



GRIFFITH
ENERGY SERVICES
Doggone Dependable

www.griffithoil.com
1-888-Griffy1

BRONZE SERVICE PLAN

The Bronze Service Plan includes a regularly scheduled tune-up and service coverage, which consists of a 15% repair discount on parts and labor.

- regularly scheduled tune-up
- 15% off parts and labor
- priority service

GOLD SERVICE PLAN

The Gold Service Plan covers just about anything that's likely to go wrong with your heating system, and it includes a regularly scheduled tune-up to increase your system's performance and longevity!

Griffith Energy will repair or replace, during the life of this agreement, at no extra charge to our customer, all parts included in this agreement that may become defective due to normal use or wear and tear.

- total protection
- regularly scheduled tune-up
- complete parts-and-labor coverage
- priority service

CONTROLS

- | | | | |
|-----------------------|---------------------------|---------------------------|-----------------------|
| ■ aquastat | ■ double aquastat | ■ low voltage transformer | ■ reverse aquastat |
| ■ cad cell eye | ■ high limit control | ■ pressuretrol control | ■ thermostat (manual) |
| ■ cad cell relay | ■ high pressure regulator | ■ preference relay | ■ toggle switches |
| ■ circulator relay | ■ low limit control | ■ primary control | ■ triple aquastat |
| ■ combination control | ■ low pressure regulator | ■ Pyrostat | |

WARM AIR SYSTEMS

- | | | | |
|------------------------|-------------------|---------------------|--|
| ■ blower bearings | ■ blower fan belt | ■ blower wheel | * up to 0.5 hp ECM variable speed motor included |
| ■ blower circuit board | ■ blower motor* | ■ fan control | |
| ■ blower complete | ■ blower pulley | ■ fan limit control | |
| ■ blower fan | ■ blower shaft | | |

OUR COMPREHENSIVE HEATING TUNE-UP

A regularly scheduled tune-up will be performed once during the service agreement term during regular working hours. The tune-up includes the following:

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|---|--|---|--|
| ■ vacuum heating unit, vent pipe and chimney base | ■ lubricate all motors, bearings, fans and circulators | ■ test and adjust all safety and operating controls | ■ test oil pump operation |
| ■ adjust burner for maximum efficiency | ■ replace oil nozzle and oil filter | ■ inspect flue pipe, barometric damper and combustion chamber | ■ check oil tank and lines |
| ■ clean and adjust electrode and nozzle assembly | | | ■ inform customer of equipment condition |

FUEL SUPPLY PARTS

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|-------------------------|------------------------|-----------------------|----------------------|
| ■ fill cap | ■ fuel filter complete | ■ fuel pump bleeder | ■ fuel pump seal |
| ■ fuel filter cartridge | ■ fuel pump | ■ fuel pump couplings | ■ fuel pump strainer |

BURNER PARTS

- | | | | |
|------------------------|---------------------------|--------------------------------|-------------------------------|
| ■ air shutter | ■ burner housing assembly | ■ electrode assembly | ■ nozzle assembly (adapter) |
| ■ air stabilizer | ■ burner motor | ■ electrodes | ■ nozzle line (high pressure) |
| ■ burner blast tube | ■ buss bar | ■ end cone | ■ porcelain insulators |
| ■ burner cables | ■ transformer leads | ■ ignition leads (cable) | ■ solenoid valve |
| ■ burner capacitor | ■ cad cell assembly | ■ ignition transformer | ■ turbulator |
| ■ burner coupling | ■ cad cell wires | ■ ignition transformer gaskets | |
| ■ burner fan | ■ delayed oil valve | ■ ignition wiring | |
| ■ burner flange gasket | ■ delayed oil valve coil | ■ nozzle | |

HOT WATER SYSTEMS

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|--------------------------|---------------------------|---|------------------------|
| ■ air scoop | ■ circulator motor | ■ low water cutoff float | ■ zone valve complete |
| ■ automatic water feeder | ■ circulator motor mounts | ■ low water cutoff switch (manual only) | ■ zone valve motor |
| ■ balance valves | ■ circulator switch | ■ mixing valves | ■ zone valve powerhead |
| ■ bearing assembly | ■ diaphragm assembly | ■ pop safety valve | ■ zone valve relay |
| ■ boiler valves | ■ dual valve | ■ pressure reducing valve | ■ zone valve stem |
| ■ check valves | ■ expansion tank | ■ purge valve | |
| ■ circulator complete | ■ Extrol tank | ■ relief safety valve | |
| ■ circulator coupling | ■ feed valve | ■ temperature gauge | |
| ■ circulator impeller | ■ flow control valve | | |

OTHER

- | | |
|--------------------|----------------------|
| ■ emergency switch | ■ burner switch |
| ■ fuses | ■ low voltage wiring |

TANKSURE® Optional Coverage

TankSure® is the best way to protect your aboveground oil tank. Using ultrasound equipment approved by the U.S. Environmental Protection Agency, we conduct annual tank tests. If your tank begins to fail, you're covered by a \$1,000 replacement warranty.

ADDITIONAL COVERAGE

You can add these items to your service plan.

OIL-FIRED WATER HEATER

- Coverage includes burner parts, aquastat, controls and emergency switch.
- A regularly scheduled tune-up of the burner is included and will be performed in conjunction with the tune-up of your heating system.
- This coverage can only be purchased in conjunction with a heating system plan.

CENTRAL AIR SYSTEM

This coverage includes:

- a 15% discount on repairs and diagnostic fees.
- priority emergency service.
- a regularly scheduled tune-up, including these services: cleaning outdoor condenser coil, lubricating all moving parts, flushing condensate drain, testing all controls for proper operation, adjusting blower speed, inspecting compressor contacts and checking refrigerant charge.

LOYALTY CREDITS

For each consecutive year you are enrolled in a Gold or Bronze Service Plan, you earn \$50 in Loyalty Credits. You can accumulate up to \$500 in credits and apply them to the following equipment purchased from us.

➤ burner	\$100	➤ central air	\$300
➤ furnace	\$300	➤ heat pump	\$300
➤ boiler	\$300		

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TERMS AND CONDITIONS

1. It is the responsibility of the customer to call and schedule an appointment for maintenance. Company is not responsible if maintenance is not performed due to unavailability of customer to schedule this service. Maintenance is recommended in 18-month intervals, dependent upon annual fuel use.
2. **Griffith Energy** agrees to render service to the customer's oil burning equipment for one year from the month in which customer enrolls in the Gold or Bronze plan (the effective date). Customer agrees to purchase his/her entire fuel oil requirements using automatic delivery for the covered property from **Griffith Energy**. These service plans will be renewed automatically each year unless terminated in writing by either party 60 days prior to expiration.
3. Equipment is subject to the inspection and approval of **Griffith Energy** before acceptance of the Gold Service Plan. System must receive a satisfactory rating before coverage begins. Any repairs required to place equipment in acceptable condition are excluded and will be charged separately.
4. Upon approval, acceptance and payment, service plans 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 the customer and **Griffith Energy**. Tune-ups can be scheduled from April 1 to Oct. 1.
5. The service plans are not written on a prorated basis and no refunds will be made if the customer cancels plan prior to its normal expiration date. The service plans are transferable to another homeowner subject to credit approval but not from one heating system to another. The plans are void if anyone other than a **Griffith Energy** employee works on the equipment.
6. The service plans at prices quoted are for ordinary residential or comparably sized commercial heating systems that fire at a rate of up to 2.5 gph. Both plans apply to a single heating unit and one zone only. Additional units require separate plans. Each additional zone will be added for \$15.
7. **Griffith Energy's** obligation to furnish parts shall be subject to their availability through normal supply sources. These service plans do not cover replacement of a complete boiler, furnace, burner, domestic (indirect or oil-fired) water heater, humidifier or piping; baffles; oil lines; oil storage tanks or any parts or services not mentioned explicitly in the plan.
8. These service plans are designed and available to **Griffith Energy** customers with a properly maintained account. A finance charge of 1-1/2% 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. SERVICE PLAN IS NOT IN FORCE IF ACCOUNT IS 60 DAYS OVERDUE.
9. These service plans include 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 **Griffith Energy**.
10. **Griffith Energy** shall be released from liability for failure or delay to provide, within a reasonable time, the service called for under these plans when failure or delay may result from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortages; government regulations; extreme weather conditions or unavailability of parts.
11. **Griffith Energy** shall be released from liability for "run-outs" of fuel when the customer is using a supplemental heat source.
12. **Griffith Energy** shall be released from liability for loss of heat or any damage resulting from a freeze-up in an occupied or unoccupied dwelling. It is the customer's responsibility to arrange for a daily house check if customer is away from the premises.
13. These plans will terminate without notice and without refund if the customer purchases fuel oil from any other source or if customer refuses automatic delivery.
14. This is the entire plan (both Gold and Bronze plans); it cancels and supersedes all prior plans.
15. **Griffith Energy shall be released from liability for any direct or indirect consequential damages in any way arising out of performance or nonperformance of its obligations under these service plans, including but not limited to injury to 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 these plans.**
16. It is the customer's obligation to ensure that the heating unit is accessible for service. If it is not accessible, service will not be performed.
17. **These service plans DO NOT COVER condensing furnaces or boilers, chimney maintenance, sidewall vents, discovery and removal of asbestos material, fuel storage/supply systems, separately fired domestic water heating equipment, indirect-fired water heating storage systems, humidifiers, electronic air cleaners, radiant heating systems, Blueray heating systems, forced warm air zone controls and dampers, combination solid/oil units, wood or coal add-on units, tankless coils, oil tanks, underground lines and fittings, oil lines, or programmable or clock thermostats.**
18. By filling out and signing the response card and returning it to **Griffith Energy**, the customer agrees to all terms and conditions listed herein during the term of these plans and any renewals thereof. The customer agrees that in the event there are any changes in coverage in the future, the terms and conditions of these plans shall continue to apply.
19. If "oil tank needs replacement" diagnosis is made and customer declines replacement, all subsequent calls related to clogged oil lines, filters, nozzles, etc., will not be covered.
20. These service plans do not cover parts or labor when failure is due to lack of fuel when delivery has been delayed due to delinquency of payments; customer leaving emergency switch in off position; customer setting thermostat too low to call for heat; customer failing to check for blown fuses or tripped circuit breakers; customer failing to flush steam boilers, correct low water levels or change clogged air filters; air in baseboards or radiators.
21. **Griffith Energy** will provide emergency service 7 days a week, 365 days a year. Emergency service means no heat, serious fuel leaks or other dangerous situations. All other service will be performed during normal working hours, Monday through Friday, 8 a.m. to 4:30 p.m.