

# PROPANE SERVICE PLAN

## PREMIUM SERVICE PLAN

The **Propane Service Plan** includes a regularly scheduled tune-up and service coverage, which consist of 15% repair discount on part and labor.

- Regularly scheduled tune-up
- 15% off parts and labor
- Priority service

## OUR COMPREHENSIVE GAS HEATING TUNE-UP

A regularly scheduled tune-up will be performed once during the service agreement term during regular working hours (8 a.m. – 5 p.m., Monday – Friday). The tune-up includes the following:

- ▶ Check pilot; clean and adjust as necessary
  - ▶ Check burner; clean and adjust as necessary
  - ▶ Check flame sensor; clean and adjust
  - ▶ Check thermocouple; clean and adjust
  - ▶ Check draft inducer motor
  - ▶ Check and adjust flame
  - ▶ Check base of chimney
  - ▶ Lubricate bearings where applicable
  - ▶ Safety check all operating controls, wiring and thermostat(s)
  - ▶ Check operation cycle upon completion of inspection
  - ▶ Conduct carbon monoxide test
- BOILER SYSTEMS ONLY:**
- ▶ Drain expansion tank as necessary

Cropper Oil & Gas "Terms and Conditions" document will be sent to you separately. Please contact us directly if you have any questions.

## ADDITIONAL COVERAGE

You can add these items to your service plan. **TANKSURE®**

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 tests. If your tanks begins to fail, you're covered by a \$1,500 replacement warranty.

## WATER HEATER SERVICE PLAN

- Annual tune-up (to be scheduled in conjunction with the heating system tune-up)
- 15% off parts and labor
- Priority service
- This coverage can only be purchased in combination with a heating system plan

## INDOOR AIR QUALITY

This coverage includes:

- ▶ Air filtration
- ▶ Humidifiers
- ▶ Air scrubbers
- ▶ UV lights and more!



# CROPPER OIL & GAS

*Serving you is our pleasure!*

# Premium Service Plans

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**cropperoil.com**

MD HVAC-R 01-3245

# CROPPER OIL & GAS

**(410) 641-2251**  
**cropperoil.com**

## OIL HEATING SERVICE PLAN

The **Premium Oil Heating Service Plan** includes a regularly scheduled tune-up and service coverage, which consist of 15% repair discount on part and labor.

- Regularly scheduled tune-up
- 15% off parts and labor
- Priority service

HERE'S WHAT OUR TUNE-UP COVERS

### OUR COMPREHENSIVE OIL HEATING AND 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:

- ▶ Vacuum heating unit, vent pipe and chimney base
- ▶ Adjust burner for maximum efficiency
- ▶ Clean and adjust electrode and nozzle assembly
- ▶ Lubricated all motors, bearings, fans, and circulators
- ▶ Replace oil nozzle and oil filter
- ▶ Combustion analysis
- ▶ Test and adjust all safety and operating controls
- ▶ Inspect flue pipe, barometric damper and combustion chamber
- ▶ Test oil pump operation
- ▶ Check oil tank and lines
- ▶ Inform customer of equipment condition

## LOYALTY CREDITS

For each consecutive year you are enrolled in the **Cropper Premium 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.

- ▶ Furnace.....\$300
- ▶ Boiler.....\$500
- ▶ Central Air.....\$300
- ▶ Heat Pump.....\$300
- ▶ Furnace/AC Combination.....\$500

## CENTRAL AIR CONDITIONING PLAN

Premium Service Plan includes the following:

- 15% off covered parts and labor coverage
- Regularly scheduled tune-up
- Priority service

HERE'S WHAT THIS TUNE-UP COVERS

### PRECISION AIR CONDITIONER TUNE-UP

Tune-up will be performed once during the service agreement term during regular working hours.

It includes the following:

- ▶ Check filter (change if necessary with customer-supplied filter)
- ▶ Check condenser and clean if necessary
- ▶ Lubricate condenser fan motor where applicable
- ▶ Tighten electrical connections at equipment
- ▶ Check voltage at unit under load
- ▶ Check condensate drain for blockage. Clean if necessary.
- ▶ Check blower belt for condition, tension and alignment.
- ▶ Lubricate bearings where applicable.
- ▶ Check blower for cleanliness
- ▶ Check safety controls
- ▶ Inspect contactor point
- ▶ Check and clean thermostat.
- ▶ Check lockout control if applicable
- ▶ Inspect evaporator coil if accessible
- ▶ Inspect starting capacitor
- ▶ Inspect running capacitor
- ▶ Check for vibration and noise
- ▶ Inspect relays
- ▶ Check and record running and starting amperages
- ▶ Check voltage at unit
- ▶ Recommended any needed repairs

## HEAT PUMP PLAN

Premium Service Plan includes the following:

- 15% off covered parts and labor coverage
- Regularly scheduled tune-up
- Priority service

HERE'S WHAT THIS TUNE-UP COVERS

### PRECISION HEAT PUMP TUNE-UP

Tune-up will be performed once during the service agreement term during regular working hours.

It includes the following:

- ▶ Check filter (change if necessary with customer-supplied filter)
- ▶ Check for adequate refrigerant charge
- ▶ Check condenser and clean if necessary
- ▶ Lubricate condenser fan motor
- ▶ Check condenser fan blades for tightness
- ▶ Tighten electrical connections at equipment
- ▶ Check voltage at unit under load
- ▶ Check condensate drain for blockage. Clean if necessary.
- ▶ Check blower belt for condition, tension and alignment.
- ▶ Lubricate bearings where applicable.
- ▶ Check blower for cleanliness
- ▶ Check safety controls
- ▶ Inspect contactor point
- ▶ Check and clean thermostat.
- ▶ Inspect evaporator coil for cleanliness
- ▶ Inspect starting capacitor
- ▶ Inspect running capacitor
- ▶ Check for vibration and noise
- ▶ Inspect relays
- ▶ Check and record running and starting amperages
- ▶ Check sequence control for proper operation
- ▶ Check defrost control
- ▶ Check voltage at unit
- ▶ Recommend any needed repairs