

GENERAL CONDITIONS FOR PROPANE SERVICE PLAN

1. Service Plans are available to customers who purchase their entire propane supply and services from Scott Energy Co., Inc. Customer agrees that all of Scott Energy Co., Inc.'s Terms and Conditions and Customer Responsibilities apply to the Service Plan. Service Plans are automatically void and non-refundable if the customer terminates their account.
2. Service Plans will not be prorated. If the customer selects monthly billing for their Service Plan and they cancel their account for any reason before the end of the 12-month period, the customer will be billed for the remaining balance and payment in full will be due immediately.
3. We reserve the right to inspect equipment prior to or during the term of the Service Plan coverage. If, on inspection, customer's heating equipment is found to be obsolete or otherwise unacceptable, the contract coverage will be cancelled and a prorated refund will be returned to the customer. Any repairs required to bring equipment up to acceptable condition are excluded and will be charged separately.
4. These plans apply only to residential and small commercial systems. In situations where there are multiple heating systems, the Service Plan covers the designated unit only.
5. The term of the plan is for a one (1) year period and will renew automatically every year unless terminated by either the customer or company. Either party may cancel the renewal of the plan with written notice prior to the expiration date.
6. This is not an agreement to sell or deliver propane by Scott Energy Co., Inc. This document contains the entire agreement of the parties hereto and there are no promises, warranties, terms, conditions or obligations other than printed herein.
7. All work performed under this plan is billed at the time of service and balances owed are due and payable in full within thirty (30) days of issuance of statement. In the event that charges are not paid when due, customer agrees to pay a finance charge. A finance charge will be assessed on past due balances at the rate of 1 1/2% per month (18% A.P.R.) or the maximum rate allowed by Massachusetts statute. Customer accounts must be kept current. Failure to do so may, at the discretion of the Company, void this agreement.
8. Service Hours: Service is available 24 hours a day, 365 days a year. Labor for repair services provided during regular service hours of 8:00 am and 3:30 pm Monday through Friday (excluding holidays) will be discounted off our prevailing hourly rate and labor for emergency service provided outside regular service hours will be discounted off our overtime hourly rate. It is the customer's responsibility to provide adequate access to the equipment.
9. Tune-ups are offered as part of the Service Plan and are included once during the term of the plan. Our service department performs tune-ups during regular service hours (Monday-Friday 8:00 am to 3:30 pm excluding holidays). Scheduling is the customer's responsibility, and there will be no refunds for tune-ups not performed. It is the customer's responsibility to provide adequate access to the equipment. The company reserves the right to charge the customer a half hour of labor (at our normal hourly billing rate) for missed appointments.
10. This agreement only covers heating system parts and components that fail due to normal wear and tear. Scott Energy is not liable for the inability to supply parts that are no longer available due to obsolescence. Nor does it cover the replacement of the complete burner, boiler, furnace, domestic (indirect or fuel fired) hot water heater, air handler, domestic plumbing, domestic wiring, ductwork, supply lines from storage tank to appliances or customer owned storage tanks. Replacement of obsolete parts or complete systems will be done on a non-discounted time and material basis.
11. Scott Energy Co., Inc. shall not be liable for damage from flood, fire, storm, acts of God or other abnormal causes beyond our control, such as freezing, improper electrical supply or loss of electricity, which may affect the normal and customary operation of the equipment. Scott Energy Co., Inc. will not assume responsibility or liability for loss of heat or any damage resulting from a freeze-up in an occupied, unoccupied or vacant dwelling. It is the customer's obligation to be responsible for their own dwelling and arrange for temperature monitoring if away from the premises.
12. There shall be no liability, for any reason, on the part of the company for work done by anyone else, unless such person is authorized, in writing, by the company to perform such work or furnish parts.
13. This agreement is transferable to a new customer should the property be sold during the term of the plan and the new owner is accepted as a customer under the Terms & Conditions and Customer Responsibilities of Scott Energy Co., Inc.



PROPANE SERVICE PLANS



UNMATCHED SERVICE



WITH EVERY PLAN



800-736-4929

PO Box 1429, Gloucester, MA 01931

ScottEnergyCo.com

CENTRAL HEATING

Heating System Efficiency Tune-Up and Safety Check (A \$265 value!)

A periodic system tune-up and safety check will assure that your heating system is running at maximum efficiency. As part of the plan, one of our technicians can perform a tune-up, visual inspection and safety check. See General Conditions for details.

- ✓ Clean and test igniter assembly
- ✓ Check and test proving rod
- ✓ Adjust gas/air mixture for maximum combustion efficiency
- ✓ Vacuum burner
- ✓ Check venting
- ✓ Check regulator
- ✓ Inspect Condensate Lines
- ✓ Efficiency test
- ✓ Safety check

20% Discount on Service Repairs

Customer will receive a 20% discount off all parts and labor related to repair work on the heating system (excluding system replacements).

Priority Service and Scheduling

Propane Service Plan customers will receive daytime priority service from our highly skilled and licensed technicians.

24-Hour Emergency Service

Service is available 24 hours per day, 7 days a week. Labor during regular service hours (Monday-Friday 8:00 am to 3:30 pm excluding holidays) will be discounted 20% off the prevailing hourly rate. Labor provided outside regular service hours, weekends and holidays will be discounted 20% off the prevailing overtime rate.

\$250 New Equipment Installation Discount



TANKLESS AND DIRECT FIRED HOT WATER HEATER

System Efficiency Tune-Up and Safety Check (A \$180 value!)

A periodic system tune-up and safety check will assure that your heating system is running at maximum efficiency. As part of the plan, one of our technicians can perform a tune-up, visual inspection and safety check. See General Conditions for details.

- ✓ Clean and test igniter assembly
- ✓ Check and test proving rod
- ✓ Adjust gas/air mixture for maximum combustion efficiency
- ✓ Vacuum burner
- ✓ Check venting
- ✓ Clean air filter
- ✓ Clean in-line water filter
- ✓ Check regulator
- ✓ Inspect Condensate Lines
- ✓ Efficiency test
- ✓ Safety check

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\$150 New Equipment Installation Discount

Scott Energy Can Help with All Your Heating and Cooling Needs. Call today, 800-736-4929.

- ✓ Heating Oil
- ✓ Propane
- ✓ Air Conditioning
- ✓ Indoor Air Quality
- ✓ Complete Heating System Design & Installation