

A/C PARTS & LABOR DISCOUNT PLAN

\$135.00/UNIT (FOR CENTRAL AIR)

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.

MINI-SPLIT A/C SERVICE PLAN

Billed for time and materials used at time of service

Customers are responsible for the time and materials cost it takes for Drum Oil & Propane to clean and inspect the ductless mini-split unit. Drum Oil & Propane will get your system operating at peak efficiency upon completion. Times may vary based on the equipment's use, history, and complexity.



Why Choose Oil



Drum Oil & Propane has been delivering trusted fuel oil for over 75 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

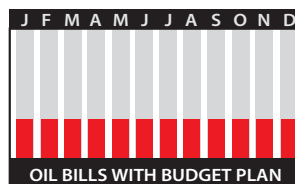
Budget Plan

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

HEATING PLANS	
<input type="checkbox"/> PARTS & LABOR PROTECTION PLAN	\$435.00
<input type="checkbox"/> PARTS & LABOR DISCOUNT PLAN	\$335.00
<input type="checkbox"/> ANNUAL PREVENTATIVE MAINTENANCE	HOURLY LABOR & PARTS
AIR CONDITIONING & WATER HEATER PLANS	
<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	\$175.00
<input type="checkbox"/> DUCTED CENTRAL A/C PLAN	\$135.00
<input type="checkbox"/> DUCTLESS MINI-SPLIT SYSTEM	HOURLY LABOR & PARTS

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.

Please add me to a monthly budget payment plan

PLANS EFFECTIVE FROM 5/1/2024 TO 4/30/2025 (MUST BE CREDIT APPROVED)

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.

Drum Oil & Propane • 8776 Rochester Road • Gasport, NY 14067 • (716) 772-2626 • (877) DRUM OIL • www.drumoil.com

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, 2024

General Conditions & Exclusions

Within are your service agreement options to cover your fuel oil heating system through the upcoming year. If you choose to protect your heating system by subscribing to the service agreement, an annual preventative maintenance and cleaning will be included. The hot water heater discount plan for oil fired hot water heaters may be purchased only when accompanied by one of the three furnace/boiler plans. For new subscribers to the plan, there will be a thirty (30) day waiting period before the plan takes effect. Drum Oil & Propane also reserves the right to reject this application pending an inspection of the equipment being covered for the first time. The plan will become void if fuel is supplied by another fuel provider 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 a heating system plan, your above-ground 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, 2024 and April 30, 2025.

PARTS NOT COVERED LIST FOR PARTS & LABOR PROTECTION PLAN

The following are not covered under this service plan: 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, circulator bearing assemblies, 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 parts or 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.

ANNUAL PREVENTATIVE MAINTENANCE

If you opt for the Annual Preventative Maintenance Plan, you will be billed \$128/hour plus parts and tax upon completion of the inspection and cleaning. To receive summer annual maintenance (where you will not be charged for a service call), your appointment must be scheduled for a date before August 31st. Effective May 1, 2024, our standard labor rates are as follows: Mon-Fri: 7am-5pm, \$79 service charge, \$128/hr. thereafter. Nights/Weekends: \$123 service charge, \$148/hr. thereafter.

LIMITED EMERGENCY PRIORITY NO-HEAT SERVICE:

Available to all fuel oil service plan customers 7 days per week, 7am to 8pm. 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 \$128/hour plus parts and tax upon completion of the inspection and cleaning.

PARTS & LABOR PROTECTION PLAN

\$435.00/UNIT - ABOUT \$36 A MONTH!

Our Parts & Labor Protection Plan Covers:

■ Annual Preventative Maintenance

- ✓ 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
- Limited night and weekend service for emergency “no-heat” situations, 7 days/wk, 7am-8pm (24hr emergency response for a propane leak)

■ Parts & Labor Coverage

The following parts and the labor to repair or replace them are covered:

- | | |
|-------------------------------|---|
| • Air Filter (basic 1" type) | • Nozzle |
| • Aquastat | • Oil filter |
| • Blower bearing & shaft | • Primary relay/control |
| • Blower belt or motor | • Pump coupling |
| • Burner motor | • Relief valves |
| • Circulator coupling | • Transformer |
| • Circulator motor | • Thermostat (Non-WiFi. Limit 1 per year) |
| • Cartridge circulator (mini) | • Zone valve (Limit 1 per year) |
| • Electrodes | • Gaskets |
| • End cone & tube | • Pump screen |
| • Expansion tank | |
| • Fan & limit control | |
| • Feedwater | |
| • Fuel pump | |

PARTS & LABOR DISCOUNT PLAN

\$335.00/UNIT - ABOUT \$28 A MONTH!

Our Parts & Labor Discount Plan Covers:

■ Annual Preventative Maintenance

- ✓ 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

*Additional charge may be necessary in cases where we must cut a tank to remove it from your basement.

■ Parts & Labor Coverage

- 25% Discount on all parts & the labor to repair or replace them for items that are not covered at the time of scheduled maintenance.
- Limited night and weekend service for emergency “no heat” situations, 7 days/wk, 7am-8pm at 25% discount.
- 24hr emergency response for a propane leak
- **Parts Covered:** Nozzle, oil filter and basic air filter

Annual Preventative Maintenance

Billed for time and materials used 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 for time and materials plus tax upon completion of the preventative maintenance.

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

HOT-WATER HEATER DISCOUNT PLAN

\$175.00/UNIT - W/ PURCHASE OF HEATING PLAN

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

■ Parts & Labor Coverage

- 25% Discount on all parts & the labor to repair or replace them for items that are not covered at the time of scheduled maintenance.
- After hour labor will be charged at daytime rates (normal working hours are considered 7am-5pm, Mon-Fri)
- **Parts Covered:** Nozzle, oil filter and basic air filter

Tankless hot water heaters are covered under a separate plan; exclusions may apply. Please call for more information and pricing. In order to participate in our HWH Discount Plan, you must also have an active service plan for your heating system.

Benefits of a Service Plan



ANNUAL SYSTEM CLEANING

The annual system cleaning will keep your system operating at peak efficiency which saves on fuel usage and extends the life of your equipment.



PARTS & LABOR COVERAGE AVAILABLE

We offer a variety of coverages so that you can pick the plan that suits your needs.



PRIORITY SERVICE

Our service plan customers come first if any unforeseen emergencies occur outside of normal business hours.



THE TANKSURE® PROGRAM (oil only)

Qualifying tanks will be charged a \$750 copay (\$3,000 value) to for their tank replacement (above ground tanks only). Disposal fees and cleanup costs are not included.

Non-Qualifying tanks will receive \$100 off a tank replacement and are responsible for all costs associated with their oil tank replacement.

Note: Be sure to ask about whether a propane conversion makes sense for you

Parts not covered by Parts & Labor Protection Plan 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.