

## TERMS & CONDITIONS

1. These plans cover one residential heating unit. Any other associated problems are specifically excluded unless otherwise noted. Ferro Fuel Oil (herein referred to as Company) reserves the right to inspect the equipment covered before acceptance. Any part requiring an upgrade prior to acceptance will be charged at prevailing rates. The plans are billed and renew annually; if the customer cancels the plan for any reason before the end of the service period, all work previously covered by the plan will be billed at prevailing rates. The plan and billing will renew automatically at the annual start date unless cancelled by either party in writing.

2. Company reserves the right to deem equipment not worth repairing based on factors such as age and condition, in which event the price of the service plan will be credited toward new equipment sold and installed by Company.

3. The plan selected and services rendered are contingent upon customer signing up for automatic heating propane delivery or otherwise approved by the Company. Annual tune-ups will be scheduled during normal working hours, Monday through Friday. These plans are transferable to new owners if the house is sold, but they are not refundable. Further, the plan is void if any person, including owner, renders service to equipment except as instructed by Company.

4. Account must be current. Past due balances on any open account will void this plan.

5. Company shall not be responsible for customer's failure to use ordinary care in the operation of any heating/hot water system such as, but not limited to, replacing blown fuses, resetting breaker switches, or turning on and off power switches.

6. Prevailing rates will be applied for wiring problems or in circumstances where a customer is not available resulting in a return visit.

7. Our obligation to service and replacement of any part is subject to location accessibility and parts availability through normal sources of supply.

8. This plan does not cover services or replacement of parts damaged by water, fire, acts of God, accident, or abuse. Company shall not be held responsible for any non-performance when prevented by any circumstances beyond its control.

9. These plans do not include plumbing repairs; circulators; repairs to zone valves, radiators, connectors, hot water coils, feed, and release valves; bleeding or purging air from system; repair of water leaks; power venters and venting systems; all parts associated with chimney; or items not identified in plan agreement.

10. This plan may also be terminated by Company (a) if customer fails to comply with Company credit terms, (b) if customer fails to provide a safe and reasonably clean place in which to work, or (c) if customer installs or attaches non-compatible devices to any system.

11. Priority service will be provided between 8:00am and 4:30pm Monday through Friday. No service will be performed in inclement weather or flooded areas. Priority service provided on holidays and/or outside of 8:00am and 4:30pm will be billed at prevailing rates.

12. Company will not be held liable for injury or damage to persons, property, or consequential damage resulting from defects in, or the non-operation of, customer heating equipment or its accessories, nor for damages resulting from heat failure in a vacant building.

13. Amendment and Cancellation: We may amend or change the terms of this plan at any time. We may amend or change the services offered as part of the plan 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.

**Ferro Energy Services**  
**2400 Chichester Ave**  
**Boothwyn, PA 19061**



## GAS HEATING SERVICE PLAN



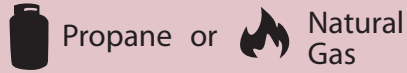
**FERRO ENERGY**



**WWW.FERROENERGY.NET**  
**610-485-1356**

2400 CHICHESTER AVE, BOOTHWYN, PA 19061  
PA HIC# 023627

G A S H E A T I N G  
**ASSURANCE PLAN**



**ASSURE YOUR HEATING SYSTEM  
 IS SAFE WHILE REDUCING YOUR  
 ENERGY CONSUMPTION**

Our certified technicians will inspect every component of your propane or natural gas heating system to make sure it is operating properly. Achieving a peak performance level not only saves you money but is also a best practice in terms of keeping your home secure. Annual maintenance is also extremely important to maintain your manufacturer warranty coverage.



**FERRO ENERGY**

**PLEASE SELECT PLAN(S)**

Gas Heating Assurance Plan	<input type="checkbox"/> \$199/year
Gas-Fired Water Heater Coverage Plan	<input type="checkbox"/> \$99/year
<b>Total Payment Due</b>	<b>\$ _____</b>

**INCLUDES THE FOLLOWING:**

**GAS SAFETY CHECK**



**HEATING SYSTEM  
 EFFICIENCY TUNE-UP**



**PRIORITY SERVICE**



**PARTS REPLACEMENT  
 COVERAGE**

Pressure Control • Pressure Switch Tubing  
 High Limit Control • Basic Thermostat  
 Roll Out Control • Hot Surface Igniter



**15% DISCOUNT FOR  
 NON-LISTED REPLACEMENT  
 PARTS & LABOR**



G A S - F I R E D  
**WATER HEATER COVERAGE PLAN**

**ANNUAL SYSTEM TUNE-UP**

Includes cleaning the following parts: Burner(s), Fuel Supply, Smoke Pipe, Electrical Connections, Venting, Air Filtration, Condensation Discharge, Safety Devices, and Lubrication of all Bearings and Motors.

**PARTS & LABOR COVERAGE**

**Thermocouple • Relief Valve • Thermostat Limit**

**ADDITIONAL PARTS & LABOR COVERAGE**

15% discount off all parts and labor charges related to repair work of your system that are not covered by the Parts & Labor Coverage

NAME \_\_\_\_\_

ACCT. # \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

Please send me more information concerning:

- PROPANE DELIVERY SERVICES
- FREE EQUIPMENT INSTALLATION QUOTE
- PLEASE CONTACT ME ABOUT AIR CONDITIONING SERVICES

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

Add an Air Conditioning Plan and **SAVE \$10**

PREFER TO ENROLL OVER THE PHONE?  
 CALL US TODAY

**610-485-1356**