

A/C SERVICE PLAN

\$55.00/UNIT + PARTS

Customers must have a heating plan to be eligible for A/C Service Plan.

A/C Service Plan Coverage Includes:

- **A/C Tune-Up**
- **25% Discount on Parts & Labor**
- **Service during Normal Working Hours**



*Coolant not included in plan and is billed separately.



\$ Qualifying tanks receive a \$1,200 credit toward a complete tank replacement. Non qualifying tanks receive a \$100 tank upgrade credit. (Customer is responsible for the difference in TankSure coverage and full tank replacement costs) Copay \$400.

Tree icon EPA-Approved Testing Technology: Ultrasonic equipment detects the level of corrosion inside oil tanks.

House icon Helps protect your home (your biggest investment), your property and our environment. Proactive replacement can help avoid costly remediation expenses.

Smartphone icon Ultrasonic inspection of tank wall thickness evaluates when a proactive replacement is necessary BEFORE the tank leaks (in most cases).

Why Choose Oil?



Drum Oil & Propane has been delivering trusted fuel oil for over 70 years and continues, to this day, promoting its use in our customers' homes. Modern fuel oil technology allows fuel oil to be burned 95% cleaner today than in 1970. You can rest assured that by choosing oil heat to heat your home and hot water, you are choosing wisely. Other benefits include:

- **Fuel oil is always competitively priced**
- **Ultra-low-sulfur heating oil is better for the environment than natural gas**
- **Fuel oil is a non-explosive, safe fuel**

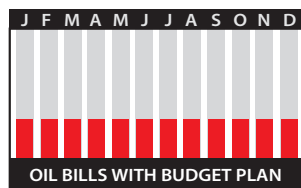
Budget Plan

Our budget plan payment option is in place to help our customers plan out their heating payments all year long. By spreading your payments evenly throughout the year, you eliminate the larger fuel bills that hit in the winter months.



NOT EASY

EASY



Heating Oil Service Agreements



Dependable home heating & air conditioning family business since 1946!



(716) 772-2626 • 1 (877) DRUM OIL
www.drumoil.com • drum@drumoil.com

Drum Oil & Propane
8776 Rochester Road
Gasport, NY 14067

Hours of Operation:
Monday-Friday 7am-5pm
Saturday 8am-12noon

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- PARTS PROTECTION PLAN A+ **NOW** \$385.95/UNIT (WAS \$417.95/UNIT)
 - PARTS PROTECTION PLAN A **NOW** \$246.95/UNIT (WAS \$268.95/UNIT)
 - HOT-WATER HEATER PLAN **NOW** \$134.95/UNIT (WAS \$146.95/UNIT)
 - ANNUAL INSPECTION ONLY \$103.00/HR + PARTS *
 - AIR CONDITIONING PLAN \$55.00 + PARTS*
- (Must have heating plan to be eligible for coverage)

Please contact me about:

- HEATING EQUIPMENT UPGRADE

YES! I would like to sign up for the following: CHECK THE DESIRED PLAN(S) AND RETURN THIS PORTION OF THE FORM WITH PAYMENT BY MAY 1, 2020

TOTAL COST FOR SELECTED PLANS: \$ _____ FOR # _____ UNIT

PHONE: _____
E-MAIL: _____

CUSTOMERS SIGNATURE: _____

By signing, customer agrees with the terms & conditions listed on the reverse side
Tax included in price. *Invoiced at time of service. Please do not pre-pay

PLANS EFFECTIVE FROM 5/1/2020 TO 4/30/2021 (MUST BE CREDIT APPROVED)

- Please add me to a monthly budget payment plan**

General Conditions & Exclusions

Within are your service agreement options covering your heating system through the upcoming heating season. If you choose to protect your heating system by subscribing to the service agreement, an annual inspection and cleaning will be included. Hot-Water Heater Plan for oil-fired hot water heaters may be purchased only when Parts Protection Plan A or A+ is purchased. For new subscribers to the plan, there will be a thirty (30) day waiting period before the plan takes effect. Drum Oil reserves the right to reject this application pending an inspection of equipment being covered for the first time. The plan will become void if fuel is supplied by another fuel supplier or if the unit has been serviced or tampered with by others. We reserve the right to disallow any claim for blower motors where an auxiliary heating system or air conditioning system is run in conjunction with the heating unit. **By subscribing to Parts Protection Plan A or A+ (or Annual Inspection alone) your aboveground fuel tank will be protected under the TankSure® Program.** Notice to cancel provision: The owner may cancel the maintenance service contract until midnight of the third business day after the day on which the owner has signed an agreement or offer to purchase an agreement. All service contract prices and service rates contained herein are effective between May 1, 2020 and April 30, 2021.

If you do not wish to subscribe to any of the plans but would like an annual inspection and cleaning performed, just check "Annual Inspection Only" on the reverse side of this brochure. You will be billed \$99.00/hour plus parts and tax upon completion of the inspection and cleaning. To receive this discounted summer annual inspection rate, you must schedule your appointment by August 31st. **Effective May 1, 2020, our standard labor rates are as follows: Mon-Fri: 7am-5pm, \$65.00 service charge, \$103.00/hr. thereafter. Nights/Weekends: \$100.00 service charge, \$105.00/hr. thereafter.**

PARTS NOT COVERED LIST:

Parts Protection Plan A+: Complete replacement of heat exchanger, boiler, furnace, complete burner, air conditioners, humidifiers, duct work or tin repair, baseboard or Pex tube leaks or repairs, electronic air cleaner, hydronic antifreeze, chimney liner, underground oil tanks, domestic coils. Plan does not cover: labor to replace any excluded part, damage by water, fire, low voltage, acts of God, fuse replacement, obsolete parts or equipment no longer replaceable, damage from attached air conditioning, humidifier, electronic air cleaner, charging A/C unit, runouts when on will-call delivery.

Parts Protection Plan A: Complete replacement of heat exchanger, boiler, furnace, complete burner, air conditioners, humidifiers, radiant heat equipment, ductwork or tin repair, baseboard or Pex tube leaks or repairs, combustion chamber, humidifier parts, chimney liners, underground oil tanks, air purgers & bleeders, zone valve bodies, circulator bearing assemblies, relief valves, expansion tanks, feedwaters, domestic tempering valves, electronic air cleaners, spaceguard air filters, smoke pipe, low water cutoffs, domestic coils, hydronic antifreeze, steam (auto feeder, condensate pump, low water cut off, pressure switch). Plan does not include labor for the following: to replace any excluded parts or labor after normal working hours (you will be charged normal daytime rate), ductwork or tin repair, damage by water, fire, low voltage, acts of God, fuse replacement, obsolete parts or equipment no longer replaceable, damage from attached air conditioning, humidifier, electronic air cleaner, charging A/C unit, runouts when on will-call delivery.

Hot-Water Heater Plan: Relief valve, expansion tank, anode rod, complete tank or burner replacement, power vent inducer motor, after-hours labor and labor on excluded parts, obsolete parts or equipment no longer replaceable.

Annual Maintenance Plan: Has NO covered parts included

LIMITED EMERGENCY PRIORITY NO-HEAT SERVICE:

Available to all Plan A and Plan A+ customers 7 days per week, 7am to 9pm. For after-hours no heat calls outside of those hours, we will have several high output infrared quartz electric heating units available. These heaters are capable of safely warming one or two rooms each and will keep you and your family warm until the morning. Our on-call staff member will provide you with the necessary details when you call.

****Reminder: with an extended warranty the manufacturer requires annual maintenance. You will be billed \$103.00/hour plus parts and tax upon completion of the inspection and cleaning.****

PARTS PROTECTION PLAN A+

\$417.95/UNIT - ABOUT \$35 A MONTH!

Our Parts Protection Plan A+ Covers:

■ Annual Inspection

- ✓ Saves up to 10% on annual heating costs
- ✓ Extends the lifespan of your heating equipment
- ✓ Required annually to maintain warranty coverage

- Test & adjust oil burner for maximum efficiency
- Check all safety & operating controls
- Vacuum clean furnace & smoke pipe (when accessible & necessary)

■ The TankSure® Program

- \$1,200 toward a complete tank replacement
- \$100 non-qualifying tank upgrade credit
- See additional TankSure Program benefits on back panel

■ Service Labor

- During normal working hours (7am-5pm, Mon-Fri)
- Night and weekend service for emergency "no-heat" situations

■ Parts Coverage

The following parts are covered for repair or replacement:

- Air Filter
- Aquastat
- Blower bearing & shaft
- Blower belt or motor
- Burner motor
- Circulator coupling
- Circulator motor
- Electrodes
- End cone & tube
- Fan & limit control
- Fuel pump
- Nozzle
- Oil filter
- Primary relay
- Pump coupling
- Transformer
- Thermostat (non-prog.)
- Air & bleeder
- Boiler tempering valve
- Circ. bearing assembly
- Combustion chamber
- Expansion tank
- Feedwater
- Humidifier parts
- Low water cutoff
- Radiant Ht equipment
- Relief valves
- Smoke pipe (if needed)
- Spaceguard filter
- Zone valve
- Auto feeder
- Condensate pump
- Low water cutoff
- Pressure switch (for steam boilers)

PARTS PROTECTION PLAN A

\$268.95/UNIT - ABOUT \$22 A MONTH!

Our Parts Protection Plan A Covers:

■ Annual Inspection

- ✓ Saves up to 10% on annual heating costs
- ✓ Extends the lifespan of your heating equipment
- ✓ Required annually to maintain warranty coverage

- Test & adjust oil burner for maximum efficiency
- Check all safety & operating controls
- Vacuum clean furnace & smoke pipe (when accessible & necessary)

■ The TankSure® Program

- \$1,200 toward a complete tank replacement
- \$100 non-qualifying tank upgrade credit
- See additional TankSure Program benefits on back panel

■ Service Labor

- During normal working hours (7am-5pm, Mon-Fri)
- After hours labor will be charged at daytime rates

■ Parts Coverage

The following parts are covered for repair or replacement:

- Air Filter
- Aquastat
- Blower bearing & shaft
- Blower belt or motor
- Burner motor
- Circulator coupling
- Circulator motor
- Cartridge circulator (mini)
- Electrodes
- End cone & tube
- Fan & limit control
- Fuel pump
- Nozzle
- Oil filter
- Primary relay
- Pump coupling
- Transformer
- Thermostat (non-prog.)
- Zone valve-head only



HOT-WATER HEATER PLAN

\$146.95/UNIT - W/ PURCHASE OF PLAN A+ OR A

Our Hot-Water Heater Plan Covers:

■ Annual Inspection

- ✓ Saves up to 10% on annual heating costs
- ✓ Extends the lifespan of your heating equipment
- ✓ Required annually to maintain warranty coverage

- Test & adjust oil burner for maximum efficiency
- Check all safety & operating controls

■ Service Labor

- During normal working hours (7am-5pm, Mon-Fri)

■ Parts Coverage

The following parts are covered for repair or replacement:

- Aquastat
- Burner motor
- Burner tube
- Electrodes
- End cone
- Fuel pump
- Nozzle
- Pump coupling
- Relay
- Transformer

Tankless hot water heaters are covered under a separate plan; exclusions may apply. Please call for more information and pricing.

Annual Maintenance Plan \$103.00/HR + PARTS (billed at time of service)

Our Annual Maintenance Plan Covers:

■ **Clean:** Burner Assembly

■ **Inspect:** Belt, Combustion Chamber, Controls and Filters

■ **Lubricate:** All Motors

■ **TankSure®:** Perform Ultrasonic Tank Test

Reminder: with an extended warranty the manufacturer requires annual maintenance. You will be billed \$103.00/hour plus parts and tax upon completion of the inspection and cleaning.

Parts not covered by Parts Protection Plan A+, Plan A and Hot-Water Heater Plans are listed in the General Conditions. Prices include tax and are subject to change without notice.