



Service Plans

Economy Plan

Our Economy Plan includes a full tune-up.

Controls

- Burner Capacitor
- Cad Cell Eye
- Cad Cell Relay
- Draft Regulator
- High Limit Control
- Low Limit Control
- Pressuretrol Control
- Primary Control
- Thermostat (manual)
- Zone Valve Motor

Burner Replacement Parts

- Burner Blast Tube
- Burner Coupling
- Burner Fan
- Burner Motor
- Delayed Oil Valve
- Delayed Oil Valve Coil
- Electrode Assembly
- Electrodes
- End Cone
- Ignition Transformer
- Nozzle
- Nozzle Line
- Porcelain Insulators

Warm Air Systems

- Air Filter*
- Blower Fan Belt
- Blower Motor (up to 1/3 hp)
- Blower Pulley
- Fan Control
- Limit Control

Fuel Supply Parts

- Firomatic Valve
- Fuel Filter Cartridge
- Fuel Filter Complete
- Fuel Pump
- Fuel Pump Couplings
- Fuel Pump Strainer
- Oil Line Valve

* One standard disposable set per year during tune up

This plan provides our most comprehensive coverage.

Platinum Plan

The Platinum Plan includes everything in the Economy Plan PLUS the significant addition of the following major parts and services.

- Air Scoop
- Air Vents
- Altimeter Gauge
- Automatic Water Feeder
- Bearing Assembly
- Blower Bearings
- Blower Circuit Board
- Blower Fan
- Blower Shaft
- Blower Wheel
- Check Valves
- Circulator Complete
- Circulator Impeller

- Draft Inducer Motor
- Extrol Tank
- Feed Valve
- Flow Control Valve
- Gate Valve
- Hydro-Air**

- Low-Voltage Transformer
- Low-Water Cutoff Float
- Low-Water Cutoff Switch
- Mixing Valves
- Pop Safety Valve
- Pressure-Reducing Valve
- Programmable Thermostat*
- Purge Valve
- Relief Safety Valve
- Temperature Gauge
- Zone Valve Complete
- Zone Valve Powerhead

Platinum Plan also covers these services:

- Repair heating system leaks at or around the immediate area of boiler
- Venting of baseboard or radiators
- Adjust boiler pressure
- Adjust water level

*WiFi Thermostats are excluded from coverage

**Multiple Air-Handlers are an additional cost



Oil-Fired Water Heater Coverage

Coverage includes burner parts, aquastat, controls, and emergency switch.

Tune-up of the burner is included and will be performed in conjunction with the tune-up of your heating system.

Hot water heater is not covered.

This coverage can only be purchased in conjunction with a heating system plan.

Loyalty Credits

(included with both Economy and Platinum Plans)

It is our goal to reward our loyal customers. You'll earn a \$50 credit for each consecutive year that you renew your Platinum Plan, or a \$25 credit for each consecutive year that you renew your Economy Plan, up to a total of \$500 during your lifetime as our customer.

You can use a portion of these credits toward the purchase of a variety of heating and cooling equipment. (The figures below show how much can be used for any one item.) Loyalty Credits are not transferable to other persons or properties. They have value only as a credit toward the following equipment purchased from East River Energy.

Oil-Fired Boiler.....	\$500	Oil Burner.....	\$100
Oil-Fired Furnace.....	\$400	Oil-Fired Water Heater.....	\$200
Oil Tank.....	\$250	Central A/C System.....	\$500

General Terms & Conditions

1. Service calls excluded from this agreement will be billed at a 1-hour minimum.
2. Labor is covered only for the repair and replacement of listed parts.
3. All payments must be current.
4. Exclusions: This agreement does not cover parts or labor when failure is due to:
 - failure of customer to maintain proper boiler water level or pressure (except with Platinum Plan)
 - customer setting thermostat too low to call for heat
 - customer leaving emergency switch in "off" position
 - air in baseboard radiation or radiators (except with Platinum Plan)

Parts expressly excluded from this agreement include parts or controls on coal and/or wood-burning systems and piping not related to the heating system.
5. This agreement does not cover repair or replacement of obsolete parts such as zone valves, circulators, and combustion chambers that are not available through regular sources of supply.
6. If all fuel oil requirements are not purchased from East River Energy, this agreement is void.
7. This agreement only covers damage caused by ordinary wear and tear. It does not cover acts of God, fire damage, flooding, or other water damage, etc.
8. There shall be no liability for any reason on the part of **East River Energy** for work done by anyone else, unless such person is authorized in writing by **East River Energy** to perform such work or furnished parts.
9. The length of this agreement is one year. It will renew automatically at that time unless we are notified of cancellation in writing 30 days prior.
10. Customers must be on automatic delivery to be eligible for either service contract.

Service Hours

During the life of this agreement, **East River Energy** will provide dependable, prompt emergency service **24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR.**

Emergency service is constituted by: **NO HEAT, SERIOUS FUEL LEAKS, OR DANGEROUS SITUATIONS.**

All non-emergency service will be performed during normal working hours, Monday through Friday, 8 a.m. to 4 p.m.