

TERMS AND CONDITIONS

This service plan is available to existing oil heating service customers who purchase all their heating and cooling system services and fuel from Long Energy (referenced as and referred to as "Company" throughout these terms and conditions). By purchasing this Plan you agree to the terms and conditions set forth herein by Long Energy.

1. The term of the Plan is for a one (1) year period and will renew automatically every year unless terminated by the customer. The Plan automatically terminates if the customer no longer purchases all of its heating system service from the Company. No credit will be issued if the Plan is canceled before the expiration date. The customer is responsible for calling to schedule tune-up within the contract year.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. The Company agrees to render unlimited service calls to chosen plans to the customer during normal business hours (8:00am-4:30pm). Any service call performed during non-business hours will be performed only in an emergency. Any call deemed no an emergency by the supplier will be charged the prevailing rate.

4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to, failure to have sufficient fuel oil in the tank, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris buildup in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs, or replacement of parts or components caused by Acts of God; labor disturbances or strikes; unavailability of mechanics or parts; failure or interruption of customer's electricity; inaccessibility of the heating system; storms, floods, or other severe weather conditions; or government laws or regulations are also not covered.

5. The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.

6. Customer agrees to release the hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special, or consequential damages incurred by customer or by third parties, including environmental cleanup costs.

7. The Company will not be responsible for any equipment frozen, including, but not limited to, water pipes, baseboard, radiators, and fuel oil lines.

8. The customer agrees the Company has no liability for soil contamination or any other environmental hazard or violation of whatever nature, to hold harmless and indemnify the Company from any liability therefore and from any actions, proceedings, or expenses related thereto. Any excavation and resurfacing costs for all underground tanks and buried oil lines will be charged to the customer.

9. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase heating system service from the Company.

10. Amendment and Cancellation. We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.



OIL FIRED HEATING, HOT WATER & AIR CONDITIONING EQUIPMENT CONTRACT

**A LONG TRADITION OF
CUSTOMER SATISFACTION
SINCE 1945**



Where "Service" Counts

WWW.LONGENERGY.COM

518.465.6647

PLUMBING SERVICES AVAILABLE

OIL PREMIUM PROTECTION PLAN

INCLUDES:

- Tune-Up and Inspection - Labor Only
- UNLIMITED service calls related to covered parts.
- Service calls on weekdays, weekends and holidays, because of a complete mechanical failure of parts covered below resulting in NO HEAT, will be covered under this plan. All other calls deemed unnecessary by Long Energy during these hours will be billed at current labor rates.
- If it is not listed as a covered part, it will be billable at prevailing rates.
- The following parts and associated labor are included at no charge:

PARTS AND LABOR COVERAGE

OIL BURNER

burner coupler
burner motor
nozzles
pump strainers
ignition transformers
ignition cables
cables
ignition electrodes
oil burner pumps 1725/3450
solenoid valves (oil)
nozzle assemblies
pump couplers
blast tubes
nozzle lines
retention heads
burner switch

CIRCULATOR

taco 007 circulators (Existing)
circulator coupler
circulator motor
grundfos 1558

FURNACES

fan motor/blower up to 1/3 H.P.
(excluding variable and ECM speed motors)
fan belts
fan and limit controls

WATER

700 vents
zone valves up to 1"
water feeders
relief valves
flo control valve up to 1 1/4"

CONTROLS AND RELAYS

cad cell relays
cad cell eye
circulator relays - single zone
aquastats

MISCELLANEOUS

draft controls (barometric only)
smoke pipe
combustion chambers
low voltage wiring
steam gauge glass
altitude pressure gauge
steam pressuretrols
extrol tanks
set back thermostats
(excluding WI-FI thermostats)

OIL ENERGY SAVINGS PLAN



20% DISCOUNT ON PARTS AND LABOR

Customers will receive a 20% discount on parts and labor.



ANNUAL TUNE-UP INCLUDED

The annual tune-up will keep your oil fired heating system running efficiently which saves on fuel usage and extends the life of your equipment.



CLEANER INDOOR AIR

New air filters each year can make a big difference in the amount of dust and particulates blowing through a hot air system.



SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on the manufacturer's recommendations and industry best practice.



\$200 HEATING OR COOLING SYSTEM INSTALLATION CREDIT

Long Energy will provide \$200 to a heating or cooling system installation if completed by Long Energy. Applies only to installations that exceed \$2,000 in total cost.



PRIORITY SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7 with priority service.

AIR CONDITIONING COVERAGE

20% DISCOUNT ON PARTS AND LABOR

Customers will receive a 20% discount on parts and labor.

ANNUAL TUNE-UP & INSPECTION

1. Clean and inspect outside condensing unit and check for proper operation and air flow. This is the #1 reason for air conditioning compressor failures. Proper care will decrease the operating cost and increase the life of the unit.
2. Check outside condensing fan blade for tightness and proper operation.
3. Inspect and clean condensate drains and pumps to avoid any unnecessary water damage.
4. Check refrigerant for proper pressure and possible leaks.
5. Inspect all controls for proper function cycling and any dangerous conditions that may exist.
6. Lubricate blower assemblies, check blower belts and motors to extend equipment reliability.
7. Check amp draw and capacitor for proper operation.
8. Check and replace customer supplied air filter for proper air flow and operation.
9. Clean evaporator coil if accessible.
10. Check superheat/sub-cooling charge for proper temperatures.

OPTIONAL OIL FIRED WATER HEATER COVERAGE PROTECTION PLAN*

TUNE-UP AND SERVICE

Coverage includes tune-up and service (parts and labor).

** The optional Oil Fired Water Heater Plan must be purchased with either the Premium or Energy Savings Plan.*



Please Detach, Sign and Return This Portion To:

LONG ENERGY • (518) 465-6647
NEW COVERAGE NOT VALID UNTIL INSPECTED BY SERVICE TECHNICIAN

Name: _____
Billing Address: _____
City: _____ State: _____
Service Address: _____
Home Phone: _____ Business Phone: _____
Please enroll me ☐ Premium Plan ☐ Air Conditioning Plan
in the following Plan(s): ☐ Savings Plan ☐ Oil Fired Water Htr. Plan
If paying by Credit Card: ☐ Visa ☐ MC Acct# _____
Signature: _____ Date: _____ Expiration Date: _____

CLIP & MAIL

Payment must be received within 30 days of invoice for contract to become effective. I have read and agree to the terms and conditions of this contract