

## SERVICES OFFERED

- Competitive Fuel Price
- Budgets 10 or 12 month
- Automatic Delivery
- Accept Fuel Assistance
- 24/7 Emergency Service

### SERVICE, INSTALL & REPAIR ALL

- Boilers, Furnaces
- Water Heaters
- Central Air Conditioning
- Ductless
- Air Conditioning Units
- Heating Oil Tanks
- Install/Replace Humidifiers

### SMALL PLUMBING JOBS

- Repair & Replace
- Faucets
- Out Door Showers
- Out Door Spikots
- Toilets
- Water Heaters (Gas, Oil, Electric)
- Indirect Water Heaters
- Tankless Water Heaters
- Winterize homes
- Gas Fitting
- Gas Conversions

MASS LIC#: PL32313-J



## GENERAL CONDITIONS & EXCLUSIONS

1. These plans cover one residential heating or air conditioning unit. Oil tanks, oil lines, and any associated problems are specifically excluded unless otherwise noted. Chalker Heating & Fuel (herein referred to as Company) reserves the right to inspect the equipment covered before acceptance. Any part requiring an upgrade prior to acceptance will be charged at prevailing rates. The plans are billed and renew annually; if the customer cancels the plan for any reason before the end of the service period all work previously covered by the plan will be billed at prevailing rates. The plan and billing will renew automatically at the annual start date unless cancelled by either party.

2. Company reserves the right to deem equipment not worth repairing based on factors such as age and condition, in which event the price of the service plan will be credited toward new equipment sold and installed by Company.

3. The plan selected and services rendered are contingent upon customer signing up for automatic heating oil delivery from Company. Annual tune-ups will be scheduled during normal working hours, Monday through Friday. These plans are transferable to new owners if the house is sold, but they are not refundable. Further, the plan is void if any person, including owner, renders service to equipment except as instructed by Company.

4. Account must be current. Past due balances on any open account will void this plan.

5. Company shall not be responsible for customer's failure to use ordinary care in the operation of any heating/cooling/hot water system, such as, but not limited to, replacing blown fuses, resetting breaker switches, or turning on and off power switches.

6. Frozen or congealed oil lines, lack of oil when not on automatic delivery, water or contamination in fuel, electric and/or wiring problem, or customer not available will be charged at prevailing rates.

7. Our obligation to service and replacement of any part is subject to location accessibility and parts availability through normal sources of supply.

8. This plan does not cover services or replacement of parts damaged by water, fire, acts of God, accident, or abuse. Company shall not be held responsible for any non-performance when prevented by any circumstances beyond its control.

9. These plans do not include plumbing repairs; circulators; repairs to zone valves, radiators, connectors, hot water coils, feed, and release valves; bleeding or purging air from system; draining expansion tank; repair of water leaks; thermostat wiring; low and line voltage wiring; power venters and venting systems; all part associated with chimney; or items not identified in plan agreement.

10. This plan may also be terminated by Company (a) If customer fails to comply with Company credit terms, (b) if customer fails to provide a safe and reasonably clean place in which to work, or (c) if customer installs or attaches non-compatible devices to any system.

11. All services will be provided between 8 a.m. and 5 p.m. Monday through Friday. No service will be performed in inclement weather, or flooded areas. Services provided on holidays and/or outside of 8 a.m. and 5 p.m. will be billed at prevailing rates. Services do not include freight, filters, air distribution systems or other adjustment, evaporative or condenser coils, or other parts not specifically included in the plan. Limited to units up to 5 tons.

12. Company will not be held liable for injury or damage to persons, property, or consequential damage resulting from defects in, or the non-operation of, customer heating equipment or its accessories, nor for damages resulting from heat failure in a vacant building.

13. All plans that include the TankSure® Program provide a tank testing service and the TankSure® Program tank replacement payment described below. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. 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 due to a manufacturer's defect, or if a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software, Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program which is described in the TankSure® brochure that we have provided to you.

14. Amendment and Cancellation. We may amend or change the terms of this plan at any time. We may amend or change the services offered as part of the plan at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change.



**FAMILY OWNED & OPERATED**

**CHALKERFUEL.COM**  
**508-564-6627**

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Chalker Heating & Fuel

PO Box 353

Monument Beach, MA 02553

# PREMIER PLAN

\$25.00/Month

## ANNUAL SYSTEM TUNE-UP

Just like changing the oil in your car, your heating system should be tuned up annually. This is good for you and the environment, as it helps reduce the amount of fuel you use which will reduce your energy bills.

- Save money by reducing the amount of fuel you use
- Diagnose problems before they become expensive, inconvenient repairs
- Receive recommended, planned professional maintenance
  1. Test and regulate all burner and safety controls
  2. Clean or replace fuel oil strainers
  3. Replace nozzle
  4. Check and adjust ignition system
  5. Vacuum furnace/boiler and smoke pipe to chimney
  6. Check and lubricate motors
  7. Replace oil filter cartridge
  8. Inspect combustion chamber
  9. Adjust heating unit to maximum efficiency
  10. Perform an efficiency combustion test




## 24 HOUR "NO CHARGE" PARTS AND LABOR COVERAGE

- Aquastat
- Blower Motor
- Burner Motor
- Burner & Circulator Couplings
- Cad Cell Assembly
- Delayed Oil Valve
- Emergency Switch
- Fan Limit Control
- Firomatic Switch
- Fuel Pump
- Ignitors
- Ignition Transformer
- Nozzle & Nozzle Line
- Oil Filter
- Primary Control
- Thermal Safety Valve
- Thermostat - Standard (1)yr

## 25% DISCOUNT OF ALL PARTS AND LABOR CHARGES

Customers participating in the Premier Plan will receive a 25% discount of parts & labor related to repair work of your system. (This does not apply to a system replacement or a power venter installation or repairs.)

## THE TANKSURE® PROGRAM

-  Ultrasonic equipment and EPA approved testing technology detect the level of corrosion inside oil tanks.
-  Helps protect your home, your biggest investment, your property, and our environment. Proactive oil tank replacement can help avoid costly remediation expenses.
-  \$1,000 Tank Replacement Payment of qualifying tanks  
\$200 Tank Replacement Coupon for disqualifying tanks

## EMERGENCY RESPONSE

We offer 24 hour, 7 day a week Emergency Service. If your service is done after hours and is NOT an emergency you will be charged at prevailing rates.

# COMFORT PLAN

\$19.00/Month

## ANNUAL SYSTEM TUNE-UP

See Premier Plan for details.

## 15% DISCOUNT OF ALL PARTS AND LABOR CHARGES

Customers participating in the Comfort Plan will receive a 15% discount of all parts & labor charges related to repair work of your system.

## THE TANKSURE® PROGRAM

See Premier Plan for details.

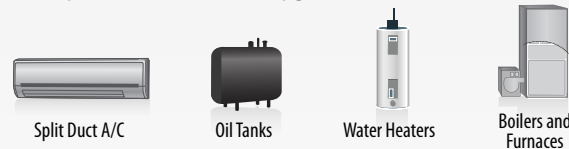
## EMERGENCY RESPONSE

See Premier Plan for details.

## EQUIPMENT INSTALLATIONS

If your heating system is over 15 years of age, there is a good chance that it is not running as efficiently as it could be. New system installations generally have a very quick repayment period for homeowners. In many cases, a new system may cut down your bills by 40% annually!

Not only will a new system help you save, but it will also ensure greater comfort and security, fewer service calls, and an increased value of your property! At Chalker Heating & Fuel we provide expert equipment installations. Call us today for a free quote or use the coupon below to make an upgrade!



**\$200 OFF**

toward the replacement of your heating system.

(All work must be performed by Chalker Heating & Fuel)

# COOLING PLAN

\$23.00/Month

## ANNUAL SYSTEM TUNE-UP

This service ensures that your air conditioner is operating at peak efficiency. We check for adequate refrigerant charge and possible leaks; check voltage and amperage; lubricate all moving parts; check condenser coil, belts, filters, wiring, and connections; and check air temperature drop and condensate drain.

## NO CHARGE PARTS & LABOR COVERAGE

Normal business hours are 8AM-5PM Monday-Friday.

- Air Filter
- Blower Motor
- Condensate Motor
- Condensate Pump
- Contactors
- Dryer
- Fan Control
- Refrigerant Leaks (maximum 2 hours labor)
- High Pressure Control
- In-Line Filters
- Limit Control
- Low Pressure Control
- Run Capacitor
- Start Capacitor
- Switching Relay
- Thermostat Sub-Base
- Thermostat (standard or digital)
- Transformer

*Annual tune-up, adjustment, or service work MUST be performed Monday-Friday 8AM-5PM. Repairs requested outside of these times will be billed at the prevailing rate. Temperature must be a minimum of 70°. Customer must call to arrange for service. Service will not be performed after dark or in inclement weather due to electrical danger. Chalker Heating & Fuel, LLC follows new environmental regulations to protect the ozone layer. If Freon must be removed from the unit, an additional \$75 will be charged.*

# WATER HEATER PLAN

\$15.00/month

## ANNUAL SYSTEM TUNE-UP

Burner, smoke pipe, and lubrication of all bearing and motors

## "NO CHARGE" PARTS & LABOR COVERAGE

Oil burner and controls during the plan year

## PARTS & LABOR COVERAGE

15% discount off all parts & labor charges related to repair work of your system that are not covered by the "No Charge" Parts & Labor Coverage.

## MULTIPLE POLICY DISCOUNT

**SIGN UP FOR MORE THAN ONE POLICY AND RECEIVE A 10% DISCOUNT OFF EACH POLICY!!**



**YES! Please enroll me in the following:**

- Premier Plan ..... \$25.00/Month
- Comfort Plan ..... \$19.00/Month
- Cooling Plan ..... \$23.00/month
- Water Heater Plan ..... \$15.00/month
- Check enclosed
- Please call me for credit card information

**Please contact me about:**

Becoming a fuel delivery customer

Free Heating System Evaluation

Oil Service & Installation

Budget Payment Plan

Annual System Tune-Up

**Please retain a copy of this brochure for your records. It details all Energy Conservation Plan benefits. Automatic delivery service is available to credit approved homeowners.**

Customer Account # \_\_\_\_\_

Currently an Automatic Delivery Customer      Yes      No

Name \_\_\_\_\_

Signature \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long term proactive replacement program for our customers.

CLIP & MAIL