

# TOLINO'S FUEL SERVICE

## Oil Burner Service Agreement

**For Residential Fuel Oil Customers of Tolino's Fuel Service**

### ANNUAL SERVICE

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| <ul style="list-style-type: none"> <li>• Inspect chamber, flue pipe, chimney base</li> <li>• Change oil filter and inspect oil tank &amp; connections</li> <li>• Clean cad cell eye or spray-burnish safety contracts</li> <li>• Clean burner gun-nozzle line assembly</li> <li>• Clean burner fan, air delivery tube, air screen</li> <li>• Lubricate burner motor and clean its vents</li> <li>• Check, clean, and calibrate end cone and nozzle</li> </ul> | <ul style="list-style-type: none"> <li>• Pressure test fuel unit</li> <li>• Test motor amperage and transformer ignition voltage</li> <li>• Conduct mandatory safety control check</li> <li>• Inspect and gauge-set porcelains and electrodes</li> <li>• Clean flue pipe, draft stabilizer and chimney base</li> <li>• Clean heat exchanger and brush down scale</li> <li>• Check fan belt, pulleys, wheel and motor mount</li> <li>• Deodorize oiled surfaces</li> </ul> | <ul style="list-style-type: none"> <li>• Lubricate blower motor and change air filters</li> <li>• Open flushing valve on feeder and flush L.W cutoff</li> <li>• Lube circulator motor &amp; pump</li> <li>• Appraise equipment condition &amp; hazards in vicinity</li> <li>• Instrument test unit and adjust to peak efficiency</li> <li>• Clean jacket, motor and circulator housing</li> <li>• Leave your heating system areas neat and clean, as we found it</li> </ul> |
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### Silver Star Service Agreement

#### Furnace (heat only)

When necessary, we will repair or replace at their option the following parts:

Air cone and stabilizer  
 Air deliver tube  
 Blower fan belt and pulley  
 (Heating only)  
 Blower motor (up to 1/3 HP)  
 (Heating only)  
 Burner combustion head  
 Burner fan  
 Burner drive coupler  
 Burner motor  
 Burner mounting flange and gasket  
 Cad-cell relay  
 Cad-cell eye and leads  
 Delayed oil valve  
 Delayed oil valve coil

Draft Stabilizer  
 Electrodes  
 Fuel pump  
 Fuel pump filter strainer  
 Ignition Transformer  
 Ignitor terminals and connections  
 Nozzles, adapters, strainers, filters  
 Nozzle lines connections and fittings  
 Oil filters cartridge

Oil filter complete  
 Remote oil burner switch  
 Stack relay  
 Stack pipe and chimney connection –  
 (Chimney base only)  
 Warm air limit control  
 Warm air combination control



# GENERAL TERMS

- 1.
2. **Labor Coverage – 24 HOUR EMERGENCY SERVICE Available – No Charge (No heat or hot water, smoke/fumes, oil leaks only)**
  - a. OTHER SERVICE Available 7:30 AM to 4:00PM, Monday through Friday. Holidays Excluded.
  - b. LABOR for "other service" outside the above listed hours charged at our normal hourly rate (minimum 1 hour)
  - c. LABOR for "24 Hour Emergency Service" or "Other Service" is defined as labor rendered when interruption of service is due to malfunction of items covered in this agreement.
  - d. A \$35.00 after-hours deductible will only be billed to you if service is needed after-hours between 4:00pm-7:00am Monday through Friday and anytime during weekend and Holidays.
3. **Service Agreements / General Conditions:**
  - a. This agreement is available as an additional service to users of TOLINO'S FUEL SERVICE heating oil. This agreement will automatically terminate if the customer ceases the use of heating oil, fails to pay for all fuel oil, parts, labor or other chargeable items when due, or renders or permits anyone other than the company to render services to the burner and equipment, unless so instructed beforehand by the company to perform any service or prove parts after termination of the agreement. Upon termination, there shall be no refund or credits allowed.
  - b. THIS AGREEMENT IS OFFERED TO BURNER SERVICE ACCOUNTS SUBJECT TO INSPECTION AND APPROVAL OF EQUIPMENT: ANY REPAIRS REQUIRED TO PLACE EQUIPMENT IN ACCEPTABLE CONDITION ARE EXCLUDED AND WILL BE CHARGED SEPARATELY. Prices quoted refer to most domestic type burners and shall be limited to equipment rated at a maximum firing rate of 2.25 gallons per hour.
  - c. This agreement will become effective on the billing date immediately following the inspection and approval of your equipment as required under provision of the preceding paragraph. All contracts will renew on the 1<sup>st</sup> of the month following the effective date of the contract unless either party gives at least 30 days prior written notice of termination, or there is a termination under paragraph 1. No credit will be issued if Annual Tune-up is not done due to a scheduling conflict.
  - d. This agreement does not cover repair or service of oil burner equipment damaged due to fire, flood, lighting freeze-up, and other acts of God; nor Local, State or Federal Governments Act requests, labor unrest nor service calls caused by improper, inadequate water in boiler or inadequate oil in tank, or tampering with equipment. We are not responsible for replacing obsolete parts, or any parts unavailable through local sources or supply, or for furnishing a new oil burner.
  - e. We will not be held liable for loss or damage which results directly or indirectly from the condition of customers chimney, oil tank, or other equipment not covered by this agreement.
  - f. Customers with a service plan ARE REQUIRED TO BE ON AUTOMATIC DELIVERY
4. **Limited Warranty:**
  - a. The parts listed in this section are warranted to be fit for their normal and particular purpose for the life of this renewal agreement. Tolino's Fuel Service shall only be responsible for the repair and replacement, at its option, of these parts and under no circumstances will Tolino's Fuel Service be responsible for any incidental or consequential damages. This warranty is in lieu of any other warranty, expressed or implied, including but not limited to any IMPLIED WARRANTY OF MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. This warranty is not transferrable or assignable and any attempt to do so will void warranty. Maintenance work by other than Tolino's Fuel Service may also void the warranty. To obtain warranty work, call 610-588-3338
5. **Areas not covered under Silver Star Service Agreement:**
  - a. HEAT DISTRIBUTION: Including air eliminators and air bleeding; balance radiators; air ducts, air registers/diffusers; piping; humidifier; electronic air cleaners; zone control valves, circulator bearing assemblies, zone valves, flow control valves.
  - b. ELECTRICAL: power failure; BLOWN FUSE; switch off situations; thermostat moved, tampered with or set too low, clock thermostat batteries, programming thermostat.
  - c. FUEL FLOW: Outside and above ground fuel flow problems, ODORS, fuel supply problems, will call status, oil tank gauges.
  - d. WATER PROBLEMS: All water leaks and drainage; ALL water valves and feeders, P.R. valves, L.W. cutoff, ALL water adjustments; ALL water problems.
  - e. DOMESTIC WATER: adjustment, storage, coil and gaskets, tempering valve, & storage tanks.
  - f. CHIMNEY BASE: Agreement extends ONLY to chimney base.
  - g. MULTI FUEL FLUE-PIPING & CHIMNEY BASE HEAT SURFACES: heat exchanger, combustion chamber, boiler furnace and their respective jackets.
  - h. OBSOLETE UNITS: or such where parts are not immediately available through usual supply sources.
  - i. FOGEL'S FUEL SERVICE's obligation to furnish parts shall be subject to their availability through usual supply sources. Parts not listed and labor to replace unlisted parts not covered.
  - j. NON-EXISTENT PROBLEMS: "No Heat", No Hot Water, Noise, no oil – where tank is above 1/8, etc."
  - k. If a part isn't covered, labor is also not covered. Power venters are not covered.
  - l. No direct drive blower wheel or bearings and shaft.
6. **Hot Water Heater Coverage (extra charge)**
  - a. When include with one of other service agreements.
  - b. Coverage will include all oil burner parts, controls and emergency switch.

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Silver Star Plan