

## A/C SERVICE PLAN

\$99.95/UNIT + PARTS  
\$159.95/UNIT + PARTS

DUCTED CENTRAL AIR SYSTEM  
DUCTLESS MINI-SPLIT SYSTEM

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. Copay \$700. (Customer is responsible for the difference in TankSure coverage and full tank replacement costs)

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

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

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
- Available from a local vendor, not a large utility

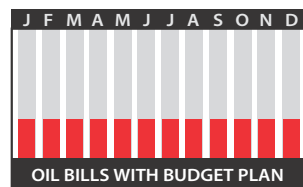
### Budget Plan

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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|   |                           |
|---|---------------------------|
| <b>HEATING PLANS</b>  |                           |
| <input type="checkbox"/> PARTS PROTECTION PLAN A+   | \$414.95                  |
| <input type="checkbox"/> PARTS PROTECTION PLAN A  | \$264.95                  |
| <input type="checkbox"/> ANNUAL INSPECTION ONLY   | HOURLY LABOR RATE + PARTS |
| <b>AIR CONDITIONING &amp; WATER HEATER PLANS</b><br><small>(Must choose one of the above heating plans to be eligible for a water heater or A/C Plan)</small> |                           |
| <input type="checkbox"/> HOT WATER HEATER PLAN  | \$144.95                  |
| <input type="checkbox"/> DUCTED CENTRAL AIR SYSTEM*   | \$99.95                   |
| <input type="checkbox"/> DUCTLESS MINI-SPLIT SYSTEM   | \$159.95                  |

**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.

PLANS EFFECTIVE FROM 5/1/2022 TO 4/30/2023 (MUST BE CREDIT APPROVED)

Please add me to a monthly budget payment plan

Note: In order for Drum Oil & Propane to be able to provide after hours emergency no heat service (see our hours of service), our customers must participate in an annual maintenance plan of their heating system.

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, 2022

## 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, 2022 and April 30, 2023.

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 \$110/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, 2022, our standard labor rates are as follows: Mon-Fri: 7am-5pm, \$70 service charge, \$110/hr. thereafter. Nights/Weekends: \$106 service charge, \$130/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, fields barometric dampener, spaceguard air filters, smoke pipe, low water cutoffs, domestic coils, hydronic antifreeze, steam (auto feeder, condensate pump, low water cut off, pressure switch, spirovents). 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 \$110/hour plus parts and tax upon completion of the inspection and cleaning.\*\***

## PARTS PROTECTION PLAN A+

\$414.95/UNIT - ABOUT \$34 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

- Excluding non-covered parts
- Night and weekend service for emergency "no-heat" situations

### ■ Parts Coverage

The following parts are covered for repair or replacement:

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

## PARTS PROTECTION PLAN A

\$264.95/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                  | • Fan & limit control    |
| • Aquastat                    | • Fuel pump              |
| • Blower bearing & shaft      | • Nozzle                 |
| • Blower belt or motor        | • Oil filter             |
| • Burner motor                | • Primary relay          |
| • Circulator coupling         | • Pump coupling          |
| • Circulator motor            | • Transformer            |
| • Cartridge circulator (mini) | • Thermostat (non-prog.) |
| • Electrodes                  | • Zone valve-head only   |
| • End cone & tube             |                          |



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. Lack of air-conditioning and lack of hot water does not meet the criteria required for an after hours emergency visit.

## HOT-WATER HEATER PLAN

\$144.95/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     | • Fuel pump     |
| • Burner motor | • Nozzle        |
| • Burner tube  | • Pump coupling |
| • Electrodes   | • Relay         |
| • End cone     | • Transformer   |

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

## Annual Maintenance Plan

\$110/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 \$110/hour plus parts and tax upon completion of the inspection and cleaning.\*\*

Please note that a minimum of 1 hour of labor will be charged for all annual cleanings.