



**TERMS AND CONDITIONS / PLEASE READ CAREFULLY:**

**First:** The Customer (Owner/Tenant) agrees to purchase all their propane requirements from Long Energy for a period of one year from the date hereof, and pay for same not later than thirty (30) days from the date of delivery. Minimum 500 gallons for any Propane Protection Plan.

**Second:** Long Energy agrees, without further cost to the Customer, to tune up the furnace or boiler or A/C unit, depending on plan chosen, test all controls and adjust if necessary; lubricate all bearings and motors; and check all safety controls. It is the responsibility of the Customer to contact Long Energy for an appointment between April 1st and September 1st. The tune up must be done during the contract year.

**Third:** This contract **does not cover repairs/labor** necessitated by loss or damage due to obsolete or inefficient equipment, frozen or buried propane lines, regulators or tanks, fuel shortages, low draft, damaged chimney, fire, water, wind, hail, lightening, earthquake, theft, vandalism, negligence, riots, strikes, power failure, control safety failure, hard water, snow, or damage resulting from heat failure in a vacant home.

**Fourth:** The obligation of Long Energy under this agreement shall terminate if the equipment has been altered, tampered with, or repaired by others in a way that, in the opinion of Long Energy, affects the reliability or detracts from the performance of same, or if the heating system has been subjected to misuse through negligence or other causes.

**Fifth:** Long Energy will not be responsible for any equipment frozen including but not limited to water pipes, baseboard, radiators and customer owned propane regulators and gas lines.

**Sixth:** The Customer agrees that Long Energy has no liability for soil contamination or any other environmental hazard or violation of whatever nature, to hold harmless and indemnify Long Energy from any liability therefore and from any actions, proceedings, or expenses related thereto. Any excavation and resurfacing costs for all underground tanks

and buried propane lines will be charged to the Customer.

**Seventh:** This plan is subject to change without notification.

**Eighth:** This contract will be automatically renewed annually unless terminated by either party in writing.

**Ninth:** Any parts not listed on this contract are chargeable at prevailing rates (including labor). Buderus and Lennox parts are not covered under these contracts.

**Tenth:** In the event the Customer fails to pay for said propane within thirty (30) days from date of delivery or ceases to purchase all propane requirements from Long Energy during the one year contract period described herein, then this agreement shall become null and void, and any parts, equipment, or labor furnished to the Customer's heating plan shall then be chargeable to said Customer at prevailing prices.

**Eleventh:** This contract is for the sole benefit of the Customer and cannot be refunded, assigned or transferred by him/her without the consent of Long Energy.

**Twelfth:** This contract and any renewal thereof is subject to acceptance and approval of Long Energy.

**Thirteenth:** Except if you purchase the separate Air Conditioning Contract, this contract covers all service calls related to **Heat Only; Air Conditioner and Plumbing service calls are chargeable (parts and labor).**

**Fourteenth:** This Contract is not valid until equipment to be covered is inspected by Service Technician.

**Fifteenth:** Long Energy shall not be responsible for any incidental, consequential, or special damages. In no event shall Long Energy's aggregate liability to Customer or any third party in any matter arising from, relating to or connected with our service or these terms exceed the service plan payments received by the Company in the previous 12 months.

\*Any allowance toward replacements of furnaces or boilers must show signs of cracks or leakage.  
 \*Parts that are covered under these plans are clearly identified, PLEASE READ CAREFULLY.

# PROPANE FIRED HEATING, HOT WATER & AIR CONDITIONING EQUIPMENT CONTRACT

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

*Serving*  
**ALBANY • COLUMBIA • FULTON  
 MONTGOMERY • RENSSELAER  
 SARATOGA • SCHENECTADY • SCHOHARIE  
 COUNTIES**



**Where "Service" Counts**

**WWW.LONGENERGY.COM**

**518.465.6647**

**PLUMBING SERVICES AVAILABLE**



2880 Curry Road  
 Schenectady, NY 12303

PLACE  
 STAMP  
 HERE

# WITH OUR SERVICE AGREEMENT YOU ARE ASSURED OF "PRIORITY PLUS" STATUS

## PROPANE PREMIUM PROTECTION PLAN

### INCLUDES:

- Tune-Up and Inspection
- UNLIMITED service calls and covered parts at no charge during normal business hours.
- Service calls after 4:00 PM weekdays, or on weekends and holidays, because of a complete mechanical failure 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.
- The following parts are included at no charge:

### PARTS AND LABOR COVERED

#### Gas Burner

thermocouples  
hot surface ignitor  
pilot assembly  
gas valves  
draft inducers burner tubes  
ignition modules  
(spark & hot surface)  
flame sensors  
rollout switch

#### Furnaces

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

#### Water

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

#### Control and Relays

circulator relays  
aquastats

#### Miscellaneous

draft controls  
(barometric only)  
low voltage wiring  
steam gauge glass  
altitude and pressure gauge  
steam pressuretrols  
thermostats "heating only"  
extrol tanks  
set back thermostats

#### PREMIUM ALLOWANCES:

\$250 allowance toward replacement of propane fired boilers/warm air furnaces installed by Long Energy\*  
If your furnace does need to be replaced, there will be a charge if ANY additional work is required for the removal and reinstallation of the air conditioning.  
See Terms and Conditions.

- ALSO 20% Discount on any Parts and Labor not covered.

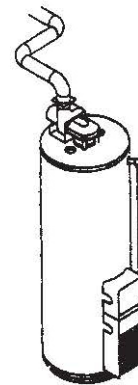
## PROPANE STANDARD PROTECTION PLAN

### INCLUDES:

- Tune-Up and Inspection
- 20% Discount on any Parts and Labor

### ANY BOILER/FURNACE TUNE-UP AND INSPECTION INCLUDES:

1. **Gas Burners** - Clean and check gas burners; making any necessary adjustments for safety and comfort.
2. Check **Gas Valve** and thermocouple for safe and proper operation.
3. Clean **ignition** and **pilot** assembly for better efficiency and operation.
4. Clean and check **thermostat** and calibration.
5. Clean vent system and monitor **flue** for proper draft conditions.
6. Inspect **chimney base** and clean.
7. Lubricate all blower assemblies, check **blower belts** and **motors** to extend equipment reliability.
8. Inspect **all controls** for proper function, cycling and any dangerous conditions that may exist.
9. Check and replace **air filter**, if necessary, for proper air flow and operation.
10. Check and tighten all **electrical** connections to avoid unnecessary interruptions of heat.



### OPTION with any purchased Plan:

COVERAGE FOR HOT WATER HEATER  
\$40.00 Additional charge.  
Tune-up must be performed with annual inspection.

\*20% Discount applies on Hot Water Heaters

PLUMBING SERVICES AVAILABLE ALSO

## AIR CONDITIONING PROTECTION PLAN

### INCLUDES:

- Tune-Up and Inspection
- 20% Discount on any Parts and Labor

### ANY AIR CONDITIONING TUNE-UP AND INSPECTION INCLUDES:

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 **air filter**, if necessary, for proper air flow and operation.
9. Clean **evaporator coil** if accessible.
10. Check **superheat/subcooling** charge for proper temperatures.

Please Detach, Sign and Return This Portion To:

LONG ENERGY • 2880 CURRY ROAD, SCHENECTADY, NY 12303 • (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):  Propane Fired Water Htr. Plan  
 Standard Plan  
If paying by Credit Card:  Visa  MC  Acct# \_\_\_\_\_ Expiration Date \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

By choosing either Plan, you'll enjoy the advantages of LONG ENERGY's great service at the lowest price possible.

\*Subject to the Terms & Conditions on Reverse