

Safe Harbor Premium Service Contract



ANNUAL SAFE HARBOR PREMIUM SERVICE CONTRACT INCLUDES:

1. Annual Furnace or Boiler Tune-up

Tune-up includes applicable parts (nozzle, filter, strainer, air filter) and labor. The burner is set up to industry standards utilizing combustion test equipment.

2. 24-Hour Emergency Service

There is no charge for 24-hour emergency service throughout the life of the agreement.

3. 100% Coverage on Selected Parts and Labor

All selected parts and associated labor are covered throughout the life of the agreement (see list of parts on the reverse side).

The length of this agreement is one (1) year from the date of acceptance and payment for the agreement selected. It will automatically renew annually unless we are notified of cancellation in writing 30 days prior to renewal date. Customer must remain on Automatic delivery the entire length of the contract; otherwise the contract will be void.

Available to Harbor Point Energy Products Customers Only

Safe Harbor Premium OIL
\$ 325.00 + tax
Safe Harbor Premium GAS
\$ 285.00 + tax

IMPORTANT

**Heating System must be inspected and approved by a Harbor Point Energy Product's Representative.
 *If water heater is included in this agreement, water heater tune-up must be performed at the same time as furnace or boiler. Water heater coverage includes burner parts, aquastat, controls, emergency switch and an annual tune-up. Hot water tanks are excluded from the parts covered.
 *Customer must remain on Automatic Delivery (Propane, Kerosene, and/or Oil) throughout the extent of the contract year.
 See below for parts covered under this agreement and reverse for terms and conditions.

EXCUSIONS

**Power Venter parts and repairs not eligible.
 *Direct vent specialized parts and repairs not eligible.
 Wood/oil combination units not eligible.

<input type="checkbox"/> Premium Service Agreement	OIL	(\$325.00+ tax)	\$ _____
<input type="checkbox"/> Premium Service Agreement	GAS	(\$285.00+ tax)	\$ _____
<input type="checkbox"/> Add Water Heater Coverage	OIL	(add \$225.00+ tax)	\$ _____
<input type="checkbox"/> Add Water Heater Coverage	GAS	(add \$150.00+ tax)	\$ _____
		Applicable Tax	\$ _____
		Total	\$ _____

Account #: «Customer_Number» Payment: _____

Customer Signature: _____ Date: _____

SAFE HARBOR PREMIUM Contract
Boiler Parts Covered Include:

Aquastat	Hot Surface Igniters
Auto Air Vent	Ignition Leads (Buss Bars)
Backflow Preventer	Ignition Terminals
Boiler Temperature	Ignition Transformer/Igniter
Pressure Gauge	Low Voltage Transformer
Burner Blast Tube	Low Water Cut Off (Electric Probe Style Only)
Burner Coupling/Drive Key	Nozzle (Up to 2.5GPH)*
Burner Fan (Wheel)	Nozzle Assembly
Burner Flange Gasket	Nozzle Line
Burner Head/Turbulator	Oil Filter Cartridge*
Burner Motor (Up to ½ HP)	Oil Filter Complete
Burner Orifice	Pilot Assembly
Burner Tubes	Pilot Burner
Cad Cell Assembly	Pilot Orifice
Cad Cell Eye	Pilot Valve
Circulator Bearing Assembly	Porcelains
Circulator Complete (Wet Rotor Style)*	Pressure Switch (Puff Switch)
Circulator Coupling	Pressuretrol Control
Circulator Flange Gaskets	Primary Control (Cad Cell Relay)
Circulator Motor (up to ¼ HP)	Safety Door Switch
Delayed Oil Valve/Solenoid Valve	Safety Relief Valve
Delayed Oil Valve Coil	Thermocouple
Electrodes	Thermostat (Manual/Non Programmable)
Electronic Ignition Control (Hot Surface/Spark Ignition)	Thermopile
Emergency Switch	Triple Aquastat Relay
Expansion Tank (Bladder Style #30 & #60 Only)	Water Feed (Pressure Reducing
Valve)Flame Sensor	Zone Valve Complete* (Honeywell or Erie Style Only)
Flo-Control Valve*	Zone Valve Motor* (Honeywell or Erie Style Only)
Fuel Pump (Single Stage Only)	
Gas Valve	
Gauge Glass (Includes Washers & Gaskets)	
Igniter Assemblies	

*Denotes One Per Year

SAFE HARBOR PREMIUM Contract
Furnace Parts Covered Include:

Blower Bearings	Nozzle Assembly
Blower Fan (Wheel)	Nozzle Line
Blower Motor (up to ½ HP)	Oil Filter Cartridge*
Blower Pulley	Oil Filter Complete
Blower Shaft	Pilot Assembly
Burner Blast Tube	Pilot Burner
Burner Coupling/Drive Key	Pilot Orifice
Burner Fan (Wheel)	Pilot Valve
Burner Flange Gasket	Porcelain
Burner Head/Turbulator	Pressure Switch (Puff Switch)
Burner Motor	Pressuretrol Control
Burner Orifice	Primary Control (Cad Cell Relay)
Burner Tubes	Safety Door Switch
Cad Cell Assembly	Thermocouple
Cad Cell Eye	Thermopile
Delayed Oil Valve/Solenoid Valve	Thermostat* (manual/non-programmable)
Delayed Oil Valve Coil	
Electrodes	
Emergency Switch	
Electronic Ignition Control (Hot Surface Spark Ignition)	
Fan Limit Control/Snap Disc	
Fuel Pump (Single Stage Only)	
Gas Valve	
Igniter Assemblies/Hot surface Igniters	
Ignition Leads (Buss Bars)	
Ignition Terminals	
Ignition Transformer/Igniter	
Nozzle *(up to 2.05gph)	

*Denotes One Per Year

GENERAL TERMS & CONDITIONS

- Repairs are covered only for the listed parts. For all other work, repairs will be charged at our normal labor rates on a time and material basis.
- A tune-up will be performed once per year during regular working hours. A tune-up includes:
 - Fuel oil equipment Tune-up
 - The following parts are included with a residential tune-up; new oil filter, new oil burner nozzle, and new air filters, if applicable.
 - Installation of oil filter cartridge, burner nozzle, pump screen and air filters, if applicable.
 - Cleaning and checking electrodes, nozzle assembly and pump screen.
 - A safety check on all operating controls.
 - Inspection of chimney.
 - Oiling all motors on burners, fans and circulators.
 - Vacuuming of interior of boiler or furnace and flue pipe.
 - Adjusting system to maximum efficiency test to check results.
 - Additional parts and labor necessary to complete tune-up will be billed at our normal parts and labor rate on a time and materials basis.
 - Includes up to 2 hours labor to complete tune-up. Any additional time over 2 hours required to complete a tune-up would be billed at our normal hourly rates.
 - Gas Equipment Tune-up
 - Clean and adjust thermostat, all safety controls and pilot assembly.
 - Clean burners and controls.
 - Adjust burner for maximum efficiency.
 - Check for gas leaks in furnace.
 - Lubricate moving parts.
 - Check filters.
 - Check belts and adjust tension.
 - Check flue pipe, draft diverter and heat exchanger.
 - Check fan control.
 - Adjust pressure regulator.
 - Check furnace for fumes.
 - Check complete operating cycle.
 - Make necessary recommendations to ensure your maximum comfort, safety and reliability.
 - Includes up to 2 hours labor to complete tune-up. Any additional time over 2 hours required to complete a tune-up would be billed at our normal hourly rates.
- Harbor Point Energy Products will not issue an agreement on obsolete equipment or units seriously in need of repair or replacement.
- Labor is covered only for the repair or replacement of listed parts and services based on the agreement chosen. For all other work, labor and parts will be charged at the normal rates that apply.
- This agreement does not cover; water tanks and anode rods, domestic plumbing, domestic/electrical wiring that is not related to the heating system, cooling equipment, low pressure burners, rotary burners and condensing equipment, electronic air cleaners, permanent air filters, duck work, repair or replacement of obsolete parts which are not available through regular sources of supply or any work that requires us to expose concealed piping or concealed oil or gas lines for repair.
- This agreement does not cover parts or labor, secondary or consequential damages when failure is due to:
 - Air in baseboard radiation or radiators
 - Changes in oil consumption
 - Customer leaving emergency switch in "off" position, thermostat's set improperly, dirty air filter or lack of water in boiler.
 - Failure of customer to maintain proper boiler water level or pressure.
 - Freezing
 - Frozen pipes.
 - Frozen or gelled oil lines.
 - Fuses or circuit breakers blown.
 - Inadequate warm air furnace/boiler room ventilation.
 - Lack of oil/fuel when delivery was delayed due to delinquency in payment.
 - Piping not related to heating system
 - Power interruption, wars, acts of god, accidents, fire damage, flooding, or water damage, government regulations, strikes, riots, material labor shortages, abuse or misuse of the system or other conditions beyond the control of HPEP.
 - Parts expressly excluded from this agreement.
 - Vacant or unattended premises.
- This agreement will be void if:
 - All the fuel oil requirements are not purchased by HPEP.
 - All heating equipment covered by one of our agreements must be serviced by an authorized service representative of HPEP.
 - Customer does not remain on Automatic delivery the entire length of contract.
- Delinquent accounts past 30 days will result in automatic termination. Failure to keep your balance current will also result in cancellation unless arrangements are made with our credit manager. In a rental situation, if a tenant defaults in payment for oil delivered it is the landlord's responsibility.
- There shall be no liability on the part of HPEP for work done by anyone else unless such person is authorized in writing by HPEP to perform such work or furnish such parts.
- All equipment replacement credits are only applicable toward equipment purchased from the installed by HPEP or HPEP authorized personnel.
- This agreement does not insure against leaks from fuel storage tanks or any damages to persons or to property resulting from such leaks. This agreement does not cover any installation, cleanup, removal, remediation, or other costs of compliance with any laws, rules, or disposal, release, or escape of oil or other petroleum substance into or upon the customer's property, surrounding property, atmosphere, or any water course or body of water, unless cause by the negligence of HPEP. Customer shall be responsible for the condition and maintenance of the fuel storage tank, and for compliance with all laws requiring notice to government agencies or officials in the event of a leak from said tank. The length of this agreement is one (1) year from the date acceptance and payment for the agreement you select. It will automatically renew annually unless we are notified of cancellation in writing 30 days prior to renewal date. Renewed agreement may be subject to price and coverage changes. Your annual tune-up will be scheduled automatically. You are covered automatically for an additional 12 months on the date of your agreement is renewed. If the customer moves; this agreement may be assigned to the new owner providing the new owner agrees in writing to assume this contract, all customer's outstanding bills are paid and customer gives HPEP written notice at least (10) days before closing.
- HPEP reserves the right to inspect a heating system before it is accepted for coverage. If inspection shows that the system is in unacceptable condition, it must be repaired or replaced before the customer will be accepted for coverage. HPEP reserves the right to reject, at any time, any equipment from coverage we deem unacceptable. A tune-up completed in anticipation of service agreement renewal will be billed at our Special Price Tune-up rates if the anticipated renewal is cancelled.
- This agreement applies only to single residential heating equipment; additional units at the same location require their own agreement.
- This agreement does not cover any work due to changes in government regulations, codes or insurance company needs or requirements, which might occur at some future date.
- If an obsolete circulator, bearing assembly, motor or zone valve requires upgrading; there will be an additional charge.
- Customer and HPEP agree that there are no promises, terms, conditions or obligations between the parties that are not already contained in this agreement. Statements made by HPEP personnel that are not contained in this agreement have not been relied upon by the customer and are not party to this agreement.

SERVICE HOURS:

During the life of this agreement, HPEP will provide dependable, prompt emergency service 7 days per week, 365 days per year.

EMERGENCY SERVICE:

Constitutes NO HEAT, SERIOUS FUEL LEAKS OR DANGEROUS SITUATIONS. All other regular service work will be performed during normal working hours; MONDAY-FRIDAY; 8AM – 5PM. Non-emergency, if requested after hours will be billed at our standard overtime rates.

**FOR MORE INFORMATION ABOUT THIS SERVICE AGREEMENT
 CALL 315-894-HEAT**