

General Conditions of North Shore Fuel Service Plans

1. Labor is covered only for repair and replacement of listed parts. The No Surprises Plan and Service Plus Plan are for oil burners with a capacity of 3 GPH or less. The Platinum Plan and Gold Plan are for residential gas heating systems with a capacity of 300,00 btu or less.
2. Exclusions: This agreement does not cover parts or labor when failure is due to:
- Lack of fuel when delivery has been delayed due to delinquency in payments or when the customer is not on automatic delivery.
 - Failure of customer to maintain proper boiler water level or pressure.
 - Customer leaving emergency switch in “off” position.
 - Customer setting the thermostat too low to call for heat.
 - Failure of clock thermostats, electric air cleaners, media air filters, humidifiers, domestic hot water circulators, flue pipes, direct vents, draft inducers, and steam vents.
- Blower motors will only be covered during the heating season for kitchen zone. Motor-assisting gas venting devices are not covered.
3. This agreement does not cover repair or replacement of obsolete parts, such as certain zone valves, circulators and combustion chambers that are not available through our regular sources of supply.
4. **This agreement is void if all Bioheat®/Oilheat fuel requirements are not purchased from North Shore Fuel.**
5. This agreement does not cover acts of God, fire damage, flooding or other water damage, etc., except that which is caused by ordinary wear and tear.
6. There shall be no liability for any reason on the part of North Shore Fuel for work done by anyone else, unless such person is authorized in writing by North Shore Fuel to perform such work or furnish parts.
7. The length of this agreement is one year. The agreement will automatically renew at that time unless we are notified of cancellation in writing 30 days prior.
8. Customers must be on automatic delivery to be eligible for the Oilheat Service Plans.
9. Should a customer cancel his or her fuel account for any reason, the unused portion of a service contract is not refundable. However, should a customer sell the property, he or she may transfer the unused portion of a contract to the buyer on the condition that the buyer purchase fuel oil from North Shore Fuel. Further, seller may transfer the unused portion to any other domicile, provided the heating equipment is in acceptable condition and North Shore Fuel provides fuel for that location.
10. **Oil Tank, Lines and Piping.** Customer shall be responsible for the condition and maintenance of the oil tank, lines and piping. This contract does not provide any coverage for or against tank, line or piping leakage or any damages to persons or property resulting from tank, line or piping leakage. This contract does not cover any installation, clean-up, removal or other costs of compliance with any environmental or other laws, rules or regulations.

11. **Environmental Liability Disclaimer.** North Shore Fuel will not be responsible for injury or property damage arising out of the disposal, discharge, dispersal, release or escape of fuel, any petroleum substance or derivative, or any pollutant, chemical or substance into or upon the customer’s property, surrounding properties, the atmosphere, the soil, any water source, or the environment, unless caused by the negligence of North Shore Fuel. In no case shall North Shore Fuel’s liability for any such damages exceed \$1,000.
12. **Limitation and Disclaimer of Liability.** North Shore Fuel’s liability is limited to the reasonable value of the service and parts offered by this contract. North Shore Fuel’s sole liability in the event of a failure to perform will be the reasonable costs of the service and parts specified under this contract, not to exceed \$1,000. North Shore Fuel makes no warranties, expressed or implied, including but not limited to any warranty or merchantability or fitness for a particular purpose, except expressly set forth herein. No warranty is made as to the ability of the heating system to supply heat or hot water required by the customer, except as indicated above. North Shore Fuel will not be responsible for any secondary or consequential loss or damages due to or resulting from the failure of any heating system part, vacant or unattended premises, changes in fuel consumption, delays or failure to render service, or damages caused by acts of God, strikes, material or labor shortages, fire, flood, accidents, abuse or misuse of the equipment, or other conditions not within North Shore Fuel’s control.
13. **Termination and Default.** North Shore Fuel reserves the right to terminate this contract without notice if the customer does any of the following:
- Obtains Bioheat® or Oilheat fuel from any other source.
 - Permits any person other than an employee or authorized representative of North Shore Fuel to service the customer’s equipment.
 - Fails to maintain an acceptable credit rating with North Shore Fuel or is otherwise in arrears on any bill for fuel or service due to North Shore Fuel.
 - Abuses or neglects the heating system.
 - Fails to provide and maintain suitable storage with outside connections and unimpaired access thereto by fuel delivery trucks at all times.
- If this contract is terminated for any of these reasons, customer will pay North Shore Fuel’s standard rates for service and parts for all services rendered during the term of this contract. In the event of termination, no refunds will be made on any fractions of the year for any unused portion of this contract.
- Any notice by customer to cancel this contract will be void unless such notice is in writing, addressed to North Shore Fuel and mailed by certified mail, return receipt requested, in which case, said notice will be effective five days after receipt by North Shore Fuel. Until such time, customer will remain liable to North Shore Fuel for all oil delivered and all service rendered.
14. **Heating season is from October 1 to May 15.**
15. Preventive maintenance service for natural gas heating systems and air conditioning systems is available between April 1st and August 31st and must be scheduled by the customer.

North Shore Fuel Offers Two Gas Heat Service Plans

Platinum Plan
Gold Plan

| The North Shore Fuel Natural Gas Service Plans Include: | Platinum* | Gold+ | Water Heater^ |
|---|-----------|-------|---------------|
| Priority service from experts that are focused on your comfort needs | ✓ | ✓ | ✓ |
| Expert conservation advice | ✓ | ✓ | ✓ |
| Expert service and consultation on cost-saving, high-efficiency equipment | ✓ | ✓ | ✓ |
| 20% discount towards repairs, parts and services | ✓ | ✓ | ✓ |
| Emergency Service | ✓ | ✓ | ✓ |
| Two-hour appointment window | ✓ | ✓ | ✓ |
| Multiple Policy Discount | ✓ | ✓ | ✓ |
| Exclusive offers on new products | ✓ | ✓ | ✓ |
| Annual Preventive Maintenance | FREE | FREE | FREE |

* Restrictions may apply. Regular service hours are 8:00 a.m. to 4:30 p.m., Monday – Friday. No diagnostic or travel charge on emergency services during regular service hours only. Platinum Plan applicable to high-efficiency systems (85% and higher). Preventive maintenance must be performed between April 1st and August 31st. If gas preventive maintenance is performed outside this time period, an additional charge of \$99 may apply.

+ Restrictions may apply. Regular service hours are 8:00 a.m. to 4:30 p.m., Monday – Friday. No diagnostic or travel charge on emergency service during regular service hours only. Gold Plan not applicable to high-efficiency systems (85% and higher). Preventive maintenance must be performed between April 1st and August 31st. If gas preventive maintenance is performed outside this time period, an additional charge of \$99 may apply.

^ Water heater service policy only available with main heating unit policy.



NORTH SHORE FUEL

100 VFW Parkway
Revere, MA 02151
781-289-1500

www.northshorefuel.com



NORTH SHORE FUEL

Complete Home Comfort
From a Team of Friendly Experts



Service Plans

For Oilheat Systems, Gas Heat Systems, Air Conditioning, Hot Water Heaters and Oil Tanks
Providing Preventive Maintenance, 24-Hour Response and Repair Coverage

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North Shore Fuel Offers Two Oil Service Plans,

Our two Oilheat Service Plan options enable customers to choose the level of coverage they want. Each Service Plan includes the essentials of preventive maintenance, in the form of an annual heating system tune-up and 24-hour response for no-heat emergencies. **The difference between the plans is the extent of the coverage for heating system repairs.** All service is provided by North Shore Fuel technicians, who are fully licensed and receive extensive, ongoing training. Please review the plans below to determine which one suits you best. Feel free to call our office at 781-289-1500 for more information or to enroll in a plan.

Option 1:

No Surprises Plan

Premium option provides maximum coverage of repair costs

This is our premium plan for customers who want the most complete repair coverage available. In addition to the annual tune-up, it covers virtually everything and delivers great peace of mind. It covers all the components covered by the Service Plus Plan, with the significant addition of the major parts listed below.

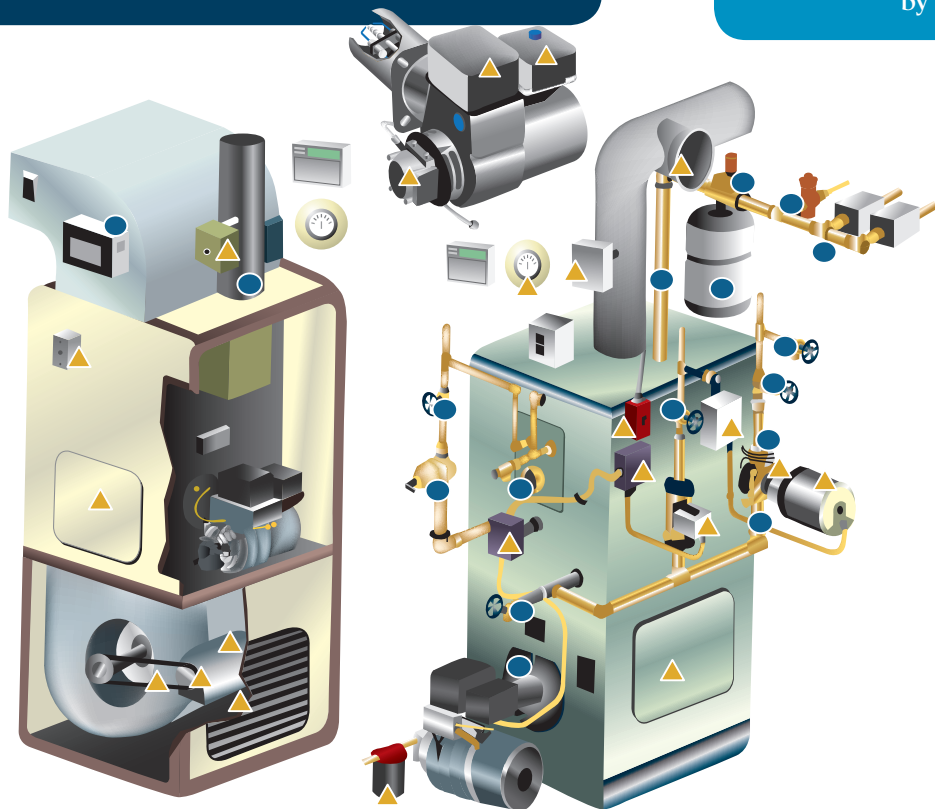
- Benefits:**
- Your system receives an annual tune-up
 - You are assured of 24-hour response for a no-heat emergency
 - You pay nothing for repairs to any system components covered by the No Surprises Plan or the Service Plus Plan (see lists below)

Parts Covered by the No Surprises Plan:

- All parts covered by the Service Plus Plan (see list to the right)
- Automatic feed valve (hot water systems only)
- Blow down valve
- Boiler valves
- Boiler relief valves
- Circulator
- Combustion chamber (Covers up to \$500)
- Electrical fittings
- Expansion tank
- Feed & relief valve
- Feed valve
- Flow valve
- Gauge glass
- Low water cutoff
- Low water cutoff float
- Low water cutoff switch
- Mixing valve element
- Pressure gauge
- Purge valve
- Temperature gauge

Notes

- North Shore Fuel reserves the right to inspect a heating system before confirming enrollment in a Service Plan. Any repairs required to restore the system to satisfactory operating condition upon inspection are not covered by the Service Plan.
- Hydro air units can be added to your coverage for an additional cost. (Each unit must be covered)
- Draft inducers and direct vent units are not covered by any policy.
- All heating zones must be covered. (The main zone is the kitchen, any additional zones must be covered for an additional fee)
- Coverage for blowers is only during heating seasons. (October 1st-May 15th)
- Your Service Plan will renew automatically at the end of the policy year.



- ▲ Parts covered by the Service Plus Plan
- Parts covered by the No Surprises Plan

Option 2:

Service Plus Plan

Baseline option includes complete coverage for many repairs

The Service Plus Plan provides extensive coverage for your heating system. The cost of any repair that we make to any component listed under this plan is covered, including both parts and labor, and you pay nothing for those repairs. (If we repair components that are not covered by the Service Plus Plan, we bill those repairs at our regular rates.)

- Benefits:**
- Your system receives an annual tune-up
 - You are assured of 24-hour coverage for a no-heat emergency
 - You pay nothing for repairs to any system components covered by the Service Plus Plan (see list below)

Parts Covered by the Service Plus Plan

Controls:

- ▲ Aquastat
- ▲ Barometric damper
- ▲ Cad cell control
- ▲ Circulator control
- ▲ Combination control
- ▲ Emergency switch
- ▲ Fuses
- ▲ High-limit control
- ▲ Low-limit control
- ▲ Pressuretrol control
- ▲ Primary control
- ▲ Pyrostat
- ▲ Reverse Aquastat
- ▲ Stack control
- ▲ Thermostat (standard, manual)
- ▲ Triple Aquastat

Other

- ▲ Combustion chamber (coverage of up to \$100 toward repair or replacement)
- ▲ System 2000 Manager
- ▲ Tank gauge
- ▲ Tank whistle

Warm Air Systems

- ▲ Air filter (standard)
- ▲ Blower belt

- ▲ Blower motor (up to ½ hp, during heating season only)
- ▲ Blower pulley
- ▲ Fan control
- ▲ Limit control

Hot Water Systems

Coverage for the following parts is for the main zone (kitchen) only; there will be an extra charge for additional zones. (All zones must be covered. Zone valves are included.)

- ▲ Circulator coupling
- ▲ Circulator motor
- ▲ Circulator motor mounts
- ▲ Circulator relay
- ▲ Circulator switch

Fuel Supply Parts

- ▲ Fill cap
- ▲ Firomatic valve
- ▲ Fuel filter cartridge
- ▲ Fuel filter complete
- ▲ Fuel pump
- ▲ Fuel pump gasket
- ▲ Fuel pump strainer
- ▲ Oil tank gauge
- ▲ Vent cap

Two Natural Gas Service Plans, an A/C Service Plan and more!

Preventive Maintenance Improves Energy Efficiency

Every North Shore Fuel Service Plan includes an expert annual tune-up that improves energy efficiency. A well-tuned system typically uses 5 percent less energy than an untuned system does, which can reduce your annual energy costs by more than \$100.



North Shore Fuel A/C Service Plan

With our Air Conditioning Service Plan you will receive**:

- ✓ 20% discount toward parts and labor
- ✓ No diagnostic or travel charges during normal working hours
- ✓ Priority Service

As part of your annual air conditioning preventive maintenance North Shore Fuel will check and clean:

- ✓ Evaporator coil
- ✓ Drip pan and drain (if accessible)
- ✓ Condenser coil
- ✓ Electrical connections
- ✓ Thermostat
- ✓ Blower motor
- ✓ Check filters and belts
- ✓ Fan motor (lubricate as needed)
- ✓ Fan bearings
- ✓ Noise and vibration
- ✓ Evaporator temperature differential
- ✓ Check motor amperage, operating and safety controls

If you have a second condenser, you may add it to your plan at a discounted rate.

** Restrictions may apply. Regular service hours are 8:00 a.m. to 4:30 p.m., Monday – Friday. Does not apply to labor done during off hours. If unit is running properly upon arrival, there will be a travel and/or diagnostic fee of \$125.



Additional Coverage Available

Tank-Guard Oil Tank Coverage

North Shore Fuel offers the TANK-GUARD® program, which protects your oil tank by treating it with a liquid corrosion inhibitor that can extend the life of your tank. Plus, if your tank leaks, it is covered by the Tank-Guard warranty and your oil tank will be replaced at no charge (parts and labor are included; customer only pays permit fees).



Optional Coverage for Oil- and Gas-Fired Water Heaters

Customers who choose the Service Plus Plan, the No Surprises Plan, the Gold Plan or the Platinum Plan can also purchase a policy to cover their water heater. The plan includes:

- Coverage of burner parts, aquastat, controls and emergency switch
- An annual tune-up
- Disclaimer: Tank assembly, relief valves, and vacuum valves are not covered.

Coverage Is Available for Hydro Air

We offer optional coverage for Hydro Air systems, with prices based on the number of blowers. Coverage includes blower motors and controls only (during heating season only, October 1st - May 15th).

Please call our office for more information