adjustments or repairs to equipment be made by others.

Customer agrees that the equipment covered by this contract is now in good working order.

Damages resulting from heat failure in a vacant or unoccupied home are not covered, whether it be burner failure or lack of fuel, as vacant property should be checked daily by owner or owner's agent.

Agreement does not apply to heaters with an input of over 200,000 BTU's

Inaccessible and/or rooftop units may incur an additional charge.

To help protect our ozone layer, Self Heating & Cooling, Inc. recovers and reclaims refrigerant.

SELF HEATING & COOLING INC. AGREES TO...

1. Provide preventive maintenance during normal working hours.
2. Provide preferential service over non-contract customers.
3. File a detailed maintenance report on all equipment.

AIR CONDITIONING OIL HEAT GAS-ELECTRIC HEAT



219 Keith Valley Road
Horsham, PA 19044

(215) 646-1017 • FAX (215) 646-1507 • (800) 887-SELF

Gas & Oil Heating, Sales, Service & Installations
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Comprehensive Booklet for Maintenance Agreement Programs

- OUR PROGRAMS ARE DESIGNED TO GIVE YOU WORRY FREE SERVICE YEAR AFTER YEAR
- YOU CAN NOW SELECT THE SERVICE AGREEMENT PLAN THAT BEST SUITS YOU IN YOUR HOME OR BUSINESS.
- WE AUTOMATICALLY RENEW ALL AGREEMENT SELECTIONS SO THAT NO LAPSE IN COVERAGE OCCURS.

“Self Service Satisfies”

**Loyal Customers and a Reputation for Quality
Are Our Best Recommendations**

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We do Residential, Commercial & Industrial Accounts

OIL HEAT MAINTENANCE AND SERVICE AGREEMENTS FOR WARM AIR FURNACES AND HOT WATER OR STEAM BOILERS



Comprehensive Oil Heater Service Maintenance Parts Agreement Plan "A" For Furnaces & Plan "B" For Boilers

- This plan includes our fourteen point annual cleaning & preventive maintenance service as listed below.
- Also included is annual insurance coverage on repair or replacement of the parts list below.
- No charge for 24 hour emergency service with Plans A & B.



The following is a list of covered parts under our "A" and "B" service contracts:

Air Cones and Stabilizers	Cad Cell Eye and Leads	Fuel Pump Coupler	Oil Tank Gauge and Alarm
Air Blast Tube	Combustion Relay	Fuel Pump Seals and Gaskets	Oil Filter and Gasket
Air Filters (1 Set/Yr)	Circulator Motor (up to 1/8 HP) -	Fuel Pump Strainer	Relief Valve
Aquastats (Single Acting)	(1 per Year)	Feeder Valve	Smoke Pipe (up to 7")
Air Vents	Circulator Coupler	Ignition Cable	Stack Control
Blower Motor (up to 1/3 HP)	Circulator Motor Mounts	Ignition Transformer	Thermostat (Std Htg.)
Blower Belt and Pulley	Circulator Relay (1/Yr)	Ignition Wire/Buss Bar	Turbulator
Blower Bearings and Shaft	Delay Oil Valve	Ignitor, Porcelains, & Holder	Vent Cap
Burner Combustion Head	Draft Regulator (up to 7")	Nozzle	Auto Water Feeder
Burner Motor (up to 1/4 HP)	Emergency Switch	Nozzle Adaptor	
Burner Mounting Flange	Fan and Limit Control	Nozzle Line	
Burner Fan	Fill Cap	Oil Line Fitting (Abv Grnd)	
Cad Cell Relay	Fuel Pump (1 Stage)	Oil Tank Valve	

Plan "C" Basic Oil Heater Service Parts Agreement

- This plan includes our fourteen point annual cleaning & preventive maintenance service as listed below. **Coverage provided during normal service hours, Monday - Friday 8:00 am to 4:00 pm.** (Coverage includes parts on the burner only less controls)

The following is a list of covered parts under our "C" service contract:

Air Cones and Stabilizers	Burner Fan	Ignition Cable	Nozzle Line
Air Blast Tube	Cad Cell Eye and Leads	Ignition Transformer	Oil Line Fitting (Abv Grnd)
Air Filters (1 Set/Yr)	Fuel Pump (1 Stage)	Ignition Wire/Buss Bar	Oil Filter and Gasket
Burner Combustion Head	Fuel Pump Coupler	Ignitor, Porcelains, & Holder	
Burner Motor (up to 1/4 HP)	Fuel Pump Seals and Gaskets	Nozzle (1/Yr)	
Burner Mounting Flange	Fuel Pump Strainer	Nozzle Adaptor	

Plan "L" & "N" Fourteen Point Annual Cleaning/Preventive Maintenance No Agreement Coverage (Parts Extra)



Plan "N" For Customers Who Purchase Oil From Self.

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| 1. Clean and adjust oil burner | 12. Repair air leaks if necessary |
| 2. Inspect flues and stack pipe | 13. Perform a combustion efficiency test consisting of the following: |
| 3. Replace oil filter cartridge | (1) CO ₂ reading |
| 4. Lubricate burner motor | (2) Stack temperature at furnace or boiler breeching |
| 5. Check draft stabilizer | (3) Draft reading (at breeching) |
| 6. Lubricate blower or circulator pump motor | (4) Smoke readings |
| 7. Clean heating plant and chimney base | 14. Clean or replace air filter; charge for filter; standard 1" filters only. |
| 8. Clean or replace strainers and nozzle | If after cleaning, the heater does not have a minimum 75% combustion efficiency and cannot be simply corrected, the customer will be notified with recommendations for correction. |
| 9. Adjust air and oil mixture for maximum efficiency | |
| 10. Adjust ignition | |
| 11. Check controls and switches for safe operation | |



Plan "H" Oil Fired Hot Water Heater Service Maintenance Agreement

- This plan includes the fourteen point plan listed above as applicable and includes parts and emergency service.

Plan "E" Annual Cleaning & Preventive Maintenance Service on Oil Fired Hot Water Heaters (parts extra)



- This plan includes the fourteen point plan listed above as applicable.

GAS OR ELECTRIC HEAT MAINTENANCE AND SERVICE AGREEMENTS FOR WARM AIR FURNACES AND HOT WATER OR STEAM BOILERS



Plan "G" Gas or Electric Heater Service Maintenance Parts Agreement

- This plan includes our sixteen point preventive maintenance service listed below & emergency service from 8:00 am to 11:00 pm.

The following is a list of covered parts under our "G" service contracts:

Air Filters (1 Set/Yr)	Circulator Motor (up to 1/8 HP) (1/Yr)	Emergency Switch	Pilot Burner & Assembly
Aquastat (Single Acting) (1/Yr)	Circulator Coupler & Mounts (1/Yr)	Fan and Limit Control	Relief Valve
Air Vent (1/Yr)	Circuit Breakers Hi & Low Voltage	Fan Relay	Ignition Module
Auto Water Feeder	Circulator Relay (1/Yr)	Feeder Valve	Ignitor (Spark & Hot Surf.)
Blower Motor (up to 1/3 HP)	Electric Heat Control Boards (Up To \$125)	Gas Valve	Pilot Burner & Assembly
Blower Belt and Pulley	Electric Heater Sequencers	Gas Cock	Relief Valve
Blower Bearings and Shaft	Electric Heater Elements	Gas Valve (Std. 24 Volt)	Smoke Pipe (up to 7")
		Ignition Module	Thermocouple
		Ignitor (Spark & Hot Surf.)	Thermostat (Std Htg.) (1/Yr)



Plan "I" Sixteen Point Gas Or Electric Annual Cleaning & Preventive Maintenance Service As Listed Below (Parts Extra)

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|--|---|
| 1. Clean and adjust burner | 9. Clean fan blades |
| 2. Clean and inspect heat exchanger | 10. Check combustion efficiency |
| 3. Inspect flues and stack | 11. Lubricate all moving parts |
| 4. Clean chimney base | 12. Adjust boiler pressure |
| 5. Inspect combustion chamber | 13. Adjust fan limit control |
| 6. Adjust blower belt | 14. Check and clean thermostat |
| 7. Check safety controls and switches | 15. Clean or replace air filter; charge for air filter; standard 1" filters only. |
| 8. Inspect and clean ignition assembly | 16. Inspect coil plate gasket |

ELECTRIC AIR CONDITIONING & HEAT PUMP PREVENTIVE MAINTENANCE

Plan "M" & "P" Ten Point Annual Preventive Maintenance Service As Listed Below (parts extra)

Plan "M" 1 Inspection/Year • Plan "P" 2 Inspections/Year

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|---------------------------------------|---------------------------------|
| 1. Inspect condenser coils | 6. Inspect evaporator coils |
| 2. Inspect and clean condensate drain | 7. Adjust fan belts |
| 3. Check control & safety wiring | 8. Clean or replace air filters |
| 4. Lubricate all moving parts | 9. Check refrigerant charge |
| 5. Check voltage, phase & amperage | 10. Check temperature change |



INSTALLATION DISCOUNTS



Self Heating & Cooling will provide a **5% discount** off any quote for heating and air conditioning equipment covered by one of our comprehensive agreements Plan A or B. Call to schedule a free estimate.

Note: The customer agrees to keep their account current. Any account past due over thirty (30) days is ineligible for contract coverage.