



PO Box 40310  
Providence, RI 02904-0310  
401-475-9955  
[www.GlowOil.com](http://www.GlowOil.com)

## Comfort Protection Plan

This plan includes:

1. Inspection, cleaning, lubricating, and adjusting the oil burner and controls every 12 months or 800 gallons, whichever is greater.
2. Thorough inspection of Boiler/Furnace interior and exterior surfaces, plus inspection of fire box area.
3. Replacement of all air filters, oil filters and the nozzle every 12 months or 800 gallons, whichever is greater.
4. For oil fired water heater coverage, add \$75.00 per unit per year.
5. Efficiency test performed with proper instruments for maximum efficiency.
6. **Between the hours of 8:00 AM and 4:00 PM Monday – Friday**, we will provide the necessary repair or replacement of all parts and controls needed for maximum efficiency and safe operation of your heating equipment, including labor, as listed below. On all service called for by the customer, outside of the hours listed above, Glow Oil, reserves the right to charge labor based on the current overtime labor rates.

- |                                       |                             |   |
|---------------------------------------|-----------------------------|---|
| • Air Filters                         | • Combustion Head           | • Nozzle                                  |
| • Anti-Hum Device                     | • Draft Regulator           | • Nozzle Assembly                         |
| • Blast Tube                          | • Electrode Assembly        | • Nozzle Line                             |
| • Blower Electrical Switch            | • Emergency Switch          | • Oil Burner Motor                        |
| • Blower Fan Belt                     | • Fill Cap                  | • Oil Burner Pump                         |
| • Burner Coupling                     | • Firomatic Switch          | • Oil Burner Strainer                     |
| • Burner Switch                       | • Fuel Oil Filter Cartridge | • Pressure Control                        |
| • Cad Cell Assembly                   | • Glass Gauge               | • Stack Relay                             |
| • Cad Cell Eye                        | • Ignition Leads            | • T-87 Thermostat ( <i>heating only</i> ) |
| • Cad Cell Relay                      | • Ignition Transformer      | • Transformer                             |
| • Circulator Electrical Switch        | • Mounting Flange           | • Unifill Adapter                         |
| • Circulator Relay (single zone only) | • Mounting Flange Gasket    | • Vent Cap                                |
| • Combustion Fan                      | • Mounting Pedestal         |   |

### IMPORTANT – PLEASE READ:

In an effort to make a clear and concise agreement the following items are specifically not covered by the Comfort Protection Plan. All water related parts, piping, and repairs, aquastats, water related controls, water testing, boiler and system flushing, boiler chemicals, radiators, drains, radiator and air valves, flow valves, dual valves, water feeding valves, motorized zone valves and their components, direct or indirect water heaters, tankless heaters, expansion tanks, automatic water feeders, mixing valves, humidifiers, repairs or replacement of combustion chambers, hearths, heat exchangers, circulators and their components, blower motors, blower bearings, blower pulleys and fans, chimney and flue pipe, draft inducers, oil lines and fittings, oil filter housings, fuel tanks and piping, or any other part not listed under parts covered. Work performed on items not covered by this agreement will be billed at the regular hourly rates, Monday – Friday 8 AM – 4 PM. Nights, Weekends, and Holidays will be billed at 1 ½ times regular hourly rates.



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## **GENERAL CONDITIONS**

The Protection Plans offered are intended for the ordinary residential or comparable-sized commercial burner.

**These plans are only available to customers who purchase their entire fuel oil requirements, with a minimum of 450 gallons annually, from Glow Oil and or its assigned.**

Each Protection Plan is effective for one full year from date of acceptance. The annual cleaning of the burner will be done at the end of the contract year. It is agreed that if any tax or other charges are imposed by a government authority with respect to sale, delivery or use of products covered under this agreement, it will be added to the price to be paid by the customer.

**This agreement will be automatically renewed for a like term, unless written notice is given by either party prior to renewal of plan.** Such renewal shall be subject to any price changes made by Glow Oil and or it's assigned. This agreement is not written on a prorated basis and **no refund** will be made if cancelled prior to the expiration date.

Charges for labor and/or parts arising from service performed prior to acceptance of this agreement may only be covered at the sole discretion of Glow Oil and or it's assigned. A surcharge may be assessed for Saturday cleaning appointments.

Exclusions: This agreement does not cover parts or labor when system failure is due to:

- Customer leaving switch off or setting thermostat too low to operate unit, or low water condition on steam systems.
- Frozen or gelled oil lines.
- Vacant or unattended premises or inaccessible areas.
- Fuel tank failure or water or sediment in tank.
- Lack of oil or service when caused by customer's failure to properly read the tank gauge or make payments when due.
- A/C related parts, if the part is used for both heating and A/C, you will be charged the difference between heating-only part and heating / A/C part.

This agreement also does not cover services, repair, or replacement of parts required as the result of abnormal conditions beyond our control, such as, but not limited to, acts of God, war, flood, fire, hurricane, explosion, vandalism and freeze-ups. Furthermore, Glow Oil and or its assigned are not liable for the inability to supply parts that are no longer available due to obsolescence.

## **New Customer Policy**

This contract is pending an inspection by our service staff. Any defective parts, or systems not up to code, will not be covered under the contract.

Cost: \$199 Updated 2/1/2017

Sign \_\_\_\_\_