

BENEFITS OF OUR PROTECTION PLANS

Keep your family comfortable while maximizing efficiency with our Heating Protection Plans. The following benefits come standard with our Protection 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. Extend the life of your heating equipment, reduce costly and untimely repairs, and provide a safer environment for your family.



10% Discount on Service Repairs

Customers receive a 10% discount on service repairs *(excluding system replacements)*.



Priority Service & Scheduling

Heating plan customers will receive daytime priority service from our highly skilled and licensed technicians.



24-Hour Availability

In addition to the benefit of daytime priority service, heating plan customers have extended 24/365 availability. Whenever you need us, we will be there to assess your situation and deploy a service team if necessary.



Terms & Conditions [SANTAENERGY.COM/PLANS](https://santaenergy.com/plans)

View pricing and full terms and conditions.

Steam systems and heat pumps not covered. Parts Protection covers listed parts replacement + labor.

Comfort you can count on.



Heating PROTECTION PLANS

Ready to get started?

SANTAENERGY.COM
or call **800-937-2682**



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LOCALLY OWNED &
OPERATED FOR 80+ YEARS

BURNER PROTECTION PLAN

The Burner Protection Plan will safeguard your home's system from unexpected issues that may occur.

+ Annual Tune-Up

As part of your Annual Heating System Tune-Up, our Santa Energy technicians will complete an eight-point precision tune-up:

1. Inspection and tune-up of your oil burner, heating system, and smoke pipe
2. Lubricate all moving parts
3. Test and adjust controls
4. Check, clean, and replace fuel filter and strainer (as required)
5. Replace nozzle and clean nozzle assembly (as required)
6. Check and adjust ignition system
7. Vacuum heating system (as required)
8. Perform and record heating system efficiency test

+ Parts Protection

Replacement of the following parts + associated labor are covered with no additional cost:

- 1" Disposable Air Filter (1 change)
- Air Tube & Head
- Blower Fan Belt
- Blower Motor
- Emergency Switch
- End Cone
- Fuel Gauge
- Fuel Pump

SYSTEM PROTECTION PLAN

The System Protection Plan is the most comprehensive protection we offer for your home's system.

+ Parts Protection

Replacement of the following parts + associated labor are covered with no additional cost:

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

+ \$500 New Install Discount

Get \$500 toward your home's heating system replacement.

Valid for equipment sold and installed by Santa Energy while currently enrolled in the Energy Savings Plan at time of replacement. Cannot be combined with other offers.

+ \$1,000 Off an Oil to Propane Heat Conversion

Get \$1,000 toward converting your home's heating system from oil to propane.

PREVENTATIVE MAINTENANCE PLAN

The Preventative Maintenance Plan will extend the life of your home's heating system.

+ Plan Benefits

- Inspection
- Safety Check
- Peace of Mind
- Ensuring a proper running system for longevity

+ Annual Tune-Up

Technicians will conduct a combustion efficiency test and inspect, clean, and adjust your system. Includes nozzle, oil filter cartridge, and pump strainer at the time of tune-up on oil systems.

ADDITIONAL PROTECTION

Water Heater, Oil Fired, Protection Plan

+ Annual Heating System Tune-Up

Done at same time as heating system tune-up.

+ 10% Discount on Service Repairs

+ Priority Service & Scheduling

+ Parts Protection

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

TERMS & CONDITIONS

Heating PROTECTION PLANS

- ① This agreement cancels and supersedes all prior agreements between the parties for service. The plan will be automatically renewed annually at Santa Energy's option. Santa Energy, 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 8:00am– 4:00pm 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, 8:00am– 4:00pm. 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 Protection Plans upon renewal of the combined Plans.

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