



101 South Union St. Lawrence, MA 01843

P: (978) 687-9793

F: (978) 725-2544

info@hiltonoil.com

OIL BURNER SERVICE CONTRACT **October 1, 2023 - September 30, 2024**

Annual System Tune-Up: \$219.00/Year

We will perform an annual service for your heating system in the form of a system tune-up and efficiency test as follows:

- Clean Boiler or Furnace
- Clean Smoke Pipe and Chimney base if necessary
- Inspect and vacuum combustion chamber
- Replace oil filter cartridge
- Replace oil nozzle
- Clean or replace pump strainer (as determined by our tech)
- Lubricate all motors
- Clean and adjust electrodes
- Test control safety timing
- Test low water cutoff (for steam systems only)
- Perform combustion efficiency test

The Annual System Tune-Up must be scheduled by calling the Office at 978-687-9793. This annual service will be performed only during our normal business hours, Monday-Friday. You must make your heating unit accessible to us and your oil tank must have oil so that we can service it.

Gold Plan: \$430.00/Year

Our Gold Plan includes everything in our Annual System Tune-Up plus it covers replacement of the burner parts listed below that may become defective due to normal wear and tear. The Gold Plan includes up to one (1) hour of labor at the current rate of \$225 for the 1st hour per service call made during normal business hours Monday-Friday. Normal Business hour service calls in excess of 1hr. will be billed at a discounted rate of \$125 per hour (reg. \$145). Service calls performed outside normal business hours include but are not limited to: Evenings (4pm & later), weekends & holidays will be billed at a discounted rate.

* Discounted labor rates only apply to Contract holders*

Covered Parts:

Blower bearings	Blower belt	Blower Pulleys
Burner air tube	Burner Coupling	Burner fan
Burner head	Burner motor	Nozzle
CAD cell	Draft regulator	Electrodes
Fuel Pump	Energy Switch	Ignition transformer
Primary Control	Smoke Pipe	Blower Motor (for heating system only – not air conditioning)
Oil Filter cartridge	Fan & limit control	

Platinum Plan: \$630.00/Year

Our Platinum Plan includes our Annual System Tune-Up plus everything in our Gold Plan plus covers all labor during the Term for the installation or repair of the parts covered under our Gold Plan.

Terms and Conditions:

The service contract covers residential burners with up to a 3-GPH firing rate. General Electric, Rotary, Timken, power vents, and low-pressure burners will not be covered by this plan. **Orders for the service contract are subject to acceptance of the heating system after inspection.** Any burner may be rejected for contract coverage because of neglect or code violations. Cleanouts and service will always be available on a per call basis whether or not you have a service contract. Burners not covered by this contract will be serviced at the prevailing rates for parts and labor.

Hilton Oil Co., Inc. reserves the right to terminate this contract without notice if the customer does any of the following:

- A. Obtains fuel from any other sources,
- B. Permits any persons other than an employee or authorized service representative of Hilton Oil Co., Inc. to service the customer's equipment,
- C. Fails to maintain an acceptable credit rating with Hilton Oil Co., Inc. or is otherwise in arrears in any bill for oil or service due to Hilton Oil Co., Inc.,
- D. Fails to maintain an adequate fuel supply.

If this contract is terminated for any of the above listed reasons the customer will pay Hilton Oil Co., Inc.'s standard rates for services and parts for all services rendered. In the event of termination, no refunds will be made on any fraction of a year for any unused portion of the contract. Any notice by customer to cancel this contract will be void unless such notice is in writing addressed to Hilton Oil Co., Inc. and mailed by certified mail return receipt requested. In which case, said notice will be effective five (5) days after receipt by Hilton Oil Co., Inc. Until such time, the customer will remain liable to Hilton Oil Co., Inc. for all oil delivered and services rendered.



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Please initial your selected plan below:

_____ Annual System Tune-Up - \$219.00

_____ Gold Plan - \$430.00

_____ Platinum Plan - \$630.00

Please choose one of the following

***Check number:** _____

***Credit Card:** _____ **3% Fee =** _____ **(Complete section below & sign)**

Credit Card #: _____ - _____ - _____ - _____ Expiration: _____

CVV#: _____

Customer Signature to authorize charge:

Print Name: _____

Date: _____

Service Address: _____

Daytime Phone: _____

Email: _____

Signature: _____

***Please maintain a copy for your records prior to mailing back the completed agreement. ***

No other parts or services are covered by this agreement unless it is specifically listed in the covered part's schedule. Parts not covered include, but are not limited to the following: Circulators, tankless hot water heaters, domestic hot water heaters, frozen pipes, heating system pipes, mixing valves, zone valves, oil tanks, blown fuses, combustion chamber, water pipes, smoke pipes, radiator valves, and frozen lines. Services not covered include but are not limited to the following: complete burner replacement, bleeding air from heating pipes, calls for improperly set thermostats, off on low water, failure to keep oil in the tank, and switches turned off.

Hilton Oil. Co., Inc. will not be liable for failure to render services due to situations beyond its control, such as strikes, wars, riots, or acts of God.

If you choose to accept our Burner Service Contract, please complete and return the signed agreement with payment for selected plan.

5 Things to Check Before Calling Your Furnace Technician **A Simple Do-It-Yourself Checklist**

- ✓ Locate the emergency shutoff switch, usually located near the basement steps or next to your heating system. Make sure the switch is in the "ON" position.
- ✓ Check your thermostat to make sure it is set high enough to call for heat. (Higher than the current indoor temperature.)
- ✓ Make sure you have oil in your tank.
- ✓ Sometimes a simple system reset is all that's needed. Locate your heating system's burner and press the red reset button ONCE (and only ONCE) and listen for the system to start up.
- ✓ Check for a blown fuses or tripped circuit breakers in your electrical supply panel. A breaker switch is tripped if it is moved slightly from the on position.