

Silver Burner Service Agreement

Maryland HVAC 01-9405

The Silver Burner Service Agreement is designed to cover the items most frequently replaced or serviced on your heating system. It includes both the parts and labor when replacement is necessary due to normal wear and tear. Exclusions under the agreement can be found in the *General Terms and Conditions* on the reverse side.

☀ The following is a list of specific parts covered under your agreement.

Aquastat (single acting only)	Cad Cell Relay (heat only)	Nozzle
Blower belt	Circulator Coupling	Thermostat (non-digital)
Burner Motor (up to 1/7 HP)	Electrodes	Transformer Leads
Burner Pump	Electrode Porcelains	Stack Relay
Burner Coupling	Emergency Switch	Oil Pump Strainer
Cad Cell Eye	Fan & Limit Control	Oil Filter Cartridge
Cad Cell Complete	Ignition Transformer	

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

☀ Also included is a Preventative Maintenance Inspection which provides the following:

- a) An Oil Heat Efficiency Test to determine that your system is operating at peak efficiency.
- b) All necessary cleaning, lubrication and adjustments to the entire heating system including the replacement of any parts listed for the oil burner and its controls.
- c) Testing to ensure all safety controls are operating properly.
- e) A Combustion Efficiency Audit upon completion that ensures all cleaning and adjustments have been performed correctly and your system is operating at its peak level.
- f) A written report will be given to you indicating the results.

Environmental disposal fee is included as a covered item under the agreement as it relates to covered parts. Items replaced that are not covered may be subject to this fee.

**PLEASE CALL TO SCHEDULE A CONVENIENT SERVICING DATE
KEEP THIS AGREEMENT FOR YOUR RECORDS.**

See reverse side for General Terms and Conditions

General 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, humidifiers, and air cleaners 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

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

During the life of this agreement, A.C. &T. Co., Inc. will provide dependable, prompt service between 8 a.m. and 10 p.m. - 7 days a week, 365 days a year.

Emergency service is available after normal working hours at prevailing labor rates 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 5 p.m., except Holidays.

PLEASE KEEP FOR YOUR RECORDS.