

**PAY LESS**  
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**ORDER ONLINE...ANYTIME**

***Home Comfort Protection Plans***



**Offered exclusively to Paylessforoil.com Customers**

*From FSi Oil and Propane, Inc.*

# Heating Plans

For Oil-Fired Boiler or Furnace

## ALWAYS AVAILABLE HEATING PLAN

### Benefits Include:



Priority Emergency Heating Service 24 Hours a Day



\$25 off One Heating System Tune-Up and Inspection

## ESSENTIAL HEATING PLAN

### Benefits Include:



Priority Emergency Heating Service 24 Hours a Day



One Annual Tune-Up and Inspection

of your boiler or furnace



\$25 Off Diagnostic Fees

Cost of any needed repairs extra



15% Discount on Repairs

to your boiler or furnace when completed during normal business hours

# Heating Plans

For Oil-Fired Boiler or Furnace

## PREFERRED HEATING PLAN

### Benefits Include:

 Priority Emergency Heating Service 24 Hours a Day

 One Annual Tune-Up and Inspection  
of your boiler or furnace

 \$50 Off Diagnostic Fees  
Cost of any needed repairs extra

 Burner Repair Assurance  
**NO CHARGE** on dozens of repairs to your heating system  
*See Terms and Conditions for additional information*

 No Overtime Charges on Repairs  
Emergency repairs needed to your boiler or furnace after normal business hours that are not covered by Burner Repair Assurance will be invoiced at 15% off regular rates

 15% Discount on Repairs  
to your boiler or furnace

# Heating & Cooling Combo Plans

*For Oil-Fired Furnace with Attached Central Air Conditioning*

## ESSENTIAL HEATING WITH COOLING PLAN

### *Benefits Include:*



**Priority Emergency Heating Service 24 Hours a Day**



**One Annual Tune-Up and Inspection**

*of your furnace AND air conditioner*



**Priority Emergency Cooling Service**

*Guaranteed A/C service by the end of next business day*



**\$25 Off Diagnostic Fees**

*Cost of any needed repairs extra*



**15% Discount on Repairs**

*to your furnace or air conditioning unit when completed during normal business hours*

# Heating & Cooling Combo Plans

*For Oil-Fired Furnace with Attached Central Air Conditioning*

## PREFERRED HEATING WITH COOLING PLAN

*Benefits Include:*



**Priority Emergency Heating Service 24 Hours a Day**



**One Annual Tune-Up and Inspection**

of your furnace AND air conditioner



**Priority Emergency Cooling Service**

Guaranteed A/C service by the end of next business day



**\$50 Off Diagnostic Fees**

Cost of any needed repairs extra



**Burner Repair Assurance**

**NO CHARGE** on dozens of repairs to your heating system  
*See Terms and Conditions for additional information*



**No Overtime Charges on Furnace Repairs**

Emergency repairs needed to your furnace after normal business hours that are not covered by Burner Repair Assurance will be invoiced at 15% off regular rates



**15% Discount on Cooling Repairs**

to your air conditioning unit when completed during normal business hours



**15% Discount on Heating Repairs**

to your furnace

# Cooling Plan

*For Central Air Conditioning Unit Attached to Air Handler*

## ESSENTIAL COOLING PLAN

### ***Benefits Include:***



**Priority Emergency Cooling Service**

**Guaranteed A/C service by the end of next business day**



**One Annual Tune-Up and Inspection**

**of your air conditioning system**



**\$25 Off Diagnostic Fees**

**Cost of any needed repairs extra**



**15% Discount on Repairs**





**to your air conditioner when completed during normal business hours**

# Water Heater Plans

For Oil-Fired Water Heater

## ESSENTIAL WATER HEATING PLAN

### Benefits Include:

-  **Priority Emergency Water Heating Service 24 Hours a Day**
-  **One Annual Tune-Up and Inspection**  
of your hot water heater
-  **\$25 Off Diagnostic Fees**  
Cost of any needed repairs extra
-  **15% Discount on Repairs**  
to your water heater when completed during normal business hours

# Water Heater Plans

For Oil-Fired Water Heater

## PREFERRED WATER HEATING PLAN

### Benefits Include:

 **Priority Emergency Water Heating Service 24 Hours a Day**

 **One Annual Tune-Up and Inspection**

of your hot water heater

 **\$50 Off Diagnostic Fees**

Cost of any needed repairs extra

 **Burner Repair Assurance**

**NO CHARGE** on dozens of repairs to your water heating system  
*See Terms and Conditions for additional information*

 **No Overtime Charges on Water Heater Repairs**

Emergency repairs needed to your water heater after normal business hours that are not covered by Burner Repair Assurance will be invoiced at 15% off regular rates

 **15% Discount on Repairs**

to your water heater



# BURNER REPAIR

## ASSURANCE

Our Preferred heating and water heating plans include **Burner Repair Assurance**. This valuable coverage lets you enjoy **FREE** repair or replacement to all of the following parts when they fail due to normal wear and tear.

### Burner Replacement Parts

- Burner Blast Tube
- Burner Coupling
- Burner End Cone
- Burner Fan
- Burner Flange
- Burner Flange Gasket
- Burner Motor (up to 1/7 hp)
- Burner Switch
- Buss Bar Transformer Leads
- Cad Cell Assembly
- Cad Cell Relay
- Delayed Oil Valve
- Delayed Oil Valve Coil
- Electrodes
- Electrode Wires
- Ignition Leads
- Ignition Transformer
- Ignition Wiring
- Low Voltage Transformer (Heating)
- Low Voltage Wiring at Unit (exposed)
- Nozzle
- Nozzle Adapter
- Nozzle Assembly
- Nozzle Line
- Porcelain Insulators

### Fuel Supply Parts

- Fireomatic Valve
- Flare Fittings
- Fuel Filter Cartridge
- Fuel Filter Cartridge Gasket
- Fuel Filter Complete
- Fuel Pump (single stage)
- Fuel Pump Bleeder
- Fuel Pump Couplings
- Fuel Pump Fittings
- Fuel Pump Gasket
- Fuel Pump Seal
- Fuel Pump Strainer
- Oil Safety Valve

### Other

- Anti-Hum Device
- Emergency Switch (located at unit)
- Firematic Thermal Switch
- Fuses (at unit, no breakers)

# COMPARE OUR HEATING PLANS

	ALWAYS AVAILABLE	ESSENTIAL	PREFERRED	NO PLAN
24 Hour Emergency Service	YES	YES	YES	NO
Annual Preventive Maintenance Tune-Up	\$25 Discount <small>When needed</small>	Included	Included	\$149+
Discounted Diagnostic Fees	NO	YES	YES	NO
Discounts on Repairs	NO	15% Off Repairs <small>Completed during normal business hours</small>	15% Off Daytime Rates <small>ANYTIME</small>	NONE
Burner Repair Assurance	NO	NO	YES	NO

## LOYALTY CREDITS

From FSi Oil and Propane, Inc.

It is our goal to reward our loyal customers. You'll earn a \$50 credit for each consecutive year that you renew your **Essential or Preferred Heating Plan** up to a total of \$700 during your lifetime as our customer. You can use a portion of these credits toward the purchase of a variety of heating and cooling equipment. (The figures below show how much can be used for any one item.) Loyalty Credits are non-transferable to other persons or properties. They have value only as a credit toward the following equipment purchased from FSi Oil and Propane, Inc.

Oil-Fired Boiler.....	\$400	Oil Burner.....	\$100
Oil-Fired Furnace.....	\$350	Oil-Fired Water Heater.....	\$200
Oil Tank.....	\$200	Central A/C System.....	\$300



# Frequently Asked Questions

1

## Why should I invest in a home comfort protection plan?

For peace of mind. All heating plans include priority emergency service 24 hours a day, so you are never left out in the cold. Most plans also include a preventive maintenance tune-up and savings on repairs.

2

## Why are tune-ups important?

Records show that four out of five system breakdowns could have been prevented with regular maintenance. Our precision tune-up will reduce the chance of a breakdown, keep your system running at peak efficiency and cut your fuel bills by up to 10%.

3

## Which plan is best for me?

It depends on the level of protection you want. The Preferred Plan costs more, but it eliminates many repair fees, giving you peace of mind. For a more modest fee, the Essential Plan provides you with our expert tune-up—for lower fuel bills and fewer system problems—and a discount on many repairs. Our Always Available Plan is available to customers who have a newer system and/or do not use a lot of fuel each year and only want access to guaranteed emergency service.

4

## How do I save on repairs?

Our home comfort protection plans can save you hundreds or even thousands of dollars on repair costs over the life of your system. Without a service plan, replacing a burner motor would cost over \$200. Installing a new fuel pump would set you back by about \$300. With the Preferred Plan, replacing these parts—and many others that typically need repair or replacement at some point—costs you nothing but your discounted diagnostic fee.

# Service Plan Terms and Conditions

## PLAN TERMS

- 1) Each plan shall cover one residential heating or air conditioning unit unless a combo plan is purchased, which shall cover one residential furnace and attached air conditioning unit.
- 2) FSi Oil and Propane, Inc. (herein referred to as Company) agrees to render service to the customer's oil burning and/or air conditioning equipment for one year from the month in which customer enrolls in these plans. Customer agrees to purchase a minimum of 350 per gallons of heating fuel from Company during the plan year.
- 3) The length for all service plans is 12 months. Payment for all plans is DUE IN ADVANCE OF COVERAGE. Plans will automatically renew at the terms in place at that time unless Company is notified in writing to not renew. Plan renewals are invoiced approximately 30 days before the expiration of the current plan(s) at the then current renewal rate. Renewal invoices MUST BE PAID BEFORE THE EXPIRATION DATE OF THE CURRENT PLAN(S) to avoid lapse in service coverage and loss of loyalty credits. Plans are not written on a prorated basis and no refunds will be given if a service plan is canceled for any reason before the expiration date..
- 4) Service Plans will terminate or be suspended (with no refunds given) for nonpayment of any product(s) or service(s) provided by Company. Any unpaid balance not paid within 30 days shall bear interest at the rate of 1.5% per month. Unpaid balances not paid within 60 days are sent to collections and/or court for payment and customer will be responsible for additional collection and/or court fees as allowed by law.
- 5) Should you sell your home during your coverage period, these plans may be transferred to the new owners for the remainder of the plan year provided applicable terms are agreed to in writing.
- 6) Company reserves the right to inspect, approve and qualify all systems up to and including the first service call, prior to acceptance of any agreement. If at time of the first service call, Company deems that the equipment is not suitable for coverage, any monies paid toward the service plan (for that plan year only) will be applied towards the cost of that service call.
- 7) Respective plan discounts will not be valid toward parts and labor associated with upgrading equipment, converting energy sources, or new equipment installations.
- 8) Customer is responsible for providing safe and unobstructed access to all portions of the covered equipment. Any removal of asbestos shall be done at customer's expense.
- 9) Heating plans are only for ordinary residential or comparably sized commercial heating systems that fire at a rate of up to 2.5 gph. Cooling plans are only for A/C condensers less than 5 tons that are supported by duct work. DUEL FUEL (E.G. OIL-WOOD OR OIL-COAL) EQUIPMENT, GAS AIR CONDITIONERS, PORTABLE OR SOLAR UNITS WILL NOT BE COVERED BY THESE PLANS.
- 10) The parties agree that this written agreement constitutes the entire agreement and supersedes all previous agreements. PAYMENT FOR A PLAN(S) CONSTITUTES THE CUSTOMER'S ACCEPTANCE AND AGREEMENT TO THE APPLICABLE TERMS & EXCLUSIONS HEREIN.

## **COVERED SERVICES & REPAIRS**

Always Available Heating Plan includes: GUARANTEED EMERGENCY SERVICE as outlined below and \$25 off Company's regular price on one Tune-Up.

Essential Heating & Water Heating Plans include: GUARANTEED EMERGENCY SERVICE as outlined below, one annual tune-up and inspection to the covered unit and a 15% discount on any needed repairs completed during regular business hours. Any repairs during other times will be invoiced at prevailing after hours' rates. \$25 discount on diagnostic fees.

Preferred Heating & Water Heating Plans include: GUARANTEED EMERGENCY SERVICE as outlined below, one annual tune-up and inspection to the covered unit and no charge for repairs to PARTS LISTED ON BURNER REPAIR ASSURANCE. Other needed repairs will be invoiced at normal business hour rates less a 15% discount. \$50 discount on diagnostic fees.

Burner Repair Assurance offers no charge repair or replacement to the following parts only:

Burner Blast Tube, Burner Coupling, Burner End Cone, Burner Fan, Burner Flange, Burner Flange Gasket, Burner Motor (up to 1/7 hp), Burner Switch, Buss Bar Transformer Leads, Cad Cell Assembly, Cad Cell Relay, Delayed Oil Valve, Delayed Oil Valve Coil, Electrodes, Electrode Wires, Ignition Leads, Ignition Transformer, Ignition Wiring, Low Voltage Transformer (Heating), Low Voltage Wiring at Unit (exposed), Nozzle, Nozzle Adapter, Nozzle Assembly, Nozzle Line, Porcelain Insulators, Fireomatic Valve, Flare Fittings, Fuel Filter Cartridge, Fuel Filter Cartridge Gasket, Fuel Filter Complete, Fuel Pump (single stage), Fuel Pump Bleeder, Fuel Pump Couplings, Fuel Pump Fittings, Fuel Pump Gasket, Fuel Pump Seal, Fuel Pump Strainer, Oil Safety Valve, Anti-Hum Device, Emergency Switch (located at unit), Firematic Thermal Switch, Fuses (at unit, no breakers)

Cooling Plans (including the cooling portion of combo plans) include: One annual tune-up and inspection to the covered unit and a 15% discount on any needed repairs completed during regular business hours. Any repairs requested during other times is not guaranteed and will be invoiced at prevailing after hours' rates. \$25 discount on diagnostic fees.

**PARTS THAT ARE SHARED BY BOTH A HEATING AND AIR CONDITIONING SYSTEM WILL NOT BE COVERED UNDER ANY PLAN UNLESS PLANS ARE PURCHASED FOR BOTH THE HEATING AND COOLING SYSTEM.**

**NO PART OR SERVICE IS COVERED UNDER THESE AGREEMENT(S) UNLESS IT IS SPECIFICALLY LISTED OR AUTHORIZED BY COMPANY IN ADVANCE AND IN WRITING.**

## **PLAN EXCLUSIONS – STANDARD CHARGES APPLY TO AND/OR WHEN**

1) Service calls required to re-start burner due to lack of fuel or foreign materials and/or water in fuel tank. 2) Service and incidental damages caused by insufficient combustion air. 3) All service and incidental damages related to the escape of any liquid, fuel or water from an oil tank, oil lines, water pipes or other parts of the heating system whatsoever. 4) Service calls resulting from blown fuses, tripped circuit breakers, outdoor disconnect switch or emergency switches that are OFF. 5) Service and/or damages caused by draft-reversing systems, such as attic exhaust fans or clothes dryers. 6) Service calls resulting from thermostats turned off or set at incorrect temperature. 7) Service calls pertaining to frozen water pipes, oil lines, oil filters or oil tanks. 8) Incidental damage caused by failure to provide service due to conditions beyond our control. 9) Incidental damages caused by (but not limited to) failure of any component of heating, a/c or water heating systems.

10) Replacement or repair of water vessels, heat exchangers, or complete burner assemblies. 11) Replacement or repairs needed due to unattended homes. 12) Programming of thermostats. 13) Equipment used for other than residential use (unless otherwise agreed in writing). 14) Remediation of oil spills, water, or soot. 15) Oil line replacement or repair of hidden oil lines. 16) Any high voltage electrical wiring or any wiring not attached to the covered unit. 17) Upgrades of operable equipment or installation of new units including, but not limited to boilers, furnaces, water heaters or air conditioners. 18) All parts and labor related to plumbing and other piping. 19) Repairs needed due to customer's lack of maintaining proper boiler water level or pressure. 20) Repairs to air handling equipment external to the covered heating or cooling unit, including air handlers, zone dampers & controls, humidifiers, and electronic air cleaners unless additional protection of such equipment is purchased. 21) Repairs or replacement of obsolete equipment (no longer available). 22) Repairs or replacement to powered exhaust fans, draft inducers, automatic flue dampers, and powered combustion air systems. 23) Repairs or replacement of special purpose media air filters such as but not limited to Air Bear® or Space Guard® air filters. No repairs or replacement of air filters of any kind are covered under these agreements. Company will, at time of annual tune-up, replace the air filter with a customer supplied air filter at no labor charge to customer. 24) Repairs or replacement of fuel de-aeration and transfer systems. 25) Repairs or replacement of proprietary (non-standard) components (IE. Tekmar, Buderus, Energy Kinetics, Lennox, Viessman, etc.) unless coverage is authorized in advance & in writing by Company. 26) Inspection or replacement of cathodic protection systems. 27) Repairs or replacement of domestic tankless coils, gaskets, bolts or mixing valves. 28) Repairs or replacement of power venter, anti-freeze and outdoor reset systems. **29) REFRIGERANT, REFRIGERANT LEAK DETECTION AND REPAIR IS NOT INCLUDED WITH ANY AIR CONDITIONING PLAN. COMPANY WILL NOT RECHARGE AIR CONDITIONING SYSTEMS THAT HAVE BEEN PREVIOUSLY DIAGNOSED AS LEAKING WITHOUT FINDING AND REPAIRING THE CAUSE OF THAT LEAK. (AT APPLICABLE RATES) COMPANY WILL NOT COVER DAMAGE TO COMPONENTS CAUSED BY KNOWINGLY OPERATING THE AIR CONDITIONING SYSTEM WHILE LOW ON CHARGE.** 30) Repair or replacement of compressor or condensate coils. 31) Repairs needed due to acts of God, fire, flood, lightning, electrical surges, power outages or acts of nature. 32) Service calls resulting from work performed by anyone else, including the homeowner, unless such person or persons are authorized in writing by Company to perform a specific service.

### **EMERGENCY SERVICE IS DEFINED AS FOLLOWS**

Heating Plans: No heat during a time in which heat is required for safe occupancy of the home (September – May) or the failure of the heating system that results in a dangerous situation.

Water Heater Plans: No hot water or conditions which cause the water heater to be voluntarily shut down for safety purposes, such as a large oil or water leak, loud noise, or smoke entering the household.

Air Conditioning Plans: All air conditioning service is provided during normal working hours only (Monday through Friday, 8:00 AM to 4:30 PM, excluding holidays). Work performed beyond those hours will be billed at prevailing overtime rates. Due to safety, in no case will Fuel Services perform A/C work after dark or in inclement weather.

**NON-EMERGENCY SERVICE CALLS REQUESTED AFTER NORMAL BUSINESS HOURS OR ON WEEKENDS OR HOLIDAYS WILL BE BILLED AT APPROPRIATE PREVAILING OVERTIME RATES.**

## **SCHEDULING OF ANNUAL MAINTENANCE**

Some Plans include an annual tune-up and/or safety inspection. It is the customer's responsibility to see that this service is scheduled during the plan year as there are no carry-overs or rebates. Company performs annual maintenance visits from March – October; annual maintenance visits at other times may be subject to additional fees. Unit(s) may be considered neglected if two years have passed since a last maintenance visit. Service calls and damaged parts caused by neglected maintenance will be billed at prevailing rates. Water Heater tune-ups will always be performed with a heating tune-up. Water heater tune-ups not performed at time of heating tune-up are subject to a \$50 surcharge. Combination Heating & Cooling plans will have both the heating and cooling tune-up performed at the same time. If this is not possible, customer will be responsible for a \$50 surcharge. All Missed appointments will be charged a \$45 trip fee.

## **LIMITATIONS OF LIABILITY**

Company shall not be liable for injury or damage to persons or property resulting from defects in, or non-operation of, customer's heating, cooling or water heating equipment or its accessories or damages resulting from equipment failure. Company will not be held responsible for modifying or replacing equipment that fails to heat or cool any structure due to improper system design or improperly sized equipment. THE CUSTOMER SHALL BE RESPONSIBLE FOR THE CONDITION AND MAINTENANCE OF ANY FUEL TANK, FUEL LINES, AND PIPING. Company assumes no liability for same. Service plans do not insure against tank leakage or any damages to persons or property resulting from tank leakage. Service plans do not cover any installation, cleanup, removal, remediation, or other cost of compliance with any environmental or other laws, rules or regulations. Tank repair or replacement shall be billed at the prevailing rates at the time of repair or replacement. Soot damage from boilers and furnace puff backs can be caused by a variety of sources including chimney blockage, equipment malfunction, back pressure, and unit plugging. Company shall not be liable for injury or damage to persons or property unless soot damage results from a puff back caused solely by the negligence of Company. It shall be presumed conclusively that Company is not negligent, did not cause a puff back, and shall not be liable for injury or damage to persons or property if the puff back (1) results from an act or omission excluded from this plan, or (2) occurs more than twenty-four (24) hours after Company performs any service pursuant to this plan. In no event will Company be liable for any special, incidental, consequential, punitive or indirect damages, whether based on contract, tort (including negligence), indemnity, warranty, strict liability or otherwise resulting from service plans.