

Natural Gas/Propane

*A Plan for
Your Comfort*





Additional Coverage Options

You can add any or all of these items to your service plan.

Water Heater Plan

This plan is available to clients who purchase a service plan. Coverage is available for oil or gas water heaters. It includes:

- ❖ **complete safety inspection.**
- ❖ **15% off diagnostic fee.**
- ❖ **15% discount on repairs.**

Tank leaks are not covered under this plan.

Call for pricing on coverage for:

- ❖ **additional heating/cooling units**
- ❖ **humidifiers**
- ❖ **air cleaners**
- ❖ **thermostat**

see inside for General Conditions

Gold

Natural Gas/Propane Plan

-  **annual tune-up**
-  **15% off repairs**
-  **15% off diagnostic fee**
-  **priority service for all emergencies**

Great Discounts!

Comprehensive Tune-up

The plan includes an annual tune-up to prevent breakdowns and reduce your heating costs. A tune-up includes the following:

- ❖ Test carbon monoxide levels.
- ❖ Clean and adjust burners and inspect heat exchanger.*
- ❖ Check thermostat operation.
- ❖ Lubricate all motors, bearings, fans and circulator pumps.*
- ❖ Clean pilot assembly.
- ❖ Install one 1-inch filter.
- ❖ Test and adjust operation of safety and operating controls.
- ❖ Inspect flue pipe and gas valve.
- ❖ Check blower motor (and belt if applicable).
- ❖ Test and tighten all wiring and connections.
- ❖ Turn exposed dampers to heating position if marked (no balancing).
- ❖ Flush condensate drain to protect overflow.
- ❖ Check temperature rise.
- ❖ Check fan speeds.
- ❖ Check gas pressure at gas valve.
- ❖ Inform customer of equipment condition. Recommend necessary repairs.

* If equipped

General Conditions

1. The Gold Plan covers scheduled routine maintenance and provides a 15% discount on diagnostic and repair charges.
2. Service plans become effective only after inspection of equipment and systems by Sheller Oil. All equipment must be brought up to standard before it is accepted for a service plan. Advance payment does not make a plan become effective.
3. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. Sheller Oil will indicate its acceptance of a service plan by issuance of an invoice.
4. A service plan is transferable to a new owner at the option of property seller, or the plan may be voided at seller's request, but there will be no refund of unused portion of the plan.
5. Sheller Oil's responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan are procured from another source or if customer's account is past due.
6. Service plan customers receive priority scheduling, ahead of non-plan customers. Sheller Oil will provide dependable prompt emergency service 24 hours a day, 365 days a year.
7. To help hold down the price of service plans by eliminating unnecessary service calls, plan customers are expected to make sure thermostat or humidistat is properly set and to check all switches and circuit breakers or fuses. Customers are also expected to monitor condition of all filters (heating, cooling, humidifier, air cleaner, etc.). Filters will be cleaned/replaced, as needed, during scheduled routine maintenance.
8. Replacement of entire unit or the following systems and devices are not covered under service plan: condensing coils, flues, duct systems, evaporator coils, radiators, registers and grills, and heating system piping. The following services are not covered: electrical service from circuit breaker to unit, gas and water leak repairs, refrigerant leak tests and repairs.
9. The following items are not covered under service plan: compressors, heat exchangers, burners, refrigerant recovery or filters (other than standard 1-inch disposable filters). If heat exchanger is covered under a manufacturer's warranty, materials for a replacement system are included; for compressor, labor is also covered.
10. The following items are not covered under service plan unless separate coverage is purchased: humidifiers, electronic air cleaners and other accessories not an integral part of the heating or cooling system.
11. Parts and labor not covered under a service plan will be billed at prevailing rates.
12. Calls to replace dirty filters, balance heat and/or cooling to individual rooms, perform air bleeding of hot water radiator systems and repair radiators will be considered chargeable calls.
13. Sheller Oil 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. If such service is requested, it will be billed at prevailing rates.
14. Sheller Oil reserves the right to cancel any plan without notice and refund the unused portion of the plan.
15. Sheller Oil reserves the right to make all calls during regular working hours, with the exception of "no heat" calls. "No cooling" calls will be made during regular working hours and will not be made at night or on weekends.
16. Sheller Oil will endeavor to render prompt and efficient service, but it is expressly agreed that Sheller 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.
17. The obligation to furnish replacement parts is subject to availability through normal supply sources.
18. Annual tune-ups may be scheduled at any time during the service plan year, and **customer must call to schedule appointment**. Customer must also make the unit accessible to be worked on during normal working hours.
19. Gold Plan customers receive \$50 in Loyalty Credits for each consecutive year they renew their plan. Credits, up to a maximum of \$500, may be used toward the purchase of a boiler, furnace, central a/c system, heat pump, oil tank or indirect water heater. Credits are not transferable and may not be used to pay for repairs, installation of system accessories, other purchases or any outstanding balance to Sheller Oil.
20. Any maintenance agreement that is NOT PAID FOR WITHIN TWO MONTHS OF DATE OF ISSUANCE will be rescinded or considered null and void. Any services that are incurred will be billed on a time and materials basis.

PLEASE KEEP FOR YOUR RECORDS



610-692-3388

ShellerOil.com

P.O. Box 3311, West Chester, PA 19381

PA Contractor Registration # PA 4240