

General Conditions

1. It is the responsibility of the customer to schedule an appointment for maintenance. Tune-up appointments can be scheduled between March 1 and September 30. Yearly tune-up is required to maintain service policy. Repairs due to lack of yearly tune-up will not be covered under policy.
2. Brideau Energy agrees to render service to the customer's oil-burning equipment for one year from the month in which customer enrolls in the plan (the effective date).
3. Customer agrees to purchase entire heating fuel requirements for the covered property from Brideau Energy. This Plan will be terminated without notice and without refund if customer purchases heating fuel from any other source.
4. Upon approval, acceptance and payment, service plan will be effective immediately. Preventive maintenance and combustion service will be performed during the period the plan is in effect at the mutual convenience of customer and Brideau Energy between March 1 and September 30.
5. Service plan is not written on a prorated basis and no refunds will be made if customer cancels prior to its normal expiration date. Budgeted Service Plans are due in full 30 days from cancellation date.
6. Plan is transferable to another homeowner, subject to credit approval, but may not be transferred from one heating system to another.
7. Service plan is void if anyone other than a Brideau Energy employee works on the equipment.
8. The service plans quoted are for ordinary residential or comparably sized commercial heating systems that fire at a rate of up to 3 g.p.h.
9. This service plan applies to a single heating unit, main zone only. Main zone is defined as the heating zone that includes the kitchen. Additional units and zones require separate plans.
10. This service plan will be renewed automatically each year unless terminated in writing by either party 30 days prior to expiration.
11. Brideau Energy's obligation to furnish parts shall be subject to their availability through normal supply sources.
12. Service plan does not cover replacement of a complete boiler; furnace; burner; flue pipe; domestic (indirect or oil-fired) water heater; humidifier or piping; baffles; oil lines; or any parts or services not mentioned explicitly in the plan.
13. Service plan is designed and available to Brideau Energy customers with a properly maintained account. SERVICE PLAN IS NOT IN FORCE IF ACCOUNT IS 60 DAYS OVERDUE. A finance charge of 1.5% per month (annual rate of 18%) will be charged on items not paid 30 days from invoice date. If account is referred to an attorney for collection, a charge for interest and attorney fees will be included.
14. Service plan includes only repair and replacement of parts specifically listed herein that are defective due to ordinary use or wear and tear, based on the judgment of Brideau Energy.

Continued inside

Precision Heating Tune-Up

Your Heating Oil Preventative Maintenance Service Plan provides one annual tune-up, which will be done between March 1-September 30 during regular working hours.

Tune-up includes the following:

- ▲ Clean heating unit and flue pipe.
- ▲ Adjust burner for maximum efficiency.
- ▲ Clean and adjust electrode and nozzle assembly.
- ▲ Lubricate all motors, bearings, fans and circulators.
- ▲ Replace oil nozzle, pump screen and oil filter.
- ▲ Test and adjust all safety and operating controls.
- ▲ Inspect flue pipe, barometric damper and combustion chamber.
- ▲ Test fuel pump operation.
- ▲ Change air filter(s), if applicable.
- ▲ Check oil tank and lines.
- ▲ Perform combustion test.
- ▲ Inform customer of equipment condition.

Additional Coverage Options

TANK-GUARD®

- ▲ Tank replacement warranty
- ▲ Annual anti-rust treatment

Oil-Fired Water Heater

- ▲ Parts coverage
- ▲ Annual check-up done during annual heating tune-up

Multiple Systems

- ▲ Coverage for multiple heating units

BRIDEAU
SMARTER HEATING & COOLING

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BrideauEnergy.com

Service Plans

Enjoy Hassle-Free Comfort



BRIDEAU
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Please keep for your records.

Get Great Discounts With Our Service Plans!

Heating Oil Auto Delivery Service Plan

- ▲ **FREE** with automatic delivery
- ▲ **5% discount** on annual tune-up cost
- ▲ **no trip charges** for service calls
- ▲ **emergency after-hours service** guaranteed



Heating Oil Preventative Maintenance Service Plan

- | | |
|---|--|
| ▲ annual tune-up included | ▲ 15% discount on labor during regular business hours |
| ▲ no trip charges for service calls | |
| ▲ emergency after-hours service guaranteed | ▲ 15% discount on after-hours labor on covered parts |
| ▲ 15% discount on all covered parts | |

*See back panel for
Additional Coverage options*

Silver Air Conditioning Preventative Maintenance Service Plan

- ▲ **annual tune-up** included
- ▲ **priority service** for no-cooling calls
- ▲ **15% discount** on all parts and labor
- ▲ **no trip charges** on service calls

General Conditions (cont.)

15. Service plan DOES NOT COVER the following: power vents, chimney maintenance, discovery and removal of asbestos material, humidifiers, electronic air cleaners, forced warm air zone controls and dampers, combination solid/oil units, wood or coal add-on units, tankless coils, oil tank, underground lines and fittings, water piping, duct work or any other parts not mentioned explicitly in the plan.
16. Brideau Energy shall be released from liability for "run-outs" of fuel when customer is using a supplemental heat source.
17. Brideau Energy shall be released from liability for any boiler damage due to failure of low water cut-off. Homeowner is obligated to regularly flush low water cut-off (about twice a month during the heating season).
18. Brideau Energy shall be released from liability for loss of heat or any damage resulting from freeze-up in an occupied or unoccupied dwelling. It is customer's responsibility to arrange for daily house check if customer is away from premises.
19. Brideau Energy shall be released from liability for any direct or indirect consequential damages arising out of performance or nonperformance of its obligations under service plan, including but not limited to injury or death of persons or property damage of any description, resulting from defects in or failure of operation of any heating equipment or related items covered under this plan.
20. It is customer's obligation to ensure that the heating unit is accessible for service. If it is inaccessible, service will not be performed.
21. By enrolling in the plan, the customer agrees to all terms and conditions of plan during the plan term and any renewals thereof.

Service Hours

Regular service hours:

Monday through Friday, 8 a.m. to 3 p.m.

24-hour emergency service:

Available 365 days a year; applies to loss of heat, severe smoke or oil leak.

Heating Oil (Bioheat Plus® fuel) ♦ Propane ♦ Air Conditioning ♦ Plumbing

BRIDEAU
SMARTER HEATING & COOLING