



# PALLETT

HEATING & COOLING

Prompt • Affordable • Local

# 757-545-5569

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## OIL HEAT ANNUAL SERVICE PLANS (self-renewing)

### SILVER PLAN (Includes Silver Tank Protection Plan!)

The Silver Plan offers you basic protection.

- annual precision tune-up
- priority service
- 15% off repairs

### GOLD PLAN (Includes Gold Tank Protection Plan!)

The Gold Plan provides total protection, covering almost anything that's likely to go wrong with your heating system. (For Boiler Systems with more than one zone, coverage on those zones is mandatory and requires additional annual charges. **Parts listed below in red are covered parts for additional zones.**)

- annual precision tune-up
- free repairs\*
- no diagnostic fee
- no after-hours charges
- priority service

*\*Pallett Heating and Cooling will repair or replace, during the life of this agreement, at no extra charge, all of the following parts that may become defective due to normal use or wear and tear. (Parts not listed may be eligible for a 15% discount.)*

#### CONTROLS

- aquastat
- boiler/furnace wiring
- cad cell eye
- cad cell relay
- circulator relay
- double aquastat
- draft regulator
- high limit control
- hot water temperature pressure gauge
- hydraulic jack
- low limit control
- low pressure regulator
- low voltage transformer
- low water cutoff float
- low water cutoff switch
- pressuretrol control
- preference relay
- primary control
- reverse aquastat
- stack control

- thermostat (stock digital or manual non-programmable)
- thermostat subbase
- triple aquastat

#### WARM AIR SYSTEMS

- blower bearings
- blower belt
- blower housing
- blower pulley
- blower shaft
- blower wheel
- fan control
- fan limit control
- PSC blower motor (up to 1/2 hp)

#### BURNER PARTS

- air shutter
- air stabilizer
- burner blast tube

- burner cables
- burner capacitor
- burner coupling
- burner fan
- burner flange gasket
- burner housing assembly
- burner motor
- burner switch
- buss bar transformer leads
- cad cell assembly
- cad cell wires
- delayed oil valve
- delayed oil valve coil
- electrode assembly
- electrodes
- end cone
- flare fittings
- ignition leads (cable)
- ignition transformer
- ignition transformer gaskets
- ignition wiring
- low voltage wiring

- nozzle
- nozzle assembly (adapter)
- nozzle line (high pressure)
- porcelain insulators
- solenoid valve
- turbulator

#### HOT WATER SYSTEMS

- air scoop
- air vents
- automatic water feeder
- baffle
- balance valves
- bearing assembly
- boiler valves
- check valves
- circulator complete
- circulator coupling
- circulator impeller
- circulator motor
- circulator motor mounts
- circulator wicking

- dual unit valve
- expansion tank
- Extrol tank
- feed valve
- flow control valve
- gate/ball/globe valves
- glass gauge
- glass gauge washer
- mixing valves
- pressure reducing valve
- pressure relief valve
- purge valve
- zone valve complete
- zone valve motor
- zone valve powerhead
- zone valve relay
- zone valve stem

- fuel pump couplings
- fuel pump seal
- fuel pump strainer
- oil line fittings
- oil line valve
- oil lines (exposed only)
- oil tank fill cap
- oil tank fill pipe
- oil tank vent cap
- oil tank vent pipe

#### OTHER

- anti-hum device
- control circuit fuses
- emergency switch
- flue pipe

#### FUEL SUPPLY PARTS

- Firomatic valve
- fuel filter cartridge
- fuel pump

### PRECISION TUNE-UP

The Silver Plan and Gold Plan both include one annual precision tune-up, which will be performed during regular working hours. The tune-up includes the following:

- clean heating unit, vent pipe and chimney base
- adjust burner for maximum efficiency
- clean and adjust electrode and nozzle assembly
- lubricate all motors, bearings, fans and circulators
- replace oil nozzle and oil filter if needed
- 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

### ADDITIONAL GOLD PLAN

#### COVERAGE

The following services are covered:

- Repair heating system water leaks
- Adjust boiler pressure
- Vent baseboards and radiators
- Adjust water level
- Adjust water temperature (limited to once during annual maintenance and, if necessary, one additional adjustment during Service Plan period)

**Part Allowance (Labor is covered) for the replacement of the following:**

Tankless Coil .....	\$250.00
Electronic Control Module (ECM) ....	\$250.00
ECM or Variable Speed Motor .....	\$250.00
Circuit Boards .....	\$250.00
Stock Programmable Thermostat .....	\$50.00

**Allowance (Labor is NOT covered) for the replacement of the following:**

Combustion Chamber .....	\$300.00
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# TANK PROTECTION

## SILVER TANK PROTECTION

Our Silver Tank Protection Plan is included with the Silver Oil Plan. In the event that your Heating Oil tank leaks or is in need of repair, you will receive a 15% discount on any repairs deemed necessary. If the tank is beyond repair, you will receive a \$500 credit toward the purchase of a new 275 gallon aboveground oil tank. In addition, with approved credit, Pallett will also offer 12 months, no interest financing for the balance of the new tank installation.

## GOLD TANK PROTECTION

Our Gold Tank Protection Plan is included with the Gold Oil Plan. In the event that your Heating Oil tank leaks or is in need of repair, we will make any repairs deemed necessary. Repairs made using parts listed under "Fuel Supply Parts" on the front of this agreement will be free of charge. Any non-covered parts will be replaced at a 15% discount. If the tank is beyond repair, you will receive a \$500 credit toward the purchase of a new 275 gallon aboveground oil tank. In addition, with approved credit, Pallett will also offer 12 months no interest financing for the balance of the new tank installation.

The Commonwealth of Virginia's Petroleum Storage Tank Fund (VPSTF) covers assessment and environmental cleanup costs resulting from oil tank leaks or accidental spills. Homeowners are covered for up to \$1 million with a \$500 deductible. With our Gold Tank Protection Plan, Pallett Heating and Cooling will cover the deductible.

## TANK PROTECTION TERMS AND CONDITIONS

1. In order to be eligible for the \$500 credit you are required to exclusively purchase your heating oil from Pallett Heating and Cooling and remain on unrestricted Automatic Delivery for a minimum of one year from the date of Tank Replacement. If, for any reason, Automatic Delivery is restricted or cancelled prior to the one year requirement, the \$500 credit will be reversed and payment will be due in 30 days.
2. Pallett will pump water from the tank, once at no charge, to determine whether tank is leaking. If Pallett recommends replacement of tank and customer does not agree to replacement, Pallett will charge for any additional pumping of tank.
3. Tank replacement will be within a reasonable time period, during normal business hours.
4. This Agreement does not include the cost of labor or materials for repair or replacement resulting from acts of God, fire, storms or legislative regulations.
5. Pallett Heating and Cooling accepts no responsibility for pollution that may occur as a result of a leak in a tank, beyond the \$500 deductible for the VPSTF.

# OPTIONAL COVERAGE

## WATER HEATER PLAN\*

Your water heater will be inspected and cleaned once annually during the heating and/or cooling system tune-up. Water heater coverage includes the replacement of the following parts:

- aquastat (well type only)
- blast tube
- burner motor
- draft hoods
- drain valves
- electrodes
- end cone
- factory wiring (power vent only)
- flame spreader
- gas valve
- heating element
- ignition devices
- limit control
- main burner
- manifold
- nozzle
- oil pump
- pilot burner
- pressure and temperature relief valves
- primary control
- safety pilots
- thermocouples
- thermostat control
- transformer
- vent connector
- vent damper

*\*Tank leaks are not covered under this plan*

## LOYALTY CREDITS

For each consecutive year you are enrolled in our Gold or Silver 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.\*

*\*A maximum of \$50 in Loyalty Credits Are Awarded each year, regardless of how many service plans you have.*

- ❖ boiler .....\$500
- ❖ burner.....\$100
- ❖ furnace .....\$350
- ❖ central a/c system.....\$250
- ❖ heat pump.....\$350

## TERMS & CONDITIONS

1. We reserve the right to inspect and approve the equipment to be covered before accepting the service plan. Initial repairs required to put the equipment in acceptable condition are not covered.
2. This plan is in effect during regular service hours, 8a.m. - 4:30p.m. Monday through Friday. After-hours calls for Silver Plan Customers will incur our standard service fees (less 15% discount).
3. Exclusions: This plan does not cover parts or labor when failure is due to:
  - Customer setting thermostat too low to call for heating
  - Customer leaving emergency switch in "off" position
  - Tripped circuit breakers or blown fuses.
  - Dirty air filters. (It is the Customer's responsibility to change or check air filters every month.)
  - Circumstances other than normal wear and tear
  - Depleted thermostat batteries (it is the customer's responsibility to check or replace batteries as needed.)
4. It is the responsibility of the Customer to call and schedule an appointment for annual maintenance.
5. Pallett Heating and Cooling agrees to render service to the Customer's equipment for one year from the month in which the Customer enrolls (the effective date). Gold Plan Customers agree to purchase entire fuel oil requirements using unrestricted automatic delivery for the covered property from Pallett Heating and Cooling. This service plan will be renewed automatically each year unless terminated in writing by either party 60 days prior to its expiration.
6. Upon approval, acceptance and payment, the plan will be effective immediately. Preventative maintenance will be performed during the period the plan is in effect at the mutual convenience of the Customer and Pallett Heating and Cooling.
7. This service plan is not written on a prorated basis, and no refunds will be made if the Customer cancels it prior to its normal expiration date. If a precision tune-up has already been performed in advance and the Customer cancels the plan, the Customer will be billed for the tune-up, which will be payable upon receipt. This service plan is transferable to another homeowner, subject to credit approval, but not from one heating system to another. This service plan is void if anyone other than a Pallett Heating
8. Pallett Heating and Cooling's obligation to furnish parts shall be subject to their availability through normal supply sources. This service plan does not cover replacement of a complete boiler, furnace, burner, domestic (indirect or oil-fired) water heater, humidifier or piping, or any parts or services not mentioned explicitly in the service plan.
9. This service plan is designed and available to Pallett Heating and Cooling customers with a properly maintained account. A finance charge of 1.5% per month (an annual percentage rate of 18%) will be charged on items not paid 30 days from invoice date. If payment is in arrears, account will be referred to an attorney. If account is referred to an attorney for collection, a charge for interest and attorney fees will be included. Said fee will be 33.33% plus interest. SERVICE PLANS ARE NOT IN FORCE IF ACCOUNT IS 60 DAYS OR MORE OVERDUE.
10. The service plan includes 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 Pallett Heating and Cooling.
11. Pallett Heating and Cooling shall be released from liability for failure or delay to provide, within a reasonable time, the service called for under this plan 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.
12. Pallett Heating and Cooling 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 the Customer is away from the premises.
13. It is the Customer's obligation to ensure that heating unit is accessible for service. If it is inaccessible, service will not be performed.
14. Pallett Heating and Cooling shall be released from liability for "run-outs" when the Customer is using a supplemental heat source.
15. This is the entire plan. This plan cancels and supercedes all prior plans.