

Ferro Fuel Oil
2400 Chichester Ave
Boothwyn, PA 19061

COMPANY HISTORY

PROVIDING QUALITY COMFORT TO YOUR FAMILY'S HOME SINCE 1931!

More than 80 years ago, Otto Gustave Ferro began a full service plumbing and heating company, then known as Marcus Hook Plumbing and Heating Company. Over the years, the company grew and expanded services to include fuel oil delivery, air conditioning installations, air conditioning repairs, and more. Thomas E. Ferro formed the corporation as it currently exists in 1996 and holds the title of President. Mr. Ferro has expanded the company's service area to include Delaware County and Chester County in Pennsylvania, as well as northern New Castle County in Delaware and Maryland's Eastern Shore. We take pride in offering services for your complete home comfort year-round!

OTHER SERVICES PROVIDED

BUDGET PLANS

For customers concerned with the price of fuel, our 12-month budget plan is highly recommended to anyone who is trying to manage their oil delivery costs as efficiently as possible. Your budget payment lets you spread your heating costs into smaller, predictable payments.

AUTOMATIC DELIVERY

Instead of worrying about when you'll need that next delivery of oil, let us do that for you! Our computerized system tracks the weather and generates your delivery automatically. That's one less complication in your life! Call us at (610) 485-1356 for more information and to sign up!

LOYALTY CREDITS

It is our goal to reward our loyal customers with Loyalty Credits. You can earn \$50 in Loyalty Credits for each year you spend more than \$400 with our company. 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.

Credits are not transferable to other persons or properties. They have value only as a credit toward the following equipment purchased from Ferro Fuel Oil by its customers. Up to \$500 worth of Loyalty Credits can be used for complete heating and air conditioning change out. Limited to \$250 for each system per customer.

| | |
|--------------------------------|-------|
| Oil-Fired Boiler/Furnace | \$250 |
| Gas Boiler/Furnace | \$250 |
| Heat Pump..... | \$250 |
| Central A/C System | \$250 |

TERMS & CONDITIONS

1. These plans cover one residential heating or air conditioning unit. Oil tanks, oil lines, and any 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.

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 oil delivery from 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/cooling/hot water system such as, but not limited to, replacing blown fuses, resetting breaker switches, or turning on and off power switches.

6. Frozen or congealed oil lines, lack of oil when not on automatic delivery, water or contamination in fuel, electric and/or wiring problem, or customer not available will be charged at prevailing rates.

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; draining expansion tank; repair of water leaks; thermostat wiring; low and line voltage wiring; 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. All services will be provided between 8AM and 4:30PM Monday through Friday. No service will be performed in inclement weather or flooded areas. Services provided on holidays and/or outside of 8AM TO 4:30PM will be billed at prevailing rates. Services do not include freight, filters, air distribution systems or other adjustment, evaporative or condenser coils, or other parts not specifically included in the plan. Limited to units up to five tons.

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.

HOME COMFORT SERVICE PLANS



FERRO FUEL OIL



WWW.FERROFUELOIL.COM

(610) 485-1356

2400 CHICHESTER AVE, BOOTHWYN, PA 19061

COMFORT PLAN

PREMIER PLAN

COOL COVERAGE PLAN



FERRO FUEL OIL

ANNUAL SYSTEM TUNE-UP

Just like changing the oil in your car, your heating system should be tuned up annually. Below are the benefits of receiving an annual heating system tune-up:

- Keeps your system running efficiently
- Reduces unexpected service calls
- Saves you money on fuel
- Prolongs the life of your heating system
- Protects the environment

PARTS & LABOR COVERAGE

Customers participating in the Comfort Plan will receive a 15% off discount of all parts and labor charges related to repair work of your system.

EMERGENCY SERVICE

Your family can rest easy seven days a week with this valuable service. (Emergency Service will be charged at prevailing rates.)

Our Premier Plan offers all of the benefits of the Comfort Plan and more!

ANNUAL SYSTEM TUNE-UP

EMERGENCY SERVICE

PLUS:

“NO CHARGE” PARTS & LABOR COVERAGE

Replacement or repair of the following parts (labor included) will be covered 24 hours a day at NO cost to you. This coverage is some of the best available in the industry today!

- | | |
|-------------------------------|--|
| -Aquastat (\$75 allowance) | -Fuel Oil Cartridge (excludes WIX Filters) |
| -Blower Motor (up to 1/3 HP) | -Fuel Pump Strainer |
| -Burner Fan | -Ignition Leads |
| -Burner Flange Gasket | -Ignition Transformer |
| -Burner Motor | -Nozzle |
| -Burner Motor Coupling | -Nozzle Adaptor |
| -Buss Bar | -Nozzle Assembly |
| -Cad Cell Eye | -Nozzle Line |
| -Cad Cell Relay | -Porcelains |
| -Circulator Allowance \$75.00 | -Riello Parts 25% Discount |
| -Delay Oil Valve | -Standard-Type Thermostat (heat only) |
| -Electrodes | |
| -Fan Belt | |
| -Fuel Pump | |

-15% discount off all parts and labor charges related to repair work of your system that are not listed above

**Heating Season Only – If you have central A/C, these parts are also used by your A/C system. To protect these parts in all seasons, please sign up for our Cool Coverage Plan, as well.*



Simply choose the plan that's right for you. Whichever you choose, you will receive the following:

- The level of coverage you prefer for your comfort and savings
- Protection against costly repairs
- The savings and peace of mind you deserve

Protect and maintain your central A/C system! (Refrigerant not included. Subject to general conditions.)

ANNUAL SYSTEM TUNE-UP

This service ensures that your air conditioner is operating at peak efficiency. We check for adequate refrigerant charge and possible leaks; check voltage and amperage; lubricate all moving parts; check condenser coil, belts, filters, wiring, and connections; and check air temperature drop and condensate drain.

“NO CHARGE” PARTS & LABOR COVERAGE

Normal business hours are **8AM-4:30PM Monday-Friday**.

- | | |
|---|-------------------------------|
| -Contactor | -Fan Center Relay/Transformer |
| -Standard A/C Thermostat (covered up to \$75) | -Condensate Pump |
| -Crankcase Heater | -Time Delay |
| -Outside Service Disconnect | -Low Pressure Switch |
| -24VAC Transformer | -High Pressure Switch |
| | -Insulation |

-15% discount off all parts and labor charges related to repair work of your system that are not listed above

Annual tune-up, adjustment, or service work MUST be performed Monday-Friday 8AM-4:30PM. Repairs requested outside of these times will be billed at the prevailing rate. Temperature must be a minimum of 70°. Customer must call to arrange for service. Service will not be performed after dark or in inclement weather due to electrical danger. Ferro Fuel Oil, Inc. follows new environmental regulations to protect the ozone layer. If Freon must be removed from the unit, an additional \$75 will be charged.

WATER HEATER COVERAGE PLAN

ANNUAL SYSTEM TUNE-UP

Burner, smoke pipe, and lubrication of all bearings and motors

“NO CHARGE” PARTS & LABOR COVERAGE

- | | |
|-----------------------|-----------------------|
| -Burner Motor | -Fuel Pump |
| -Burner Coupling | -Electrodes and Leads |
| -Ignition Transformer | -Fuel Filter |
| -Burner Nozzle | -Vent Pipe |
| -Cad Cell | -Draft Regulator |

PARTS & LABOR COVERAGE

15% discount off all parts and labor charges related to repair work of your system that are not covered by the “No Charge” Parts & Labor Coverage

PLEASE SELECT PLAN(S)

- | | |
|-------------------------------------|-------------------------------------|
| Oil Heat Comfort Plan | <input type="checkbox"/> \$299/year |
| Oil Heat Premier Plan | <input type="checkbox"/> \$349/year |
| Air Conditioning Cool Coverage Plan | <input type="checkbox"/> \$269/year |
| Water Heater Coverage Plan | <input type="checkbox"/> \$159/year |
| Total Payment Due | \$ _____ |

NAME _____

ACCT. # _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

HOME PHONE _____

CELL PHONE _____

EMAIL _____

AUTOMATIC DELIVERY WILL CALL

PLEASE CONTACT ME ABOUT BUDGET PLANS

SIGNED _____

DATE _____

MULTIPLE POLICY DISCOUNT!

SIGN UP FOR MORE THAN ONE POLICY AND RECEIVE A \$10 DISCOUNT OFF EACH POLICY!

RECEIVE A

\$50 CREDIT

to your current Ferro Fuel Oil, Inc. account when you refer someone that becomes a new automatic fuel delivery customer!

CALL OUR OFFICE FOR DETAILS!