

We've got you covered!

Terms & Conditions

OUR SERVICES INCLUDE:



- Heating oil delivery
- Service plans
- Oil equipment service
- 24/7 emergency response
- Installations
- Conversions
- Free estimates



We use an advanced program called a "Degree Days" system which is able to accurately calculate your oil level based on your usage and the temperature outside. You can count on us to arrive with your delivery in a timely manner without ever having to call.

A. The T&S Service Plan is only available to persons who purchase their entire year's fuel supply from the Company by way of automatic delivery. In the event that the Customer purchases oil from another oil company, stops doing business with T&S, or if anyone other than T&S technicians render service to the burner or heating equipment, T&S will automatically terminate the Service Plan.

B. T&S reserves the right to terminate the Service Plan when payments for oil, service, or Service Plan are not made. Payment is due upon receipt of invoice.

C. The Service Plan will automatically renew from year to year at a rate in effect at the time of said renewal unless either party gives 30 days prior written notice to the other party. The Service Plan does not cover the cost of labor or materials for damage when it is caused by electric service interruption, fire, flood, acts of God, water damage, tank leakage, customer negligence, or circumstances beyond the control of the Company. If service is requested and no issue is found, charges WILL apply at the hourly rate in effect at the time of service.

D. T&S reserves the right to reject any service agreement. Service agreements become effective only after our inspection and approval of customer's heating system by a licensed technician. The Company is not responsible for, nor will the Company refund, any expenses that may have been incurred prior to the commencement of the Service Plan. Any pre-existing condition(s) must be remedied prior to commencement of coverage. The Service Plan is nonrefundable. Notwithstanding the above, the Service Plan is transferable to a new property owner in the event of a sale of the property. E. The Company is equipped to provide emergency service promptly. Telephone requests for service will be accepted 24 hours a day, and emergency service will be rendered with reasonable promptness.

F. The T&S service plan does not cover the cost of removing and replacing any materials relating to concealed pipes, ducts, oil lines, storage tanks or concealed heating systems.

G. The Service Plan does not cover obsolete heating units, regular plumbing work, including but not limited to hot and cold-water piping. The Company reserves the right to exclude from coverage any heating system which, in the Company's discretion, should be replaced and is not commonly used.

H. The Basic & Premium Service Plan includes the cost of all labor to repair or replace parts as set forth in the respective plan. However, this plan does not cover the cost of labor due to Customer error, Customer's failure to reset the circuit breaker, replace fuse, set thermostat properly, turn on emergency switch, and oil runout due to credit hold or delivery restrictions.

I. T&S Service is not responsible for loss of heat or any other damages resulting from a freeze-up in occupied or unoccupied dwellings. It is the customer's sole responsibility to arrange for daily house monitoring. If T&S Service is called out as a result of frozen pipes, customer will be billed time and materials.



Trusted Heating Experts

SERVICE PLANS

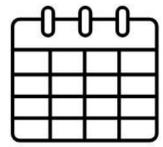
Reliable Comfort & Local Service

(860) 342-1506

**151 William Street
Middletown CT 06457**

tandsheatingandairconditioning.com

CLEANING PLAN



Annual Cleaning

This service plan is an affordable plan to cover the annual cleaning of your oil heating equipment. Cleanings must be scheduled by the customer annually.

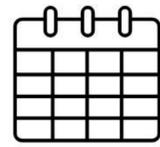
All other service is billable time + materials.

What is done at a cleaning?

1. Tuning the oil burner with replacement parts if needed (nozzle, filter and pump strainer).
2. Vacuum cleaning of furnace, smoke pipe and chimney base.
3. Lubrication of motors, bearings and shafts.
4. Annual replacement of air filters*
Basic air filters only - Exclusions apply
5. Efficiency test for proper mixture of air and fuel to proper specifications.
6. Additional preventative maintenance may be completed at our service specialists discretion.

It is recommended to have your equipment cleaned annually!

BASIC PLAN



Annual Cleaning



24/7 Emergency Service Coverage

Included Parts

- | | |
|---------------------------------|-----------------------------|
| Standard Air Filters (1 change) | Fan and Limit Control |
| Primary Control | Burner Control Wiring |
| Aquastat | Pressuretrol |
| Triple Aquastat | Pump Strainer |
| Cad Cell Eye | Toggle Switches |
| Burner Motor | Smoke Pipe |
| Fuel Pump | Turbulator/Blast Tube |
| Ignition Transformer | Thermostat (basic) |
| Drive Coupling | Filter Cartridge |
| Burner Fan | Delay Oil Valve |
| Nozzle | Circulator Motor + Coupling |
| Nozzle Adapter | Circulator Relay |
| Electrodes | Blower Motor (up to 1/2 hp) |
| Porcelain Insulators | Draft Regulator |
| Firomatic Valve | Zone Valve Motor |

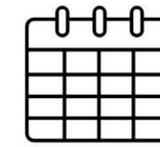
Optional Indirect Water Heater Coverage

Indirect Electric water heater/aqua booster. Covers: Circulators, flow checks, zone valves, thermostats, relays, relief valves.

Oil Fired Water Heater Coverage

Annual tune-up and preventive maintenance of hot water heater, includes oil burner parts and controls. Pressure and temperature relief valves are also covered.

PREMIUM PLAN



Annual Cleaning



24/7 Emergency Service Coverage



Water-related Parts & Service

Included Parts (In addition to the Basic Plan)

- High Efficiency Air Filter (1 per plan)
- Sight Glass
- Relief Valve
- Automatic Water Feeder
- Mixing Valves
- Vent Alarm
- Vent and Fill Pipes
- Flow Check Valves
- Expansion Tank
- Expansion Tank Drain
- Air Scoop
- Combustion Chamber
- Humidifier (Pads and Parts)
- Blower Bearings+ Belts + Pulleys
- Pressure and Temp Gauges
- Back Flow Preventor
- Baseboard
- Registers
- Low Water Cut Off
- Circulator Pump
- Zone Valve
- Hi-Vent
- Oil Tank Gauge

These plans do not include any material or labor to repair power vent systems, frozen pipes or oil lines, replacement of electronic circuit boards, dampers or Wi-Fi thermostats.