

2015 Home Comfort Maintenance Plans for Tidewater Petroleum Cooperative Inc.

Residential Oil-Fired Heating Systems

BRONZE PLAN: \$149.95 per year. Annual tune-up and cleaning (parts extra)

SILVER PLAN: \$289.95 per year. Annual tune-up and cleaning including parts as described on the reverse side of this brochure. Only available to Southern States Automatic Delivery Heating Oil Accounts. Emergency services are covered during normal business hours, Monday through Friday, 8:00AM to 5:00PM with an after hours charge of \$139.95 per hour.

GOLD PLAN: \$425.95 per year. Annual tune-up and cleaning including parts as detailed on the reverse side of this brochure. Only available to Southern States Automatic Delivery Heating Oil Accounts. Provides 24-hour coverage 7-days a week.



Specific Information & Understanding Applicable to All Plans

Labor rate per hour charge is \$98.95 per hour.

Any pre-existing conditions will be service at prevailing labor and parts rates. Plans will be voided if the customer discontinues Automatic Delivery Services.

The complete replacement of burners, heat pump, furnace, boiler or any component that water passes through is not covered.

These plans cover a period of one year from date of service and is renewable annually at Southern States Tidewater Petroleum Coop.

Damages caused by fire, flooding, lightening acts of God, accidents, tampering or abuse is not covered under this agreement.

This agreement is non-transferable to another individual or property other than the covered individual and/or address.

The customer agrees that Southern States Tidewater Petroleum Cooperative Inc. will be the only company to perform service on your equipment as covered under either of the above plans. Plans will be voided if unauthorized non- Southern States personnel perform any maintenance on the covered equipment.

I hereby understand the information as outlined in the various SSC Maintenance plans: _____ Date _____

Residential Propane Gas Fired Heating Systems

BRONZE PLAN: \$129.95 per year. Annual tune-up and cleaning includes cleaning spoke pipes, pressure and draft test and checking for leaks or deterioration. Burner is checked and cleaned, (parts extra), Motor is inspected and oiled as needed. Exterior surfaces are cleaned.

SILVER PLAN: \$229.95 per year. Annual tune-up and cleaning includes parts listed below. Available only to Southern States Automatic Delivery Propane or Natural Gas Accounts. Emergency services are covered during normal business hours, Monday through Friday, 8:00AM to 5:00PM with an after hours charge of \$139.95 per hour. Parts covered would be standard thermostats up to a Honeywell model "Focus Pro 6000, flex connectors, and igniter shut-off valves.

GOLD PLAN: \$395.95 per year. Annual tune-up and cleaning including parts as listed below. Available only to Southern States Automatic Delivery Propane or Natural Gas Accounts. Emergency services are covered during normal business hours, Monday through Friday, 8:00AM to 5:00PM. There are no after hours charges with this plan. Parts covered would be standard thermostats up to a Honeywell model "Focus Pro 6000, flex connectors, and igniter shut-off valves, control modules, gas valves, blower assembly, (if available), and circuit boards.



Please check the appropriate box and return this form to the address on the other side of this form.

Oil Fired Oil Boiler Heating Plan

- Bronze Service Plan
- Silver Service Plan
- Gold Service Plan

Propane Fired Boiler Heating Plan

- Bronze Service Plan
- Silver Service Plan
- Gold Service Plan

Name: _____

Address: _____

City, State, Zip: _____

Home Phone: _____

Cell Phone: _____

- I am also interested in new heating equipment
- I am also interested in you Budget Payment Plan
- Yes, I will use Automatic Delivery.
- Yes, call me to schedule my selected plan's service.
The best time to contact me is: _____

Signature: _____

Date: _____

General Terms

Under the Southern States **BRONZE PLAN**, parts are extra. Repairs will only be done with your authorization. For a period of 30 days from out initial tune-up, we will, during regular business hours, return to make any corrections in our adjustments, if necessary, at no extra cost.

The Southern States **SILVER and GOLD PLANS** cover all labor and materials for the replacement as specifically listed on the chart under "What's Covered". Any parts not listed will be replaced on a "time and materials basis". Complete replacement of the burner, boiler or furnace is not covered under this agreement.

We will inspect your furnace to certify that it qualifies for coverage. Cost to repair or replace worn or defective parts in order to qualify for coverage are extra and will be billed accordingly. Our obligation to supply parts specifically listed is subject to availability from the company's usual supplier. The company shall not be obligated to supply parts or render service necessitated by malfunction due to fire, flood, lightning, tampering or work performed by the homeowner or someone else.

There is a labor charge for calls resulting from turned off switches, blown fuses or cause not related to the heating unit.

If the furnace is cleaned and the chimney becomes plugged, there is an extra charge to clean the unit again. The homeowner is responsible for having the chimney inspected.

Southern States energy dealer locations set the highest standards of service to meet your needs for efficient, dependable home heating with:

- Certified, professional service technicians
- The highest quality parts and equipment
- Responsiveness to your specific needs
- Commitment to keeping you satisfied

Tidewater Petroleum Cooperative Inc.

9242 Windsor Boulevard
P.O. Box 206
Windsor, Virginia 23487
757-242-4188
<http://www.tidewaterpetro.com>

What's Covered	G	S	B
Test heat system and adjust as necessary.	*	*	*
Vacuum and clean furnace and flue pipe, including chimney base, if possible.	*	*	*
Install oil filter cartridge, burner nozzle and pump strainer.	*	*	*
Inspect combustion chamber electrodes and nozzle assembly.	*	*	*
Lubricate all motors on burner, fan, and bearing assembly.	*	*	*
Check and adjust pump pressures.	*	*	*
Check safety and operating controls.	*	*	*
Cover subject to certification by our technician, the following parts out your heating system against malfunction: stack relay, primary control, cad cell eye and holder, oil pump single stage, oil filter cartridge, oil nozzle, oil burner transformer, oil pump strainer, electrodes and leads, oil burner motor, limit control, circulator coupling, oil burner coupling, draft regulator, emergency switch heating and oil thermostats, oil burner fan, blast tube end cone, in-line oil filter valve, and blower motor (up to 1/3 hp)	*	*	
Provide a \$50 allowance toward one 275 gallon above ground storage tank installed by Southern States.	*	*	
Provides \$200 off complete heating system replacement installed by Southern States.	*	*	
Emergency Service during normal business hours.	*	*	
Emergency/no heat service 24 hours a day, 7-days a week, at no extra cost to repair or replace covered parts.	*		
Coverage, subject to certification by our technicians, the additional parts: multi-function aquastat, burner air tube, flow control valve, circulator relay, step-down transformer, delayed oil valve, vent alarm, tank gauge, oil filter assembly, pressure relief, pressure gauge, tank whistle, fan control, zone valve (Honey or Taco only).	*		



SOUTHERN STATES
TIDEWATER PETROLEUM COOPERATIVE INC.
 9242 Windsor Blvd, P.O. Box 206
 Windsor, Virginia 23487