

Enhance Your Comfort & Savings

WATER HEATER COMFORT PLAN

Optional add-on available for Comfort Plans.

Includes the following benefits:



System Efficiency Tune-Up

Must be done in conjunction with the heating system efficiency tune-up.



10-25% Discount on Service Work

Customers will receive a 10-25% discount on service repairs depending on enrollment in either our Silver, Gold, or Platinum Comfort Plan. (Excludes system replacements)



Van Doren Oil Co. offers a full range of services to meet all of your home comfort needs:

- Heating System Repair
- Heating System Comfort Plans
- Heating System Installations
- Oil Tank Installations
- Fuel Storage Tank Services
- Emergency Service
- System Tune-Ups
- Gasoline Delivery
- Diesel Delivery
- Kerosene Delivery

Service Terms and Conditions:

1. This Agreement cancels and supersedes all prior agreements between the parties for service. The term of this plan is for one year and will be automatically renewed annually at Van Doren Oil Co.'s option. Van Doren Oil Co., herein referred to as the Company, maintains the right to modify the plan's price and/or other terms and conditions effective on the anniversary date. The invoice sent and paid constitutes final agreement by both parties. Either party may cancel the renewal of the plan with written notice prior to the expiration date. Should this plan be canceled during the term of this Agreement for any reason there shall be no refund value. If the customer cancels this Agreement for any reason before the end of the service period, the customer is responsible for the remaining balance on this Agreement. This Agreement is transferable.
2. This Agreement is offered to all customers subject to an inspection of their heating system. **The heating system does not include the oil tank, oil lines, or any attached piping.** If upon inspection, customer's heating system is found to be unacceptable or obsolete, customer's agreement will be canceled and a prorated refund will be returned to the customer. Repairs required to place the heating system in acceptable conditions are excluded and will be charged separately.
3. During the term of this Agreement, all fuel oil requirements must be purchased from the Company under automatic delivery schedule and paid for under the terms established in your credit agreement. Failure to do so will void this Agreement.
4. This Agreement is available only to customers who purchase an entire year's fuel oil supply from our company at prevailing market price. Fuel oil purchases from another supplier will void this Agreement. Other circumstances that void the coverage are as follows: (A). Receiving fuel oil in your tank as a gift from another source. (B). Transferring pump out oil into your tank from another storage tank. (C). If the Company has to delay or terminate deliveries due to unsatisfactory payment of bills.
5. An annual tune-up will be performed once during the term of this Agreement. Tune-ups are performed by our Service Department during normal working hours (Monday – Friday 8:00 a.m. to 4:00 p.m. excluding holidays). Scheduling is the homeowner's responsibility: no refunds for tune-ups not performed. The Company reserves the right to charge the customer for a half-hour labor (at our normal hourly billing rate) for missed appointments.
6. During the life of this Agreement, the Company will provide dependable, prompt, emergency service 24 hours a day, seven days a week, 365 days a year. Emergency Service constitutes no heat or smoke in the home. No hot water does not constitute an emergency. All other regular service will be considered Priority Service and will be performed during normal working hours, Monday through Friday, 8:00 a.m. – 4:00 p.m. and Saturday, 8:00 a.m. – 12:00 p.m., October – April. Should service be performed outside normal business hours, the service will be charged at time and a half rate.
7. This Agreement does not cover parts or labor when failure is due to insignificant amounts of oil due to late payments, running out of oil (will-call customers), failure of the customer to maintain proper boiler water level or pressure, customer setting thermostat too low to call for heat, air in radiators or baseboard radiation, customer leaving emergency switch off, radiant heating coils, domestic water coils, piping not related to the heating system, or any manufacturing defects.
8. This Agreement does not cover repair or replacement of obsolete parts, such as controls, certain zone valves, circulators, and combustion chambers which are not available through regular sources of supply. Combination control with built-in aquastat, circulator relay, and safety relay (MH 8182 series) are not covered but include a \$200 allowance toward the repair. Air Conditioning Relay (HW 8184M) is covered only to the cost of the defective component part or maximum \$200 allowance.
9. This Agreement DOES NOT cover cost of repairs (labor or material) when damage has been caused or service is required due to leaking boiler or valve, water flooding cellar, water in oil tank, frozen or plugged oil line, no power, low voltage or power surge, damage resulting from inadequate voltage during generator hookup, lightning, draft problem with chimney or power vent, service required as result of inadequate replacement air from use of attic or whole-house fan, storm, fire, freeze-up, act of God, accident, tampering, or abuse. It DOES NOT cover labor when problem results from switch being accidentally turned off, blown fuse, thermostat being incorrectly set, customer's refusal to be on automatic oil delivery service, or when oil delivery is withheld due to credit reasons. Also this Agreement does not cover the oil tank or damage to the oil tank or any environmental cleanup costs or other costs resulting from oil leaking out of the tank. The heating system does not include oil tanks, oil lines or any attached piping.
10. The Company will not be liable for damages or losses resulting from delays or failure to render services for reasons beyond our control. These reasons may include, but are not limited to, damages in a vacant home due to burner failure or lack of fuel. Vacant property should be checked daily by the owner or the owner's agent. The Company makes no guarantee of safe operation of the customer's heating system. This Agreement is to maintain the customer's heating system in general working order.
11. The Company's liability to you the customer is limited solely to the cost of the Plan as provided for in this Agreement. The Company shall have no liability for damage caused by the customer or third parties and shall have no liability for work performed by anyone other than the Company, unless such person is authorized, in writing, by the Company to perform such work. The Company shall have no liability for any direct, indirect, special, incidental, consequential or other damages.
12. This Agreement is valid for residential and light commercial heating systems with a maximum firing rate of 3.00GPH.
13. Percent discounts on replacement or repair for parts and the associated labor are not valid toward service work associated with upgrading the heating system, converting energy sources, or new heating system installations.
14. All payments under this Agreement shall be due when billed. Terms are due at time of service. In the event said charges are not paid when due, Customer agrees to pay service charge of 1.5% per month which is an 18% Annual Percentage Rate and which will be charged on the average daily balance on any account past due over thirty (30) days. Work is billed and due when service is rendered.
15. This Agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.



COMFORT PLANS
For Oil Heat Systems

(908) 534-2125
VANDORENOIL.COM

413 Route 22 East • Whitehouse, NJ 08888

HVAC Lic # 19HC00093800

Choose the Level of Protection That Is Right for You

SILVER COMFORT PLAN

Includes the following benefits:



Annual Heating System Tune-Up*

Just like your car, your heating system should be tuned up annually. The benefits of important preventative maintenance are:

- Increases efficiency, reduces service calls
- Saves you money on fuel
- Prolongs the life of your equipment
- Includes nozzle, oil filter, pump strainer, and standard 1" air filter
- Annual Heating System Tune-Ups are scheduled between March 15th and September 30th



10% Discount on Service Work

Customers receive a 10% discount on service repairs.
(Excludes system replacements)



24/7 Emergency Service

Customers have extended 24/7/365 emergency service available (at a 10% discount). Whenever you need us, we will be there for you.



WHAT IS INCLUDED IN YOUR ANNUAL HEATING SYSTEM TUNE-UP

Our technicians perform the following:

- ✓ Inspection and tune-up of your oil burner, heating system, and flue pipe
- ✓ Lubricate all moving parts
- ✓ Test and adjust controls
- ✓ Check, clean, and replace fuel filter & strainer (as required)
- ✓ Replace nozzle and clean nozzle assembly
- ✓ Check and adjust ignition system
- ✓ Vacuum heating system (as required)
- ✓ Perform and record heating system efficiency test

GOLD COMFORT PLAN

Includes the following benefits:



Annual Heating System Tune-Up*

Just like your car, your heating system should be tuned up annually. The benefits of important preventative maintenance are:

- Increases efficiency, reduces service calls
- Saves you money on fuel
- Prolongs the life of your equipment
- Includes nozzle, oil filter, pump strainer, and standard 1" air filter
- Annual Heating System Tune-Ups are scheduled between March 15th and September 30th



Priority Service & Scheduling

Gold Comfort Plan customers will receive priority service from our highly skilled and licensed technicians.



25% Discount on Service Work

Customers receive a 25% discount on service repairs.
(Excludes system replacements)



24/7 Emergency Service

In addition to the benefit of priority service, customers have extended 24/7/365 emergency service available (at a 25% discount). Whenever you need us, we will be there for you.



\$250 New Equipment Installation Discount

\$250 toward your oil heating system replacement.
Valid for equipment sold and installed by Van Doren Oil Co. while currently enrolled in the Gold Comfort Plan at time of replacement.



Free Diagnostic Service Calls (during regular hours)

Protects you from the cost of any diagnostic service calls on your oil burner or oil burner controls when made during normal working hours.

***The heating system does not include oil tanks, oil lines or any attached piping.**

PLATINUM COMFORT PLAN

Includes the following benefits:



Annual Heating System Tune-Up*

Just like your car, your heating system should be tuned up annually. The benefits of important preventative maintenance are:

- Increases efficiency, reduces service calls
- Saves you money on fuel
- Prolongs the life of your equipment
- Includes nozzle, oil filter, pump strainer, and standard 1" air filter
- Annual Heating System Tune-Ups are scheduled between March 15th and September 30th



Priority Service & Scheduling

Platinum Comfort Plan customers will receive priority service from our highly skilled and licensed technicians.



Parts & Labor Coverage

Any part listed below will be replaced or repaired without charge should it be necessary.

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|------------------------------|--|
| • Standard Burner Motor | • Aquastat Control |
| • Burner Fuel Pump | • Circulator Relay Control |
| • Ignition Transformer | • Glass Gauge |
| • Burner Fan | • Toggle Switch |
| • Blast Tube & End Cone | • Motor Pulley |
| • Insulators & Electrodes | • Motor Mounts |
| • Magnetic Oil Valve | • Drive Belt |
| • Nozzle | • Fiberglass Air Filter (limited to 2) |
| • Oil Filter Cartridge | • Blower Motor (max. 1/2, H.P.) |
| • Motor Drive Coupling | • CAD Cell Assembly |
| • Barometric Draft Regulator | • Fuel Pump Solenoid |
| • Standard Thermostat | • A/C Ready Terminal |
| • Fan Limit | • Pump Strainer |
| • Pressuretrol | • Primary Control |



25% Discount on Service Work

Customers receive a 25% discount on service repairs.
(Excludes system replacements)



24/7 Emergency Service

See Gold Comfort Plan for details.



\$250 New Equipment Installation Discount

See Gold Comfort Plan for details.



Free Diagnostic Service Calls (during regular hours)

See Gold Comfort Plan for details.