



ANNUAL RESIDENTIAL OIL SERVICE PLANS

Dear Valued Haffner's Residential Customer:

We at HEG Inc. ("Haffner's", "us", "we" or "our") are excited to let you know that we are rolling out our Annual Residential Oil Burner Service Plans ("Service Plans") to our heating oil customers. As part of the Haffner's family, you are eligible to participate in our Service Plans which will initially run from for a period of one year from your enrollment date (the "Initial Term") and will auto-renew on an annual basis. Customers enrolled in our Kick Plan or Deluxe Kick Plan may be eligible for our Water Heater Service Plan (oil fired units only) and Oil Tank Protection Plan. Our "Service Plans" include our: Base Plan, Kick Plan, Deluxe Kick Plan, Water Heater Service Plan and Oil Tank Protection Plan.

PLEASE CIRCLE THE SERVICE PLAN(S) THAT YOU WOULD LIKE TO ENROLL IN:

BASE PLAN

KICK PLAN

DELUXE KICK PLAN

IF YOU HAVE ELECTED TO ENROLL IN OUR KICK PLAN OR DELUXE KICK PLAN AND WOULD LIKE TO PARTICIPATE IN ONE OR BOTH OF THE FOLLOWING SERVICE PLANS, PLEASE CIRCLE THEM:

**WATER HEATER SERVICE PLAN
(OIL FIRED UNITS ONLY)**

OIL TANK PROTECTION PLAN

By signing below I acknowledge and agree that (1) I have selected the Service Plan(s) circled above, (2) I have read and agree to the terms and conditions set forth in the Service Plan Summary and the Haffner's Service Plans General Terms and Conditions found at haffnersoil.com/pages/terms-and-conditions, the terms of which are incorporated in full by reference, (3) the Service Plans and the services to be furnished thereunder are subject to the terms and conditions set forth in the Service Plan Summary and Haffner's Service Plans General Terms and Conditions, copies of which have been made available to me at haffnersoil.com/pages/terms-and-conditions and also by mail or electronic mail upon request, and (4) this signature page, the Service Plan Summary and the Haffner's Service Plans General Terms and Conditions (collectively, this "Agreement") constitute the entire agreement between Haffner's and me.

Sign Your Name Here: _____

Print Your Name Here: _____

Print Date: _____

Print Address: _____

SERVICE PLAN SUMMARY

BASE PLAN

Annual Price: \$159.95 per Year

Description of Services:

Under our Base Plan, we will perform an annual service for your heating system in the form of a system tune-up and efficiency test as follows:

- Clean Boiler or Furnace
- Clean Smoke Pipe and Chimney base if necessary
- Inspect and vacuum combustion chamber
- Replace oil filter cartridge
- Replace oil nozzle
- Clean or replace pump strainer (as determined by our tech)
- Lubricate all motors
- Clean and adjust electrodes
- Test control safety timing
- Test low water cutoff (for steam systems only)
- Perform combustion efficiency test

The annual service under our Base Plan must be scheduled by you by calling us at 978-683-2771. The annual service will be performed only during our normal business hours and may not be scheduled during the period of October 15th through December 15th. You must make your heating unit accessible to us so that we can service it.

KICK PLAN

Annual Price: \$299.95 per year

Description of Services:

Our Kick Plan includes everything in our Base Plan, plus it covers replacement during the Initial Term and any Renewal Term of the burner parts listed below that may become defective due to normal wear and tear. The Kick Plan includes up to one (1) hour of labor (at current rates) per service call made during normal business hours (Monday-Friday, 7:30AM-5:00PM). We will bill you for labor performed in excess of one (1) hour per service call and for services performed outside of our normal business hours. You will not be billed for hours spent by our techs in performing the annual service included in our Base Plan.

Covered Burner Parts*: blower bearings, blower belt, blower pulleys, burner air tube, burner coupling, burner fan, burner head, burner motor, nozzle, cad cell, draft regulator, electrodes, fuel pump, emergency switch, ignition transformer, primary control, smoke pipe, blower motor (for heating system only – *not* air conditioning), oil filter cartridge, fan and limit control.

*See exclusions on the next page for parts and equipment that are not covered.

DELUXE KICK PLAN

Annual Price: \$399.95 per year

Description of Services:

Our Deluxe Kick Plan includes everything in our Base Plan plus everything in our Kick Plan, and covers all labor during the Term for the installation or repair of the parts covered under our Kick Plan.

WATER HEATER SERVICE PLAN

Annual Price: \$99.95 per year

Description of Services:

Under our Water Heater Service Plan, we will perform an annual service for your oil fired water heater in the form of a system tune-up and replace the water heater parts listed below that may become defective due to normal wear and tear. We will bill you for labor performed to replace parts. You will not be billed for hours spent by our techs in performing the annual service.

Covered Parts: oil burner motor, ignition transformer, firomatic valve, electrodes, oil pump, nozzle, primary control and burner coupling.

The following parts are **not covered:** tank, aquastat, relief valve or piping.

OIL TANK PROTECTION PLAN

Annual Price: \$59.95 per year (per tank)

Description of Plan:

Under our Oil Tank Protection Plan, we will provide you with a credit in an amount of \$1,000 toward the replacement cost of a new above ground oil tank that leaks due to normal wear and tear. If you have more than one oil tank, you must purchase separate Oil Tank Protection Plans for each tank. The \$1,000 credit will be applied to the amount that we invoice you for the costs to replace your oil tank. All work must be performed by us. You will be responsible for all costs in excess of \$1,000.

Eligible Tanks: You are only eligible to participate in our Oil Tank Protection Plan if your oil tank satisfies (as determined by us in our discretion) the following requirements:

- Tank must be above ground
- Tank capacity must not exceed 330 gallons
- Tank must be used for residential purposes only
- Tank must meet all current codes and other legal requirements
- Tank must be installed inside the residence
- Tank must not have any patches
- Our tank inspection

IN ORDER TO BE ELIGIBLE IN OUR OIL TANK PROTECTION PLAN YOU MUST BE ENROLLED IN OUR AUTOMATIC FUEL DELIVERY PROGRAM. IF AT ANY TIME DURING THE TERM YOU ARE NO LONGER ENROLLED IN OUR AUTOMATIC FUEL DELIVERY PROGRAM, YOUR OIL TANK PROTECTION PLAN(S) WILL AUTOMATICALLY TERMINATE WITHOUT NOTICE AND YOU WILL NOT BE ELIGIBLE FOR ANY REFUNDS.

OUR OIL TANK PROTECTION PLAN DOES NOT EXTEND TO ANY ENVIRONMENTAL CLEAN UP OR ENVIRONMENTAL IMPACT COSTS. YOU ARE RESPONSIBLE FOR ANY AND ALL CLAIMS, DAMAGES OR LOSSES ARISING OUT OF OR RESULT FROM ANY RELEASE OF PETROLEUM PRODUCTS. WE DO NOT GUARANTEE THAT YOUR OIL TANK WILL NOT LEAK OR FAIL.

Our Service Plans **DO NOT** cover parts or labor when failure occurs as a result of any of the following:

EXCLUSIONS	
<ul style="list-style-type: none">• Failure of circuit breakers or fuses	<ul style="list-style-type: none">• Customer leaving switch off or setting the thermostat low to operate unit
<ul style="list-style-type: none">• Frozen oil or water lines	<ul style="list-style-type: none">• Power venter or chimney problems
<ul style="list-style-type: none">• Vacant or unattended premises or inaccessible areas	<ul style="list-style-type: none">• Fuel tank failure or water or sediment in the oil line
<ul style="list-style-type: none">• Lack of oil or service when caused by customers' failure to make payments when due or when customer is not on automatic delivery	<ul style="list-style-type: none">• A/C related parts are not covered. If the part is used for both heating and A/C, you will be charged the difference between the heating only part and the heating A/C part
<ul style="list-style-type: none">• Lack of preventative maintenance	<ul style="list-style-type: none">• Equipment damaged by power surges or portable home generators
<ul style="list-style-type: none">• Fuel flow problems	<ul style="list-style-type: none">• Frozen heating systems or pipers
<ul style="list-style-type: none">• Damage to heating systems caused by fire, flood, lightning, acts of God, electrical interruption or power surges, or lack of fuel.	

Our Service Plans are **ONLY** available to our customers. If you procure fuel or service from a source other than Haffner's, your Service Plan will automatically terminate.

Our Service Plans **DO NOT** cover the following items, systems or services:

- Replacement of entire unit or any of the following systems and devices: flues, duct systems, radiator's, registers and grills, and heating system piping
- Electrical service from the circuit breaker to the unit
- Water leaks
- Heat exchanger repair or replacement
- Calls for plugged air filters or to balance heat to individual rooms
- Radiator replacement or repair
- Oil lines replacement or repair

If a part is not covered by the Service Plan you select, then labor is not included and you shall pay us at our then current rates for such labor.

If any services are not specifically covered by the Service Plan you select, you shall pay us at our then current rates for such labor.

Services covered by our Service Plans are available during normal working hours, which are Monday through Friday from 7:30AM to 5:00PM. After-hours service calls apply to "no heat" situations only. All other system malfunctions that do not cause the main heating system to malfunction will not be covered during non-business hours.

As a participant in our Service Plans, you are eligible to receive priority scheduling for service. We endeavor to provide prompt emergency service 24 hours a day, 365 days a year.

Our Service Plans are subject to the Haffner's Service Plans General Terms and Conditions, a copy of which can be reviewed at haffnersoil.com/pages/terms-and-conditions. You may also request that a copy be mailed or emailed to you.