

Heating Oil



Silver Heating Plan

- **annual tune-up**
- **15% off repairs**
- **50% off diagnostic fee**
- **priority service**

Great Discounts!

Gold Heating Plan

- **annual tune-up**
- **no charge for parts or labor on covered items**
(see details inside)
- **priority service for no-heat emergencies**
- **no diagnostic fee**
- **no after-hours charge for no-heat emergencies**

No-Cost Repairs!



Covered Parts

for the **Gold** Heating Plan*

BURNER REPLACEMENT PARTS

- blast tube
- burner cables
- burner coupling
- burner fan
- burner flange gasket
- burner gasket
- burner motor
- burner switch
- buss bar ignition leads
- cad cell assembly
- cad cell eye
- cad cell wires
- delayed oil valve
- delayed oil valve coil
- electrode assembly
- electrodes
- end cone
- ignition leads
- ignition transformer
- ignition transformer gaskets
- ignition wiring
- low-voltage wiring (exposed)
- nozzle
- nozzle adapter
- nozzle line
- porcelains
- pump coupling
- turbulator

FUEL SUPPLY PARTS

- fill cap
- fuel filter cartridge
- fuel pump

- fuel pump bleeder
- fuel pump seal
- fuel pump strainer
- vent cap

WARM AIR SYSTEMS

- blower belt
- blower motor
- blower motor pulley
- fan and limit control

HOT WATER SYSTEMS

- circulator coupling
- circulator impeller
- circulator motor
- circulator motor mount
- circulator wicking

VENTING PARTS

- fan inducer motor
- flue damper
- flue pipe

OTHER

- air valve
- altitude and temperature gauge
- automatic flue damper
- purge valve
- tiger loop

SERVICES

- bleeding of radiators
- purging of heating system

**Water heater coverage is available.
Please call for details.**

*Ehrhart Propane & Oil will repair or replace, during the life of this agreement, at no extra charge, all parts listed above that may become defective due to normal use or wear and tear. A 15% discount applies for parts not listed.

15-POINT PRECISION HEATING TUNE-UP

A tune-up will be performed once during the service agreement term during regular working hours. Please call to schedule. The tune-up includes the following:

1. Perform electronic calibration and efficiency test.
2. Inspect, clean and adjust burner.
3. Check thermostat operation.
4. Lubricate and test all motors, bearings, fans, zone valves and circulator pumps.
5. Replace nozzle, filter and strainer.
6. Inspect, vacuum and seal flue pipe.
7. Vacuum and inspect heat exchanger.
8. Check for proper oil flow.
9. Inspect and adjust safety and operating controls.
10. Check blower motor and belt.
11. Inspect and repair all wiring and connections.
12. Check cad cell readings.
13. Evaluate condition of air filter. If needed, replace with customer-supplied one-inch filter.
14. Test for carbon monoxide levels.
15. Inform customer of equipment condition; recommend necessary repairs.

Tune-ups are scheduled all months except between Sept. 15 and Dec. 15.

see inside for General Conditions

General Conditions

1. Gold and Silver Service Plans are available only for customers on our automatic delivery program. Gold Plans become effective only after inspection of equipment and systems by Ehrhart Propane & Oil (Ehrhart). If a service call is required prior to inspection and acceptance, it will be covered under the Silver Plan. Advance payment does not make a plan become effective. If unit becomes obsolete or is more than 20 years old, or if customer uses fewer than 500 gallons of fuel, coverage may be transitioned to the Silver Plan at Ehrhart's discretion.
2. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates, unless customer notifies Ehrhart in writing prior to renewal.
3. In the event that service plan is terminated for any reason by either Ehrhart or customer, there are no pro-rata refunds of remaining months of coverage. Customer may transfer service plan to a new owner or renter, subject to Ehrhart's approval.
4. Ehrhart's responsibility under a service plan will automatically cease if any heating fuel, fuel service or any parts or equipment covered by the plan are procured from another source, or if customer's account is past due for any charge.
5. A heating system tune-up will be performed once during the service plan term, during regular working hours, between December 15 and September 15. All other days an additional fee of \$30 shall be applied. Customer is responsible for contacting Ehrhart to schedule this service.
6. Gold Plan coverage includes only the repair and replacement of parts that are specifically listed under "Covered Parts" and that are defective due to ordinary use or wear and tear, based on the judgment of Ehrhart. Gold Plan does not cover: repairs when failure is due to vacant or unattended premises, blown or loose fuses, emergency switch in the "off" position, thermostat set too low to call for heat, air filters that need to be cleaned or replaced, or radiators that need to be drained or repaired; service or replacement parts due to customer breakage, acts of nature, fire damage, flooding, freezing, explosions or other causes beyond the control of Ehrhart. Such calls are billable, as are calls after regular hours except when customer does not have heat in the winter.
7. Ehrhart is not responsible for the condition of the oil storage tank, its components or the accumulation of sludge, sediment, bacteria or water. Service calls related to the condition of the storage tank are not covered under a Gold Plan.
8. Ehrhart shall be released from liability for failure or delay to provide, within a reasonable period, service called for under the plan when failure or delay results from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortage of electricity, gas or water; freezing or breaking of pipes; government regulations; extreme weather conditions; unavailability of parts; or improper operation, negligence or misuse of covered equipment.
9. Ehrhart will endeavor to render prompt and efficient service, but it is expressly agreed that Ehrhart Propane & Oil shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this plan. The obligation to furnish replacement parts is subject to availability through normal supply sources.

PLEASE KEEP FOR YOUR RECORDS

24-hour emergency service:
Available 365 days a year; applies to loss of heat.

Guarantees

for worry-free comfort

- ❖ **The best, most precise tune-up and cleaning**—You can save more than \$100 on your heating bills if your system runs at peak efficiency. We make certain it does by using advanced **electronic testing equipment**. And we give you a report on our findings.
- ❖ **Personal attention**—We have fewer customers per technician than other companies in the area, so you get more personalized service and a faster response. **Our technicians are well trained, courteous and respect your property.**
- ❖ **No subcontractors**—Other companies (including gas and electric utilities) may send less experienced, less attentive and unaffiliated subcontractors to your home for service work. Our **technicians receive continuous training** and have the resources to solve the most complicated problems.
- ❖ **Low turnover**—The people at Ehrhart know our customers' needs. You can **build professional relationships** with the people who look after your family. You can "leave the key under the mat" and know that we'll treat your property with consideration and care.
- ❖ **True 24-hour service**—In an emergency, we will be there **anytime, day or night**. A person—not a machine—will answer your call, and our service technician will call you back promptly.
- ❖ **Fixed right the first time**—Our service trucks carry thousands of dollars' worth of replacement parts to **ensure our ability to solve most problems in one visit.**



7953-12656-011

**Propane • Heating Oil • Biofuel • Coal • Boilers
Water Heaters • Furnaces • Hearth Products**

EhrhartPropaneAndOil.com

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