

GENERAL CONDITIONS FOR OIL SERVICE PLANS

1. Service Plans are available to automatic delivery customers who purchase their entire fuel supply and heating system services from Scott Energy Co. 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 heating systems with a maximum firing rate of three gallons per hour.
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 heating oil by Scott Energy Co., Inc. This document contains the entire agreement of the parties hereto and there are no promises, 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. Customers' 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 will be discounted off our prevailing hourly rate and labor for services provided outside regular service hours will be discounted off our overtime hourly rate.
9. Tune-ups are performed by our Service Department during normal working hours (Monday - Friday 8:00 am to 3:30 pm excluding holidays). Scheduling is the homeowner's responsibility, and there will be no refunds for the tune-ups not performed. The company reserves the right to charge the customer for 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 oil burner, boiler, furnace, domestic (indirect or fuel fired) hot water heater, air handler, domestic plumbing, domestic wiring, ductwork, oil line or oil storage tank. 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 for loss of heat or any damage resulting from a freeze-up in an occupied, unoccupied or vacant dwelling. It is the customer's responsibility to arrange for temperature monitoring if customer is 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 homeowner should you sell your home during the term of the plan and the new homeowner is accepted as a customer under the Terms & Conditions and Customer Responsibilities of Scott Energy Co., Inc.



OIL SERVICE PLANS

Unmatched service
with every plan.



800-736-4929 ~ 978-526-4929
PO Box 1429, Gloucester, MA 01931
ScottEnergyCo.com

BASIC SERVICE PLAN

Heating System Efficiency Tune-Up (A \$260 value!)

- ✓ Vacuum heating exchanger, combustion chamber & flue pipe
- ✓ Replace nozzle & clean nozzle assembly
- ✓ Change oil filter & gasket
- ✓ Clean electrodes
- ✓ Lubricate burner, circulator motors & blower
- ✓ Test controls
- ✓ Drain & recushion expansion tank (hot water systems only)
- ✓ Replace air filters (hot air furnace only)
- ✓ Flush low water cut-off (steam systems only)
- ✓ Test & record efficiency rating

10% Discount on Service Repairs

Customers will receive 10% discount off all parts and labor related to repair work on the heating system (excluding system replacements).

Priority Service & Scheduling

Customers will receive daytime priority service from our highly skilled and licensed technicians.

10% Discount on 24-Hour Emergency Service

Service is available 24 hours per day, 7 days a week. Labor during regular service hours of 8:00 am to 3:30 pm will be discounted 10% off the prevailing hourly rate. Labor provided outside regular service hours, weekends and holidays will be discounted 10% off the prevailing overtime rate.

PREMIUM SERVICE PLAN

The Basic Service Plan, plus ...

\$150 New Equipment Installation Discount

Should your oil heating system need replacement, when installed by Scott Energy, you will receive a \$150 discount for being enrolled in our Premium Service Plan.

20% Discount on Service Repairs (excluding system replacements)

20% Discount on 24-Hour Emergency Service

PLATINUM SERVICE PLAN

The Basic Service Plan, plus ...

\$300 New Equipment Installation Discount

Should your oil heating system need replacement, when installed by Scott Energy, you will receive a \$300 discount for being enrolled in our Premium Service Plan.

30% Discount on Service Repairs (excluding system replacements)

30% Discount on 24-Hour Emergency Service

WATER HEATER SERVICE PLAN

Enhance your plan with our Water Heater Service Plan.

System Efficiency Tune-Up

Must be done in conjunction with the heating system efficiency tune-up.

10% Discount on Service Repairs

Customers will receive a 10% discount off all parts and labor related to repair work on the water heater (excluding system replacements).



Let Scott Energy Help You with All Your Heating and Cooling Needs

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

Call Today ... 800-736-4929