

# Gold Burner Service Agreement

Maryland HVACR 01-9405

This service agreement is one of the most cost effective decisions you can make. Regular preventive maintenance is designed to increase efficiency, extend equipment life, and reduce the likelihood of a breakdown. This service agreement has been designed with your families comfort and safety as a priority. This agreement provides the following:

- ☀ 24-Hour **Emergency** Burner Service  
(see definition of emergency in our General Terms and Conditions)
- ☀ Preventive Maintenance Inspection, which includes:
  - a) An **Oil Heat Efficiency Test** to determine that your system is operating at peak efficiency.
  - b) Necessary cleaning, lubrication, and adjustments to the heating system including the replacement of any parts listed below that may become defective due to normal use or wear and tear.
  - c) Testing to ensure all safety controls are operating properly.
  - d) A **Combustion Efficiency Audit** upon completion that ensures all cleaning and adjustments has been performed correctly and your system is operating at its peak level.
  - e) A printed report will be given to you indicating the efficiency results.

☀ Free repair or replacement of the following parts, including the labor to make these repairs:

Aquastat (single acting only)	Circulator motor coupling	Oil burner electrodes	Smoke pipe (up to 3 sections)
Blower belt	Circulator motor	Oil burner fan	Stack Relay
Blower bearings	Circulator bearing assembly	Oil burner transformer	Steam gauge glass
Blower motor pulley	Circulator relay	Oil burner pump strainer	Tank gauge
Blower shaft	Draft regulator	Oil burner pump	Tank vent cap
Blower wheel pulley	Emergency Switch	Oil filter cartridge	Thermostat (heat only)
Burner blast tube	Extrol tank	Oil filter complete	Toggle switch
Burner fan	Fan & limit control	Oil valves	Vent alarm gauge
Burner flange gasket	*Furnace blower motor (Single speed only)	Power heads (limit of 1 per year)	Vent alarm (above ground tanks only)
Burner motor (up to 1/7 HP)	High limit control	Pressuretrol	Zone valves (limit of 1 per year)
Cad Cell Eye	Low limit control	Pressure reducing valve	
Cad Cell Complete	Nozzle	Primary relay (heat only)	
Circulator complete (limit of 1 per year)	Oil burner coupling	Relief valve	

Any parts not listed above and the labor associated with their replacement, will be billed at the prevailing parts and labor rates.

**See reverse side for General Terms and Conditions**

\*Variable speed motors are not covered.

## General Terms and Conditions

1) An annual Precision Tune-Up/Service Check will be performed once during the term of this agreement, during regular working hours. It is your responsibility to arrange an appointment for this important service. Your right to this annual tune-up expires at the end of each coverage year. We will issue no credit if not performed nor will we carry over this right to any subsequent year.

The annual tune-up includes:

Test and adjust oil burner for maximum efficiency Clean and check electrodes and nozzle assembly Safety check all operating controls Install new air filters, oil filter cartridge, and Check oil tank Inspect Combustion Chamber burner nozzle, if necessary Oil all motors on burners, fans, and circulators Clean and inspect flue pipe including chimney base (where accessible)

2) Labor is covered only for the repair and replacement of listed parts.

3) This agreement does not cover repair or replacement of obsolete parts such as certain zone valves, circulators, combustion chambers, which are not available through regular sources of supply.

4) All parts listed under this agreement, which are eligible for replacement, will be replaced with equivalent parts. Parts upgrades are not covered and will be charged accordingly. Initial repairs required to put the heating system in acceptable condition are not covered.

5) Exclusions: This agreement does not cover parts or labor when failure is due to:

Lack of oil when delivery has been delayed due to delinquency in payments, or when customer is not on automatic delivery.  
Customer leaving emergency switch in "off" position  
Failure of customer to maintain proper boiler water level or pressure  
Customer setting thermostat too low to call for heat  
Frozen pipes  
Water in tank or fuel system  
Water damaged parts  
Any system failure or damage caused by, or resulting from, the actions of the customer or any third party or during the use of air conditioning.

6) This agreement is void if all fuel requirements or service on any parts or equipment covered by this plan are purchased from any source other than A.C.&T. Co., Inc.

7) This agreement covers one domestic type oil burner only. It does not apply to the following oil burners: pot type, low pressure, rotary, GE low pressure, and domestic type oil burners over 25 years old. We reserve the right to reject an oil burner from coverage under this plan prior to issuing or renewing this agreement.

8) This agreement does not cover, nor does it create, liability for injury or damages resulting from failure of the burner, oil lines, oil tank, or other equipment, or consequential damages resulting from delays or inability to supply parts caused by or resulting from any cause not within our control or at unattended dwellings.

9) There are no promises, terms, conditions or obligations other than those printed herein, and this agreement contains the entire agreement of the parties hereto.

10) Your account must be current to be covered by this service agreement.

11) The length of this agreement is one year. It will automatically renew at that time unless we are notified of cancellation in writing 30 days prior.

12) If the customer is in violation of any of the terms of this agreement at any time, A.C.&T. Co., Inc. may terminate this agreement, without refund.

### Service Hours

13) Preventive Maintenance Inspection (PMI). This service is provided under the agreement but in itself holds no monetary value. It is the customer's responsibility to contact our office to schedule inspection. These inspections will start on April 1 and continue through September 30 of each year. The Company shall not be obligated to perform PMI between October 1 and March 31. PMI will be performed during normal working hours, Monday through Friday 8 am to 4:30 pm. Company is not responsible if PMI is not performed due to the unavailability of customer to schedule work.

During the life of this agreement, A.C.&T. Co., Inc. will provide dependable, prompt emergency service 24 hours a day, 7 days a week, 365 days a year. *Emergency service is available after normal working hours for the following: **NO HEAT, SERIOUS FUEL LEAKS, OR DANGEROUS SITUATIONS.*** All other regular service will be performed during normal working hours, Monday through Friday, 8 a.m. to 4:30p.m. except Holidays.

PLEASE KEEP FOR YOUR RECORDS