HOME HEATING

SECURITY BLANKET PROTECTION PLANS

W. H. RILEY & SON

Heating Oil & Propane / Est. 1873

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HOME HEATING SECURITY BLANKET PROTECTION PLANS

W. H. Riley & Son Security Blanket Protection Plans address your heating system maintenance needs! Our technicians will test and adjust your system for maximum efficiency and conservation of fuel.

PROTECTION PLAN A & B TUNE-UP ONLY

Under PLAN A & B, W. H. Riley & Son will visit your home to tune-up your heating system. Labor is included for all PLAN A & B TUNE-UPs and includes all listed parts. Service will be performed by our trained and licensed technicians during normal business hours, except for emergencies. During this visit, we will provide the services listed below

- Clean oil/gas burner
- Brush, vacuum and clean flue passages if deemed necessary by the service technician
- Replace oil filter cartridge and clean/replace strainers
- Adjust ignition assembly and replace nozzle
- Lubricate motors as necessary
- Check and replace air filters as necessary. Check operation of controls and switches
- An efficiency test using a combustion analyzer will be done and adjustments will be made for peak performance and maximum efficiency
- Inspect your oil/propane tank for signs of potential leaks

PROTECTION PLAN A & B PARTS and SERVICE

Also covered under PLAN A & B are the repair or replacement of the parts listed on the right. Labor is included for all PLAN B repairs, Labor is covered from 6 am to 8 pm, and will be charged at the OT rate from 8 pm to 6 am. Parts are still covered. While Plan A covers listed parts only, labor is not included. Service will be performed by our trained and licensed technicians during normal business hours, except for emergencies. Parts not listed and labor for all other service calls will be invoiced at our standard rates.

PROTECTION PLAN C FOR OIL and GAS FIRED WATER HEATERS

Oil and gas fired water heater plan C covers all listed parts and labor to replace those parts. Labor is covered from 6 am to 8 pm, and will be charged at the OT rate from 8 pm to 6 am. Parts are still covered. Also covered under plan C is listed parts and labor for tune ups on oil and gas fired water heaters. Tune up includes

- Clean oil/gas burner
- Replace oil filter and clean/replace strainer
- Adjust ignition assembly and replace nozzle
- An efficiency test using a combustion analyzer will be done and adjustments will be made for peak performance and maximum efficiency
- Inspect your oil/propane tank for signs of potential leaks

Not included in any service plan are oil tanks, oil lines, tankless coils, power venters, and wall hung boilers.

Customer Signature_____ Date_____

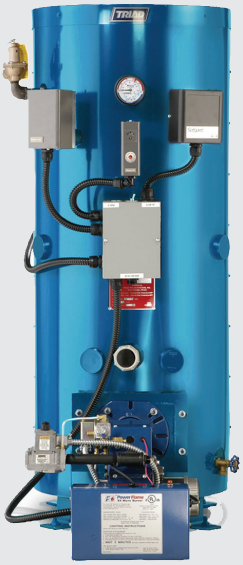
Parts Covered by Protection Plans

Plan A and Plan B Boiler Furnaces and Plan C Water Heaters

Adjustable limit switch
Air scoop
Air filter (basic type)
Aquastat control (universal type)
Aquastat well
Belts
Blower housing
Blower motor
Boiler drain
Boiler relief
Burner flange gasket
Check valve
Circulator
Circulator bolts
Circulator flanges
Circulator gaskets
Combustion chamber
Dirt pocket cap
Draft regulator
Expansion tank
Fan & limit control
Fan & limit switch
Fan relay
Feed valve
Firomatic fuse
Firomatic wheel
Flowcheck
Fuel filter cartridge
Fuel filter complete
Gauge glass
Gauge glass washers
High limit switch
Hi-vent
Pressuretrol
Pressuretrol pigtail
Relief valve
Single capacitor
Smoke pipe
Temp & pressure gauge
Temp & pressure relief
Thermostat (basic)
Time delay switch
Zone valve head

Oil & Gas Burners

Airflow proving switch
Air tube
Blower wheel
Burner motor
Cad cell
Coupling
Coupling ends
Electrodes
End cone
Flame rod
Flame rollout switch
Flame sensor
Flame switch
Gas valve
Hot surface igniter
Igniter
Nozzle
Nozzle adapter
Nozzle line
Oil pump
Pilot assembly
Pilot module
Pilot orifice
Power pile generator
Primary control (universal type)
Pump strainer
Pump strainer gasket
Thermocoupling
Transformer



PICTURES ARE FOR REFERENCE ONLY. See parts list for parts that are covered.

PLAN A and PLAN B TERMS and CONDITIONS

1. CONDITIONS OF COVERAGE
W.H. RILEY & SON, INC. ("RILEY") reserves the right to reject this contract if, upon inspection by the service department, RILEY finds that any portion of the heating system is not in proper working order or unsuitable for servicing. RILEY may make such inspection at any time up to and including the time of the first service call. CUSTOMER agrees to purchase all fuel oil requirements from RILEY. This contract cancels and supersedes all prior contracts between RILEY and the CUSTOMER for service. The effective date of this contract will be the date of execution, subject to RILEY's right to reject this contract, as indicated above. Must be on auto delivery to qualify.

2. PARTS AND SERVICE
Only those parts listed on the reverse side and provided under this contract. Service covered by this contract includes the Plan A & Plan B Tune-Up described on the reverse side and the labor required for the repair of replacement of listed parts. Service provided under this contract will be conducted during normal business hours, except for emergencies. Non-emergency work preformed after normal business hours will be charged at RILEY's current overtime rate. Service for the repair or replacement of non-listed parts is excluded under this contract and will be charged at RILEY's current rates for both parts and labor.

3. FUEL TANK AND OIL LINES
CUSTOMER shall be responsible for the condition and maintenance of the fuel tank, oil lines and piping. RILEY assumes no liability whatsoever for the fuel tank, oil lines or piping. This contract does not provide any coverage for or against tank or line leakage or any damages to persons or property resulting from tank or line leakage. This contract does not cover any installation, clean-up, removal, remedial or other cost of compliance with any environmental or other laws, rules or regulations.

4. ENVIRONMENTAL LIABILITY DISCLAIMER - Read Carefully
RILEY WILL NOT BE RESPONSIBLE FOR BODILY INJURY OR PROPERTY DAMAGE ARISING OUT OF THE DISPOSAL, DISCHARGE, DISPERSAL, RELEASE OR ESCAPE OF OIL, ANY PETROLEUM SUBSTANCE OR DERIVATIVE, OR ANY POLLUTANT, CHEMICAL OR SUBSTANCE INTO OR UPON THE CUSTOMER'S PROPERTY, SURROUNDING PROPERTIES, THE ATMOSPHERE, THE SOIL, ANY WATER COURSE OR BODY OF WATER, OR THE ENVIRONMENT UNLESS CAUSED BY THE NEGLIGENCE OF RILEY.

5. LIMITATION AND DISCLAIMER OF LIABILITY - READ CAREFULLY
EXCEPT AS INDICATED ABOVE, RILEY WILL NOT BE RESPONSIBLE FOR ANY SECONDARY OR CONSEQUENTIAL LOSS OR DAMAGES DUE TO OR RESULTING FROM THE FAILURE OF ANY HEATING SYSTEM PART, VACANT OR UNATTENDED PREMISES, CHANGES IN OIL CONSUMPTION, DELAYS OR FAILURE TO RENDER SERVICE, OR DAMAGES CAUSED BY ACTS OF GOD, STRIKES, MATERIAL OR LABOR SHORTAGES, FIRE, FLOOD, ACCIDENTS, ABUSE OR MISUSE OF THE EQUIPMENT, OR OTHER CONDITIONS NOT WITHIN RILEY'S CONTROL. RILEY'S LIABILITY IS LIMITED TO THE REASONABLE VALUE OF THE SERVICE AND PARTS OFFERED BY THIS CONTRACT AND IN NO CASE SHALL EXCEED $1,000.00. RILEY'S SOLE LIABILITY IN THE EVENT OF A FAILURE TO PERFORM WILL BE THE REASONABLE COSTS OF THE SERVICE AND PARTS SPECIFIED UNDER THIS CONTRACT NOT TO EXCEED $1,000.00. RILEY MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT AS EXPRESSLY SET FORTH HEREIN. NO WARRANTY IS MADE AS TO THE ABILITY OF THE HEATING SYSTEM TO SUPPLY HEAT OR HOT WATER REQUIRED BY THE CUSTOMER.

6. TERMINATION AND DEFAULT
RILEY reserves the right to terminate this contract without notice if the CUSTOMER does any of the following: (a) obtains fuel from any other source; (b) permits any person other than an employee or authorized representative of RILEY to service the CUSTOMER's equipment; (c) fails to maintain an acceptable credit rating with RILEY or is otherwise in arrears on any bill for oil or service due RILEY; (d) fails to purchase all fuel oil requirements on the automatic delivery system provided by RILEY; (e)abuses or neglects the heating system; or (f) fails to provide and maintain suitable storage with outside connections and unimpaired access thereto by oil delivery truck at all times. If this contract is terminated for any of these reasons, CUSTOMER will pay RILEY's standard rates for service and parts for any unused portion of the contract. In the event of termination, no refunds will be made on any fractions of a year for any unused portions of the contract. Any notice by CUSTOMER to cancel this contract will be void unless such notice is in writing addressed to RILEY and mailed by certified mail, return receipt requested, in which case said notice will be effective five days after receipt by RILEY. Until such time, CUSTOMER will remain liable to RILEY for all oil delivered and all services rendered.

7. RENEWAL AND ASSIGNMENT
This contract will remain in force for one year from effective date and will be self-renewing at RILEY's prevailing rates. This agreement may be terminated as described in the above paragraph. CUSTOMER agrees that renewal is subject to price change and changes in coverage, and CUSTOMER agrees to pay RILEY's prevailing rates at the time of renewal.

8. NO VERBAL AGREEMENTS
RILEY and CUSTOMER agree that there are no promises, terms, conditions or obligations between them that are not already contained in this contract, Statements made by RILEY's representative that are not contained in this contract have not been relied upon by CUSTOMER and are not a part of this contract.