

## HOFFMAN FUEL'S *SILVER PLAN*

### Emergency System coverage\*:

Fuel pump  
Strainer  
Burner motor up to ¼ HP  
Burner coupling  
Nozzle  
Nozzle adapter  
Nozzle line  
Electrodes  
Ignition transformer  
Oil Filter cartridge

\*Parts that are not covered by this plan will be billed on a time and material basis.

\*Environmental disposal charges not included.

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## HOFFMAN FUEL'S *GOLD PLAN*

Covers all parts under Hoffman's Silver plan, plus the following:

### Emergency System coverage\*

Delayed oil valve  
Burner fan  
Air Tube  
End cone  
Porcelains  
Cadmium Cell  
Oil filter  
Firematic Valves  
Zone Valve Motor (1)  
Zone Damper Motor (1)

### OPERATING CONTROLS:

Aquastat  
Cadmium cell relay  
Fan & Limit control  
Pressure control  
Stack Relay  
Standard thermostat  
Circulator relay (2)

### OTHER ACCESSORIES:

Circulator Relay (2) up to 1/6 HP (excludes water lubricated circulator)  
Circulator coupling  
Belt driven blower motors (1/4 & 1/3 HP)  
Blower pulley  
Blower fan belt  
Gauge glass & washer  
Emergency switches  
Standard 1" Air filter  
Smoke pipe up to 8"  
Draft regulator

\*Parts that are not covered by this plan will be billed on a time and materials basis

\*Environmental disposal charges not included.

**General Terms and conditions are on reverse side.**

**Silver Plan:** If you're looking for a heating system service program that offers great value at a great price, check out Hoffman's silver service plan.

- Support when you need it. In the event of an emergency, we're only a phone call away.
- The Silver Plan includes a periodic inspection and efficiency adjustment. This service is performed based on the age of the equipment, annual oil usage; prior service performed and date of last inspection.

### Gold Plan:

- **Burner protection:** Our gold plan covers virtually every part of your system-37 major parts and system components in all against failure. If it breaks, we'll replace it. This means you'll never have to worry about replacing these parts for as long as you're covered.
- **Extended Protection Options:** Our gold service plan offers expanded service at no cost after regular hours, even weekend and holidays. The gold plan includes a periodic inspection and efficiency adjustment. This service is performed based on the age of the equipment, annual oil usage; prior service performed and date of last inspection.
- **Peace of Mind:** The last thing you want to worry about on a cold winter morning is your heating system. In the event of an emergency we are only a phone call away.
- **Hot water heater coverage:** You can purchase an annual service policy to protect your hot water heater. It covers repairs and replacement of oil burner parts and operating controls.

# General Conditions and Terms



High Quality fuel oil, heating & air conditioning  
Sales, services and plumbing. Established 1897

This Service Plan was launched November 1 2007 and now supersedes all prior gold burner service plan certificates sponsored by the Hoffman Fuel Company Bridgeport, Hoffman Fuel Company Danbury. (For clarity, we use the term Hoffman" instead of the official name of each Hoffman Company.)

1. We offer this service plan only for personal residences whose heating systems qualify for coverage and shall automatically cease if customers procure fuel oil, service on parts or equipment covered by this plan from any source other than Hoffman, or if customer is delinquent on any moneys due Hoffman. Automatic delivery of oil is required for the term of the service plan agreement.

A minimum of 700 gallons annually is required. Use of less than 700 gallons annually may cause a labor fee to be charged on service calls.

2. a) The equipment covered by this agreement is subject to Hoffman's inspection and approval before the contract is issued. Any repairs required to initially put the equipment in acceptable condition will be charged separately.

b) This agreement does not guarantee that the heating system has the ability to supply the amount of heat and hot water that may be required.

c) Hot water storage tanks, tankless coils, coil gaskets, all plumbing, electric stack dampers, warm air humidifiers, electronic air filters, power vents, and chimney maintenance are not covered under this agreement.

The repair or replacement of any part is the sole judgment of Hoffman.

3. This agreement does not cover the cost of labor or materials for repair or replacement as result of in whole or part for the following reasons:

a) Damage caused by fire, water, flooded cellar, freezing, storms, power outages, strikes, embargoes, insufficient fuels or any other causes which may affect the normal operation of the equipment or other causes beyond Hoffman's control.

b) Concealed or buried parts, pipes, tanks or wiring must be made accessible. If your heating system has been damaged or denied fuel by broken or plugged oil lines, by water, sediment, or sludge in your tank, or by inadequate fuel pumping equipment, coverage is not provided.

c) Parts also used for air conditioning are not covered.

d) Hoffman Fuel shall not be liable for any damage if there is no heat in unattended houses.

e) Hoffman is not obligated to furnish or cover the replacement of burners or parts due to the unavailability of parts.

f) Maintenance needed beyond the limits of state burner licensing will not be covered. Any part which holds water or controls the movement of water including circulators, low water cutoffs, automatic water feeders, pipes, valves, zone valves or dampers or anything else considered to be plumbing related to your heating system is not covered and repairs shall be made at prevailing rates.

4. Regular servicing hours are from 8 am to 4:30 pm on Monday through Friday. Emergency service is available 24 hours daily. Non-emergency service performed after the regular service hours may be charged a labor surcharge.

5. All billing for service plans will be initiated as of the first of the month. There will be no refunds on any "unused portion" of the plan, although it may be transferable, subject to our approval.

6. Hoffman may perform preventative maintenance service on you oil burning equipment on a periodic basis. Hoffman will do this by appointment and only during our normal business hours. It is your responsibility to contact us to arrange an appointment for this important service. Payment for this contract is due upon presentation of invoice to customer. If payment is beyond credit terms, Hoffman may terminate the contract and bill customer for all materials and labor received by the customer as result of this contract.

7. There are no promises terms, conditions or obligations not herein written that are part of this agreement.

8. This plan may be terminated by Hoffman at the end of the service plan agreement due to poor equipment or excessive service.

9. Length of Coverage: Each service plan will be in effect for one-year period from the date it is billed to your account. To ensure continuing coverage, Hoffman will bill subsequent plans during their anniversary month unless first canceled by either party. The extent of coverage and the price of subsequent service plans are subject to change.

10. The Gold Plan does not cover tank repair or replacement. Customer shall be responsible for the condition and maintenance of the fuel tank, oil lines, and all piping. Hoffman assumes no liability for same. This contract does not insure against tank leakage or any damage to persons or property resulting from tank leakage. This contract does not cover any installation, clean up removal, remedial, or other costs of compliance with any environmental or other laws, rules, or regulations. Hoffman shall not be liable to render any services for which it is not licensed. Hoffman will not be responsible for bodily injury or property damage arising out of the disposal, discharge, dispersal, release or escape of oil or other petroleum substances or derivatives into or upon the customer's property, surrounding properties, the atmosphere, or any water course or body of water, unless caused by the negligence of Hoffman. In no event shall Hoffman's liability for any such damages exceed \$1,000.

11. This service plan is not a warrant or guarantee that your heating system will operate without defect or failure. The plan provides only for the repair or replacement of those specified covered parts, which fail or become defective from ordinary use. Hoffman reserves the right to determine the replacement parts or systems to be installed and covered by this service agreement. By the purchase of this plan, you explicitly agree that Hoffman may be held liable for only the value of the goods or service provided by the plan purchased and that we will not be liable for and incidental or consequential damages whatsoever. You further agree to be bound by our terms and conditions. Verbal agreements, representations or understanding with sales representative, service technicians, or dispatch personnel regarding our plans will not be binding unless set forth in this document.

12. Hoffman is not responsible for the discovery or removal of asbestos material.

13. This agreement is void if anyone other than a Hoffman employee performs modifications to the systems or equipment with out prior written approval by Hoffman.

14. A one hour charge will be assessed on all diagnosed service calls for which Hoffman is not retained to complete repairs

15. A fee will be billed to your account in the event you are not home for the service visit.