





What Is Included in Your Annual Heating System Tune-Up?

Our technicians perform the following:

- ✓ Inspection and tune-up of your oil burner, heating system, and smoke pipe
- ✓ Lubricate all moving parts
- ✓ Test and adjust controls
- ✓ Check, clean, and replace fuel filter & strainer (as required)
- ✓ Replace nozzle and clean nozzle assembly
- ✓ Check and adjust ignition system
- ✓ Vacuum heating system (as required)
- ✓ Perform and record heating system efficiency test

BENEFITS OF ANNUAL HEATING SYSTEM TUNE-UP:

-  Extend the life of your heating equipment
-  Reduce costly or untimely repairs
-  Maximize your system's energy efficiency and save on energy bills
-  Provide a safer environment for your family

Santa offers a full range of services to meet all of the heating and cooling needs of Connecticut homeowners.

- Furnaces and Boilers
- Oil, Gas, and Electric
- Air Conditioners & Heat Pumps
- Humidifiers
- Hot Water Heating (Oil, Gas, Propane, and Electric)
- Generators
- Supplier of Home Heating Oil & Propane
- Energy Assessments
- Smart Thermostats

General Conditions

1. This agreement cancels and supersedes all prior agreements between the parties for service. The plan will be automatically renewed annually at Santa Fuel's option. Santa Fuel, herein referred to as the Company, maintains the right to modify the plan's price and/or other terms and conditions effective on the anniversary date. The invoice sent and paid constitutes final agreement by both parties. Either party may cancel the renewal of the plan with written notice prior to the expiration date. Should this plan be canceled during the term of the agreement for any reason there shall be **no refund value**. If the customer cancels the agreement for any reason before the end of the service period, the customer is responsible for the remaining balance on the agreement. This agreement is transferable.
2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's agreement will be canceled and a prorated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
3. During the term of this agreement, all fuel oil requirements must be purchased from the Company under automatic delivery schedule and paid for under the terms established in your credit agreement. **Failure to do so will void this agreement.**
4. An annual tune-up will be performed once during the term of the agreement. Tune-ups are performed by our Service Department during normal working hours (Monday through Friday 8:00 a.m. - 4:00 p.m. excluding holidays). Scheduling tune-ups for summer months is preferred, limited availability November-March. Scheduling is the homeowner's responsibility, **no refunds for tune-ups not performed**. The Company reserves the right to charge the customer for a half-hour labor (at our normal hourly billing rate) for missed appointments.
5. **Service Hours:** During the life of the agreement, the Company will provide dependable, prompt, emergency service 24 hours a day, seven days a week, 365 days a year. **Emergency Service** constitutes no heat, smoke in the home, serious fuel leaks, or dangerous situations. No hot water does not constitute an emergency. All other regular service will be considered Priority Service and will be performed during normal working hours, Monday through Friday, 8:00 a.m. - 4:00 p.m. Should non-emergency service be performed outside normal business hours, the service will be charged at time and a half rate.
6. This agreement does not cover parts or labor when failure is due to insignificant amounts of oil due to late payments, running out of oil (will-call customers), failure of the customer to maintain proper boiler water level or pressure, parts or controls on wood or coal burning systems, customer setting thermostat too low to call for heat, air in radiators or baseboard radiation, customer leaving emergency switch off, radiant heating coils, domestic water coils, piping not related to the heating system, or any manufacturing defects.
7. The Company will not be liable for damages or losses resulting from delays or failure to render services for reasons beyond our control. These reasons may include, but are not limited to, damages in a vacant home due to burner failure or lack of fuel. Vacant property should be checked daily by the owner or the owner's agent.
8. This agreement does not cover repair or replacement of obsolete parts, such as certain zone valves, circulators, and combustion chambers which are not available through regular sources of supply.
9. This agreement does not cover acts of God, fire damage, flooding, or water damage except that which is caused by ordinary wear and tear.
10. There shall be no liability, for any reason, on the part of the Company for work done by anyone else, unless such person is authorized, in writing, by the Company to perform such work or furnish parts.
11. The agreement is valid for residential and light commercial heating systems with a maximum firing rate of 3.00 GPH.
12. Percent discounts on replacement or repair for parts and the associated labor are not valid toward service work associated with upgrading equipment, converting energy sources, or new equipment installations.
13. All payments under this Agreement shall be due when billed. Terms are due at time of service. In the event said charges are not paid when due, Customer agrees to pay service charge of 1.5% per month which is an 18% Annual Percentage Rate and which will be charged on the average daily balance on any account past due over thirty (30) days. Work is billed and due when service is rendered.
14. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.
15. Customer will receive an annual \$50 discount off the total price of any bundled Energy Savings Plans upon renewal of the combined Plans.

Revised 1/10/2020

Heating System Energy Savings Plans

Santa ENERGY

Protection for heating oil systems



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Choose the Level of Protection That Is Right for You

Energy Savings Plan

For Oil-Fired Furnaces or Boilers

The Energy Savings Plan will safeguard you from any unexpected issue that may occur. There is also a service technician on call to help. Additional benefits include:

Parts Protection

Replacement of the following parts (and associated labor) by our highly trained and certified Santa Energy Experts are covered with NO cost to you:

- Programmable Thermostat
- Burner Motor (up to 1/6 HP)
- Burner Nozzle & Strainer
- Burner Fan
- Igniters
- End Cone
- Air Tube & Head
- Nozzle Line
- Burner Transformer
- Primary Control
- Coupling
- Emergency Switch
- Fuel Pump
- Cad Cell
- Bulk Head Fitting
- Electrodes
- Blower Motor (up to 1/2 HP, non-ECM)
- Blower Fan Belt
- 1" Disposable Air Filter (1 change)
- Vent Cap
- Vent Alarm
- Fuel Gauge
- Oil Fill Connection & Cap
- Oil Filter & Cartridge
- Steam Gauge Glass & Washer
- Steam Pressure-trol

\$250 New Equipment Installation Discount

\$250 toward your heating system replacement. Valid for equipment sold and installed by Santa Energy while currently enrolled in the Energy Savings Plan at time of replacement.

ENERGY SAVINGS & SERVICES THAT COME STANDARD

Keep your family comfortable while saving money with our Energy Savings Plans. The following benefits come standard with both of our Plans:

Annual Heating System Tune-Up
Annual maintenance keeps your heating system running at peak efficiency for reliable comfort and energy savings all year long.

10% Discount on Service Repairs
Customers receive a 10% discount on service repairs (excluding system replacements).

Priority Service & Scheduling
Energy Savings Plan customers will receive daytime priority service from our highly skilled and licensed technicians.

24-Hour Emergency Service
In addition to the benefit of daytime priority service, Energy Savings Plan customers have extended 24/7/365 emergency service available. Whenever you need us, we will be there for you.

EvenPay Plan
Avoid the surprise of high winter heating bills with our EvenPay Heating Oil Payment Plan. With this plan option, the cost of your fuel oil along with any service plans you have chosen can be spread over as many as 12 equal monthly payments.

Energy Savings+ Plan

For Oil-Fired Furnaces or Boilers

Our Energy Savings+ Plan is the most comprehensive protection we offer for your home heating system. Additional benefits include:

Parts Protection

Replacement of the following parts (and associated labor) by our highly trained and certified Santa Energy experts is covered with NO cost to you:

- Programmable Thermostat (x2)
- Burner Motor (up to 1/6 HP)
- Burner Nozzle & Strainer
- Burner Fan
- Igniters
- End Cone
- Air Tube & Head
- Nozzle Line
- Burner Transformer
- Primary Control
- Coupling
- Fuel Pump
- Cad Cell
- Bulk Head Fitting
- Electrodes
- Emergency Switch
- Blower Motor (up to 1/2 HP, non-ECM)
- Blower Fan Belt
- 1" Disposable Air Filter (1 change)
- Vent Cap
- Vent Alarm
- Fuel Gauge
- Fire Valve
- Oil Filter & Cartridge
- Extrol 30 or 60
- Air Vent
- Backflow Preventer
- Zone Valve(x2)
- Power Head
- 007 Circulator (Heat Zones Only)
- Burner Motor (up to 1/6 HP)
- Flow Valve (x2)
- Circulator Relay (x2)
- Water Feeder
- Relief Valve
- Aquastat
- Steam Gauge Glass & Washer
- Steam Pressure-trol
- Zone Damper Motor (x2)
- Zone Damper (x2)
- Fan Circuit Board
- Combustion Chamber
- Draft Regulator
- Smoke Pipe (up to 8")

\$500 New Equipment Installation Discount

Receive \$500 toward your heating system replacement. Valid for equipment sold and installed by Santa Energy while currently enrolled in the Energy Savings+ Plan at time of replacement.

Additional \$100 Annual Enrollment Equipment Discount

Benefit from additional savings toward a complete heating system each year on the Energy Savings+ Plan. Valid up to \$500 for maximum allowance of \$1,000 when combined with \$500 new equipment installation discount per enrollment.

Combine our Energy Savings Plan with any of the following and SAVE \$50!

- ★ Multiple Units
- 🏠 A/C Energy Savings Plan
- 🔥 Gas Energy Savings Plan
- 🚚 Generator Energy Savings Plan

Hydro Air Handler Energy Savings Plan

Benefits include:

Parts Protection

Replacement of the following parts (and associated labor) by our highly trained and certified Santa Energy Experts are covered with NO cost to you:

- Blower motor up to ¾ HP (non-ECM)
- Blower Wheel
- Circulator
- Fan Relay
- 1" Disposable Air Filter
- Flow Valve
- Transformer
- Zone Damper
- Zone Damper Motor
- Zone Panel
- Zone Relay
- Zone Valve

Enhance Your Energy Savings

Water Heater Energy Savings Plan

Benefits include:

Annual Heating System Tune-Up
Must be done in conjunction with the heating system tune-up.

10% Discount on Service Repairs
Customers receive a 10% discount on service repairs (excluding system replacements).

Priority Service & Scheduling

24-Hour Emergency Service

Parts Protection

Replacement of the following parts (and associated labor) by our highly trained and certified Santa Energy Experts are covered with NO cost to you:

- Nozzle
- Filter
- Filter Complete
- Pump Strainer
- Burner Motor (up to 1/6 HP)
- Coupling
- Ignition Transformer
- Air Tube and Head
- Cad Cell Eye
- Cad Cell Complete
- Primary Control
- Nozzle Line
- Smoke Pipe (up to 8")
- Relief valve XL100
- Fire Valve
- Emergency Switch

Hot Water Storage Tank Energy Savings Plan

Benefits include:

Annual Heating System Tune-Up
Must be done in conjunction with the heating system tune-up.

50% Discount on Service Repairs
Customers receive a 50% discount on service repairs (excluding system replacements).

Priority Service & Scheduling

24-Hour Emergency Service

Remote Tank Monitoring

Humidifier Energy Savings Plan

Benefits include:

Parts Protection

Replacement of the following parts (and associated labor) by our highly trained and certified Santa Energy Experts are covered with NO cost to you:

- Pad
- Current Sensing Relay
- Float
- Valve
- 24v Transformer

No Steam Systems Covered