

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
- ❖ thermostats

TankSure® optional coverage.

TankSure® is the best way to protect your aboveground oil tank. Using ultrasound equipment approved by the U.S. Environmental Protection Agency, we conduct annual tank tests. If your tank begins to fail you're covered by either a **\$1,000 or \$2,000 replacement warranty.**

see inside for General Conditions

General Conditions (continued)

- The following items are not covered under either plan: compressors, heat exchangers, burners, refrigerant recovery or filters (other than standard 1-inch disposable filters).
- The following items are not covered under either plan unless separate coverage is purchased: humidifiers, electronic air cleaners, programmable thermostats and other accessories not an integral part of the heating or cooling system.
- Parts and labor not covered under a service plan will be billed at prevailing rates.
- Calls to replace dirty filters, balance heat and/or cooling to individual rooms, repair radiators, replace thermostat batteries, turn on or set thermostat, replace loose/blown fuses, turn on heater switch or breakers or add water will be considered chargeable calls.
- Service plans include only repair and replacement of parts that are specifically listed in the plan and that are defective due to ordinary use or wear and tear, based on the judgment of Sheller Oil. 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.
- Sheller Oil reserves the right to cancel any plan without notice and refund the unused portion of the plan.
- 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.
- 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.
- The obligation to furnish replacement parts is subject to availability through normal supply sources.
- 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.
- Gold Plan and Platinum 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.
- 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

Heating Oil

Plans for Your Comfort



610-692-3388

ShellerOil.com

P.O. Box 3311, West Chester, PA 19381
PA Contractor Registration # PA 4240

Gold Heating Oil Plan

 **annual tune-up**  **15% off repairs**  **15% off diagnostic fee**

 **priority service for all emergencies**

Great Discounts!


Comprehensive Tune-up

Both plans include an annual tune-up to prevent breakdowns and reduce your heating costs. A tune-up includes the following:

- ❖ Clean heating unit, vent pipe and chimney base.
- ❖ Adjust burner for maximum efficiency.
- ❖ Clean and adjust electrode and nozzle assembly.
- ❖ Lubricate all motors, bearings, fans and circulators.
- ❖ Replace oil nozzle and oil filter.
- ❖ Test and adjust all safety and operating controls.
- ❖ Inspect flue pipe, barometric damper and combustion chamber.
- ❖ Test oil pump operation.
- ❖ Change air filter(s), (standard 1")
- ❖ Check oil tank and lines.
- ❖ Inform customer of equipment condition.
- ❖ Leave record of efficiency results.

Platinum Heating Oil Plan

 **annual tune-up**  **no charge for parts or labor**  **no diagnostic fee**

 **no after-hours charge for no-heat-or-hot-water emergencies**

 **priority service for all emergencies**

No-Cost Repairs!

Covered Parts

Sheller Oil will repair or replace, during the life of this agreement, at no extra charge, all of the following parts, which may become defective due to normal use or wear and tear. (Parts not listed may be eligible for a 15% discount.)

Controls

- CAD cell eye
- CAD cell relay
- emergency switch
- primary control (heat only)
- thermostat (manual)

Warm Air Systems

- air cones
- air filter (standard 1")

- blower fan belt
- blower motor (3 spd; up to 1/3 hp)
- blower pulley
- fan control (heat only)
- limit control

Burner Replacement Parts

- burner fan
- burner motor

- burner switch
- CAD cell assembly
- CAD cell eye
- CAD cell wires
- delayed oil valve
- electrodes
- ignition leads
- ignition transformer
- nozzle
- nozzle assembly
- porcelain insulators

Hot Water Systems

- circulator coupling
- circulator motor mounts

Fuel Supply Parts

- fill cap
- fuel filter cartridge
- fuel filter cartridge gasket
- fuel pump

- fuel pump bellows
- fuel pump bleeder
- fuel pump couplings
- fuel pump gasket
- fuel pump strainer
- oil line (exposed; up to 15 ft.)
- oil line fittings
- oil line valve (in line)
- vent cap

Services

- bleeding of radiators (one time — if needed)
- purging of heating system (one time — if needed)

Other

- flue pipe (galvanized only)

General Conditions

1. The Gold Plan covers scheduled routine maintenance and provides a 15% discount on diagnostic and repair charges.
2. The Platinum Plan covers scheduled routine maintenance, diagnostic charges and repair charges, including labor and parts listed in the plan. Platinum Plan requires automatic delivery.
3. 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 Platinum service plan. Advance payment does not make a plan become effective.
4. 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.
5. 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.
6. 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.
7. Service plan customers receive priority scheduling, ahead of non-plan customers. Sheller Oil will provide dependable prompt emergency service 24 hours a day, 7 days a week, 365 days a year.
8. 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.
9. Replacement of entire unit or the following systems and devices are not covered under either 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.

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