

CROWLEY FUEL COMPANY

PO Box 55 - North Brookfield, MA 01535 - 508-885-4091 - www.crowleyfuel.com

April 26, 2018

Crowley Fuel Customer
8 Mill Street
North Brookfield, MA 01535

Service Address: 8 Mill Street, North Brookfield, MA 01535

Dear Crowley Fuel Customer:

Enclosed is our Service Contract for 2018- 2019. There are few changes in our contract for this year. The price is **\$300.13** which includes a tune-up, Oil Tank Assurance Program, and parts and labor for most repairs that you will need.

We will continue to check anode rods for those customers who have a hot water tank equipped with this tank saving part. An anode rod extends down into the tank and attracts corrosives to it rather than the steel sides of your hot water tank. Over time the corrosives will eat away your anode rod and start working on your tank. We will check them free of charge for you as part of the service contract; but, if you want yours replaced, we will charge an additional **\$52.50**. A properly functioning anode rod can extend the life of your hot water tank well beyond the 5 to 10 year warranty.

We will also inspect oil lines and oil tanks (as we have been doing every year). If we find that your oil line is not in compliance with current state codes, we will let you know and give you an estimate for replacing it. Again, this is work that is not covered by the service contract because it is a pre-existing condition. This will make it possible for you to purchase pollution coverage from you homeowner's insurance carrier. Our fees for this work typically run from **\$200.00** to **\$475.00**.

One big advantage that you have being a Crowley Fuel customer is that we only deliver premium heating oil to your tank which helps reduce the formation of sludge that can cause your system to break down.

Please sign one copy of the service contract and parts & labor list and return them to us at: PO Box 55 North Brookfield, MA 01535. ****Please keep one copy for your records.****

Sincerely,

Robert A. LaFlamme

Robert A. LaFlamme, Crowley Fuel Company
Encs

CROWLEY FUEL SERVICE CONTRACT 2018-2019

General Conditions:

It is the intention of Crowley Fuel Company to provide a reasonably priced service contract to their customers who purchase their fuel oil and heating system service exclusively from Crowley Fuel Company during the term of this contract and whose payments are in good standing (*no debt older than 30 days*). This contract becomes effective when it has been signed by both the customer and Crowley Fuel. It may be necessary for Crowley Fuel to inspect your heating system before signing of the contract. Crowley Fuel reserves the right to approve or disapprove systems for service contracts.

The cost for each service contract will be **\$300.13** (which includes **\$53.13** for the *Oil Tank Assurance Program (OTAP)*) for one heating system, **\$290.13** each for 2 or more heating systems. The fee for a service contract without *OTAP* will be **\$247.00**. Oil-fired hot water tanks are covered for an additional **\$60.00**. These prices include an annual tune-up of the heating system. **The Tune-up must be scheduled before 11/30/2018.**

The term for this contract is from May 1, 2018 to April 30, 2019 and will be renewable every year if agreeable to Crowley Fuel Company and the customer. The contract automatically terminates if the customer stops buying oil from Crowley Fuel Company or carries a debt beyond 30 days. No credit will be issued if the contract is canceled before the expiration date.

Under the service contract, labor and parts are provided free of charge to the customer for repair or replacement of the heating system parts and repairs listed on the accompanying parts & labor coverage page. **Parts not listed on the Parts & Labor Sheet are not covered by this contract.** Repairs or services not covered by the contract will be performed and charged to the customer at prevailing rates. Repair for pre-existing conditions identified prior to this service contract will not be covered. Environmental clean-up, cleaning services, and waste disposal services are not covered by this contract.

This service contract does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect such as having a heating system switch in the off position, unrepaired conditions or conditions that do not comply with applicable codes, or running out of oil (Automatic Delivery customers excluded). This contract does not cover damage to the customer's property, however caused.

Crowley Fuel Co. will provide service as soon as practical for emergency calls and during regular business hours for non-emergency calls. Crowley Fuel Co. will not be liable for any delay or failure to provide service due to conditions beyond their control.

The customer's heating system (including oil tank and fuel line) is the property and responsibility of the customer. The customer agrees to release and hold Crowley Fuel Company harmless from all claims related to loss or damage to personal or real property except as caused by Crowley Fuel's sole negligence. The Customer agrees that Crowley Fuel Company shall not be liable for any incidental, special or consequential damages.

In addition, the Service Plan includes the *OTAP* which provides a chemical solution to prevent corrosion in your oil tank. We recommend that an annual inspection of your fuel tank be performed and we will do that during an annual tune-up of your heating system. If a tank leak occurs due to corrosion after *OTAP* is installed, Crowley Fuel Company will pay most of the cost for replacing your tank in accordance with the terms of the *OTAP Information Sheet*. You must read the *OTAP Information Sheet* enclosed if you are signing up for *OTAP* coverage.

This service contract can be transferred to new homeowners who purchase oil from Crowley Fuel Co. in the event that the residence serviced by the plan is sold.

CROWLEY FUEL COMPANY SERVICE CONTRACT 2018-2019 AGREEMENT

I have read the conditions for the Crowley Fuel Co. Service Contract, the *OTAP Information Sheet* and the Parts Covered and Not Covered and agree to them. I have enclosed my payment for \$_____ for the coverage of service and *OTAP* until April 30, 2019.

I do not wish to enroll my tank in *OTAP*. I am aware that I will be responsible for some fees associated with changing my tank if it leaks. I am enclosing my payment for \$_____ for the coverage of service until April 30, 2019.

Customer Signature: Crowley Fuel Customer
Service Address: 8 Mill Street, North Brookfield, MA 01535

Account #

Date

Robert A. LaFlamme, Crowley Fuel Co.

Date Sent: April 26, 2018

**SIGN 1 COPY OF SERVICE CONTRACT & 1 COPY OF SIGNED PARTS COVERED LIST AND RETURN
PLEASE KEEP A COPY FOR YOUR RECORDS.**

CROWLEY FUEL COMPANY SERVICE CONTRACT 2018-2019

PARTS & LABOR COVERED

This contract includes a complete tune-up, inspection, and heating system evaluation and the following replacement parts: nozzle, oil filter cartridge, oil pump strainer, and fiberglass air filter (when applicable).

The replacement of the following parts is covered by this service contract.

Air Filters (standard fiberglass)	Flue Pipe	Coupling	Nozzle Line Heater
Aquastat	Oil Filter Cartridge	Drawer Assembly	Oil Pump
Barometric Damper	Oil Tank* (only OTAP)	Electrodes	Oil Pump Strainer
Blower Motor	Primary Control	Head or End Cone	Oil Valve
Fan Belt	Oil Burner parts:	Ignitor	Thermostat (Honeywell T87
Fan-Limit Control	Air Tube	Motor	or Equivalent)
Firomatic Switch	Blower Wheel	Nozzle	Toggle Switch
Firomatic Valve & Wheel	Cad Cell	Nozzle Line	

IF PARTS ARE NOT LISTED ABOVE, THEY ARE NOT COVERED

PARTS & LABOR NOT COVERED

Air Conditioning	Circulator Bearing Assembly	Furnace/Heat Exchanger	Pre-Existing Conditions*
Air Filters (pleated, stainless steel, etc.)	Circulator Coupling	Hot Water Tanks	Pressurtrol
Anode Rods	Circulator Flange Gaskets	Mixing or Tempering Valves	Pressure Relief Valve
Anti-Siphon Device	Circulator Motor	Multi-zone relay	Radiators
Asbestos (any contact)	Combustion Chamber	Oil burner (complete)	Steam boiler & piping
Baseboard cover & element	Ductwork	Oil line	Steam Gauge Glass
Bleed oil line (non-Auto customer)	Extrol Tank	Oil line de-aerator	Steam vents
Blower Unit	Float Vent	Oil tanks*	ST-12 Expansion Tank
Boiler Drain Valve	Forced Hot Water Boilers	Oil Tank Vent Alarm	T&P Valve
Boiler Feed Valve	Frozen Pipes	Plumbing or Pipe Repair	Tankless Coil & Gasket
Cartridge Circulator	Frozen or air-bound oil line	Power Vent (full or parts)	Programmable Thermostat
			Zone Valve Power Head

Replacement parts associated with a failed heating system.

*Unsafe or unsanitary conditions such as those caused by improperly stored chemicals or sewage overflows that make servicing dangerous will void this contract.

*Pre-existing conditions such as unsleeved oil lines or improperly wired systems. _____

***Unless your oil tank is eligible and covered by the Oil Tank Assurance Program.** Underground tanks, plastic-lined oil tanks, and tanks that fail the initial inspection cannot be covered by Oil Tank Assurance Program.

Tanks that are covered will receive an annual inspection and be referred to the Oil Tank Assurance Program if any leaks are detected. To minimize pollution damage, it is the responsibility of the customer to alert Crowley Fuel if any leaks are detected either by sight or by smell. Oil lines in contact with cement or the floor must be sleeved or have anti-siphon device installed.

I have read the above information listing which parts & labor are covered and which are not and have read the Oil Tank Assurance Program information sheet.

x _____ (please sign)

PLEASE RETURN 1 SIGNED COPY OF SERVICE CONTRACT AND PARTS LIST. **KEEP ONE FOR YOUR RECORDS.**

Oil Tank Assurance Program (OTAP)

Oil tanks typically leak from the inside out. After some time, water from condensation builds up and rusts out the bottom of the tank. The usual life span for a tank is 20-25 years.

The cost to replace an oil tank is approximately \$2500.00. With *OTAP*, you can rest assured that your cost will be minimal by comparison!

The *OTAP* offers an option whereby for an annual \$50 fee, Crowley Fuel/Tasse Fuel Corp. will replace your tank, should it leak.**

To be eligible for the program, you must meet a few requirements:

- Tank Inspection required -for tank plan participation.
- For new customers - Once you're on the plan, there is a two-year period before assurance is activated (for example, tank leaks are not covered for the first 24 months). If previously enrolled under the old Tank Guard Program, there is no waiting period.

**If your tank leaks, your obligation would be as follows:

- Payment for Permits.
- Cost associated with any Massachusetts code upgrades that are required by law.
- Cost associated with any potential clean up from oil release.

Note: Crowley Fuel/Tasse Fuel Corp.. is not responsible for any hazardous material spills due to tank failure nor is Crowley Fuel/Tasse Fuel Corp. responsible for any clean-up costs related to tank failure.

INFORMATION SHEET