

AN ANNUAL TUNE-UP:

The Foundation for Each Plan

WHAT DOES IT INCLUDE?

- Vacuum-clean the heating unit, smoke pipe and chimney base, if accessible and as needed
- Conduct tests to restore system to peak performance
- Adjust burner for maximum efficiency
- Clean and adjust electrodes and nozzle assembly
- Lubricate all motors, bearings, fans and circulators
- Replace nozzle and heating oil filter
- Test and adjust all safety and operating controls
- Inspect flue pipe, barometric damper and combustion chamber
- Test heating oil pump operation
- Inform customer of equipment condition via written report



PROTECT YOUR TANK WITH

The TANKSURE® Program

The TankSure® Program has been the industry standard for proactive oil tank replacement. Receive our TankAssure® Tank Replacement Warranty with both our Gold and Silver Comfortmaster plans. With our Gold Plan, qualified tanks receive a \$1,500 Tank Replacement Payment and ultrasonic tank test. With our Silver Plan, you receive a \$1,000 Tank Replacement Payment and the ultrasonic tank test.

ADD A COMFORTMASTER Oil-Fired Water Heater Plan

CANNOT BE PURCHASED SEPARATELY

- Regularly scheduled tune-up
- 100 percent coverage, including labor, for repair or replacement of all oil burner components and controls
- Can only be purchased in conjunction with one of our Comfortmaster Service Plans

TRACEY ENERGY COMFORTMASTER SERVICE PLAN

GENERAL CONDITIONS & EXCLUSIONS

1. This plan shall be in force for 12 months and will be automatically renewed unless either party cancels the plan with a written notice 30 days prior to the renewal date.
2. An Annual Tune-up will be performed once per year, March - September, or when necessary. It is the customer's responsibility to schedule this appointment with the Service Department.
3. Labor is covered only for the repair or replacement of listed parts and services based on the contract chosen. All other work, labor and parts will be charged at the normal rates.
4. This plan does not cover water tanks and anode rods, domestic plumbing, domestic wiring, air conditioning equipment, low pressure burners, rotary burners, and condensing equipment, electronic air cleaners, permanent air filters, ductwork, repair or replacement of obsolete parts not available through regular sources of supply, or any work requiring exposing concealed piping or concealed oil lines for repair.
5. Plans include the TankSure® Program which provides a tank testing service and tank replacement payment described below. We will perform an ultrasonic tank test before your tank can be accepted for enrollment in the TankSure® Program. We will perform an annual test of your fuel tank. If a tank leak occurs subsequent to this test due to internal corrosion once you are on the program, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software, the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program.
6. This Plan does not cover parts or labor for secondary or consequential damages when failure is due to: air in baseboard radiation or radiators; changes in oil consumption; customer leaving emergency switch in "off" position; thermostat set improperly; dirty air filter; or lack of water in boiler; failure of customer to maintain proper boiler water level or pressure; frozen or gelled oil lines; fuses or circuit breakers; inadequate boiler room ventilation; lack of oil when delivery was delayed due to delinquency in payment or when customer is not on automatic delivery; piping not related to the heating system; power interruption, wars, terrorism, acts of God, accidents, fire damage, flooding or other water damage; government regulations, strikes, riots or other conditions beyond the control of Tracey Energy Services; vacant or unattended premises. In no event shall we be held liable for any resulting damages or injury.
7. This plan will be void if all fuel oil requirements are not purchased from Tracey Energy Services; customer removes themselves from automatic delivery status; customer procures heating equipment service or installation from any person other than an employee or authorized service representative of Tracey Energy Services.
8. Delinquent accounts past 60 days will result in automatic termination. Failure to keep account balance current will also result in cancellation unless arrangements are made with our credit department.
9. There shall be no liability on the part of Tracey Energy Services for work done by anyone else unless such person is authorized in writing by us to perform such work or furnish such parts.
10. Customer and Tracey Energy Services agree that there are no promises, terms, conditions or obligations between the parties that are not already contained in this contract. Statements made by Tracey Energy Services personnel that are not contained in this contract have not been relied upon by customer and are not party to this contract.
11. All equipment replacement credits ("Loyalty Credits") are applicable only toward equipment purchased from and installed by Tracey Energy Services.
12. The length of this Plan is one year from the date of acceptance. It will automatically renew annually unless we are notified of cancellation in writing 30 days before the renewal date. Renewed contracts may be subject to price and coverage changes. If the customer moves, this contract may be assigned to the new property owner providing the new owner agrees in writing to assume this contract, all customer's outstanding bills are paid, and customer gives Tracey Energy Services written notice at least 10 days before closing.
13. Tracey Energy Services reserves the right to inspect a heating system before it is accepted for service plan coverage. If inspection shows that the system is in an unacceptable condition, it must be repaired or replaced before customer will be accepted for coverage. Tracey Energy Services reserves the right to reject, at any time, any equipment from coverage if we find it to be unacceptable.
14. A Tracey Energy Services tune-up completed in anticipation of service contract renewal will be billed at standard rates if the anticipated renewal is canceled.
15. This Plan applies only to residential and small commercial heating systems up to 250,000 btu's output.
16. This Plan cancels and supersedes all previous agreements on burner service.

TERMINATION DEFAULT

Tracey Energy Services reserves the right to terminate this Plan immediately, and at any point, without advance notice, if the customer commits any of the following:

- A) Obtains oil from a source other than Tracey Energy Services.
- B) Suspends automatic delivery.
- C) Permits service on the covered equipment from anyone other than a Tracey Energy Technician or Authorized Service Representative.
- D) Fails to maintain approved credit terms.
- E) Fails to remit payment in full 30 days from this Plan's invoice date.

THIS POLICY IS NON-TRANSFERRABLE BETWEEN OIL BURNERS,
AND THERE WILL BE NO REFUND ISSUED FOR CANCELLATION OF THIS PLAN.

License # 0392441

HOD #242

COMFORTMASTER SERVICES PLANS

Protect your equipment with our affordably priced, professional, Comfortmaster Service Plans.

- Ensure your heating & AC equipment operates at peak efficiency
- Ensure 24-hour expert, trusted service if your system fails
- Ensure it all *for pennies a day!*

CALL US FOR PRICING!

203-777-5747





ALL COMFORTMASTER SERVICE PLANS Provide Valuable Protection

1. An annual tune-up to keep your system in peak operating efficiency and reduce the chance of a system failure
2. Guaranteed 24-hour to heat emergencies
3. Cost savings in the event of a repair

CUSTOMER LOYALTY CREDITS

To thank our valued customers, Tracey Energy gives \$50 in loyalty credits for each year you participate in a Comfortmaster Service Plan. You can use these credits, up to the value shown below, for the installation or replacement of heating or cooling equipment.

New furnace or boiler	up to \$500 credit
Central air conditioning system	up to \$500 credit
Water heater	up to \$100 credit



GOLD, SILVER & BRONZE Comfortmaster Service Plans

Compare!	Gold	Silver	Bronze
Annual Heating System Tune-up	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
100% coverage for labor, repairs and replacement of covered parts in the main zone as outlined in the list of covered parts.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	20% discount
100% coverage on labor, repairs or replacement parts covered	<input checked="" type="checkbox"/>	20% discount	20% discount
24/7 Emergency Service for Heat Outages (October 1 – March 31)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TankSure coverage for your heating oil tank	\$1,500 tank replacement warranty & ultrasonic tank test	\$1,000 tank replacement warranty & ultrasonic tank test	TankSure is not part of this plan
Ability to add on a Comfortmaster Oil-Fired Water Heater Plan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

SILVER PARTS Coverage

Under this agreement, Tracey Energy Services will repair or replace all parts listed here, at **NO CHARGE** for Comfortmaster Silver and Gold Service Plan customers. Bronze Service Plan customers receive a 20% discount.

CONTROLS

Aquastat
Cad cell control
Emergency switch
Fan & limit switch
High-limit control
Low-limit control
Reverse aquastat
Thermostat (manual)

BOILER PARTS

Circulator coupling
Circulator motor
Circulator relay (single zone)
High vents

BURNER PARTS

Burner blast tube
Burner coupling

Burner fan
Burner flange gasket
Burner motor
Cad cell assembly
Cad cell eye
Delayed oil valve
Electrode assembly
Electrodes
End cone
Ignition transformer
Ignition wiring

FURNACE PARTS

Air filter (standard)
Blower belt
Blower motor (up to 1/3 hp, during the heating season only)
Draft regulator

Flue pipe (first 10' up to 9" dia.)
Low-voltage wiring (at unit only)
Transformer

FUEL SUPPLY PARTS

Firomatic fire valve
Flare fittings
Fuel filter cartridge
Fuel filter complete
Fuel pump & pump seal
Fuel pump strainer
Oil line (exposed, 20 ft. max.)
Oil line fittings
Oil tank gauge
Nozzle & nozzle line
Nozzle adapter

GOLD PARTS Coverage

In addition to everything covered under the Silver Plan, Tracey Energy Services will repair or replace all parts listed here at **NO CHARGE** for Gold Service Plan customers.

BOILER PARTS

Auto water feed*
Triple aquastat
Back flow preventer
Bearing assembly
Circulator impeller
Circulator pump
Expansion tank
Low water cutoff*
Relief valve
Temperature gauge
Zone valve body
Zone valve stem
*for hot water systems only – steam boilers excluded

OTHER PARTS

Air handler blower
Air handler relay
Complete blower
Combustion chamber
Motorized damper
Oil line repair
Oil tank fittings
Pressuretrol
Standard drum humidifier (parts only)
Temperature sensor

Warm air zone control
Mounts
Power head
Zone valve motors

SERVICES INCLUDED

Adjusting boiler pressure
Adjusting water level
Resetting thermostat
Venting or purging air

OUR SILVER PLAN COVERS OVER \$3,500
IN PARTS AND UNLIMITED LABOR!

OUR GOLD PLAN COVERS OVER \$7,500
IN PARTS AND UNLIMITED LABOR!