



## Service Agreement Value

Oil – Heat Pump – Gas – Central Air Conditioning

**The importance of periodic maintenance and servicing of your HVAC equipment cannot be emphasized enough. Equipment that hasn't been properly serviced tends to be less energy efficient and works significantly harder. The small price of maintaining your equipment is easily offset by the savings you will see in your utility bills and replacement costs.**

PLACE  
STAMP  
HERE

Deiter Bros.  
1226 Stefko Blvd.  
Bethlehem, PA 18017

## General Conditions & Exclusions

This Service Plan is available to automatic delivery customers who purchase their fuel oil and all heating systems services from us during the term of the Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after payment has been received and our inspection and approval of your heating system and tank.

1. The term of the Plan is for a one (1) year period and will re-new automatically every year unless terminated by either the customer or Company. Our Plan automatically terminates if the customer no longer purchases all of its heating oil from the Company on the Automatic delivery program and will not be renewed if annual consumption is found to be less than 500 gallons . No credit will be issued if the Plan is canceled before the expiration date.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. In addition, the Service Plan may include the TankSure® Program which provides a corrosion protection agent to prevent corrosion in your tank, tank testing service and the TankSure® Program Limited Warranty. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. We recommend that an annual test of your fuel tank be performed. If a tank leak occurs due to corrosion once you are on the program, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program Limited Warranty. A Warranty Certificate will be provided to you.

4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect such as insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

5. Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis if necessary. Company will not be liable for any delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.

6. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, above ground storage tanks (unless enrolled in TankSure® Program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, hot water heating systems (unless purchased separately) and air and venting systems. The Plan does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested ultrasonically and is enrolled in the TankSure® Program.

7. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties.

## Service Agreement



**NOW INCLUDING:**



**Valuable Homeowner's Insurance Benefits**



**OVER \$6000.00 IN COVERED REPAIRS!!**

**1226 Stefko Blvd.  
Bethlehem, Pa 18017  
610-868-8566**

# Preventive Maintenance Agreement

For Gas, Oil, Heat Pump or Air Conditioning Systems

## Coverage Includes:

### ➤ Annual Tune Up & Cleaning (Includes 1 visit annually, 2 visits for Heat pump customers)

- Save up to 10% on heating costs
- Add years to the life expectancy of this expensive equipment
- Recommended professional preventive maintenance

- Completely vacuum clean system (when applicable)
- Check and clean heat exchange
- Check heat anticipator
- Check and test safety controls
- Perform computerized efficiency test
- Check thermostat calibration
- Clean and adjust burner/ignition controls
- Replace nozzle and oil filter
- Clean and check flu for proper draft
- Check fan and limit controls
- Check gas/oil lines and pressures
- Check for proper combustion
- Check and adjust blower components
- Lubricate all moving parts where required
- Check and replace standard air filters
- Check flame sensor, gas valve operation, and gas pressure
- Check defrost contacts
- Test reversing valve operation
- Check for oil leaks
- Check refrigerant levels and pressures
- Check condensate drain & clean condenser coil
- Check all capacitors & clean indoor cooling coil
- Check all voltage and amps to all motors
- Check blower belt tension and wear
- Check starting contactor
- Check outside disconnect

### ➤ 24 Hour Service at regular rates

### ➤ A 15% Discount applies on repairs

### ➤ Computerized efficiency testing

### ➤ Never an overtime charge

### ➤ Priority dispatch for any repair call

### ➤ The TankSure® Program



Heating oil tanks typically corrode from the inside out. Your tank may look perfectly fine from the outside but it could be wearing excessively thin. The testing (similar to a medical ultrasound) will allow us to give you a sense of security – or advance warning that a problem is on the horizon.

### **NEW** Valuable Homeowner's Insurance Benefits

- Our TankSure® Program is now endorsed by Ohio Casualty in PA.
- Valuable benefits are now available on your homeowner's policy

### **\$** Proactive \$1,000 Replacement Warranty

- Warranty covers \$1,000 towards the replacement of your tank
- Proactive replacement of tanks before they leak
- Reduces unexpected costs

### **Ultrasonic Inspection**

- Technicians use ultrasonic equipment to test tank thickness
- Ultrasonic equipment detects the level of corrosion occurring inside your tank

### **Tank Inspection Certificate**

- Important documentation if you are selling your home

# Total Comfort Plan

For Oil-Fired Systems (less than 15 yrs. old only)

## Coverage Includes:

### ➤ Annual Tune Up & Cleaning\* (Includes 1 visit annually, 2 visits for Heat pump customers)

- Save up to 10% on heating costs
- Add years to the life expectancy of this expensive equipment
- Recommended professional preventive maintenance

### ➤ 24 Hour Service at regular rates

### ➤ Computerized efficiency testing

### ➤ Never an overtime charge

### ➤ Priority dispatch for any repair call

### ➤ The TankSure® Program

### ➤ Parts and Labor Coverage

This plan offers parts and labor coverage for the items listed below. If the item is not on the list, it will not be covered. A deductible of \$50 per year would apply to first covered repair. A covered repair is a repair to any of the parts listed on this agreement. Deductible is not applied to the annual cleaning and tune-up. Additionally, a 15% discount would be applied to any non-covered repair.

- |                              |                                 |                                |
|------------------------------|---------------------------------|--------------------------------|
| • Air Filter (disposable)    | • Electrodes                    | • Oil Line Fittings            |
| • Bearing Assembly           | • End Cone                      | • Pressuretrol                 |
| • Blower Bearings            | • Extrol Tank                   | • Relief Valve                 |
| • Blower Belt                | • Fan & Limit Control           | • Reverse Aquastat             |
| • Blower Motor (multispeed)  | • Fill Cap                      | • Single Acting Aquastat       |
| • Blower Pulleys             | • FireMatic Valve               | • Stack Control                |
| • Blower Shaft               | • Flare Fittings                | • System 2000 Manager (5 zone) |
| • Blower Wheel               | • Flow Valve                    | • System 2000 Puff Switch      |
| • Burner Coupling            | • Flue Pipe (first 6ft., 6"max) | • Tank Gauge                   |
| • Burner Fan                 | • Fuel Filter Cartridge         | • Tank Valve                   |
| • Burner Flange Gasket       | • Fuel Pump                     | • Temperature Gauge            |
| • Burner Motor               | • Fuel Pump Gasket              | • Thermostat (manual)          |
| • Burner Porcelains          | • Fuel Pump Bleeder             | • Triple Aquastat              |
| • Buss Bar Leads             | • Fuel Pump Seal                | • Vent Cap                     |
| • Cad Cell Assembly          | • Fuel Pump Strainer            | • Zone Valve Complete*         |
| • Cad Cell Control           | • Fuses                         | • Zone Valve Motor*            |
| • Cad Cell Eye               | • Gauge Glass                   | • Zone Valve Relay*            |
| • Circulator Complete*       | • Ignition Transformer          | • Zone Valve Stem*             |
| • Circulator Impeller*       | • Low Voltage Wiring (exposed)  |                                |
| • Circulator Mounts*         | • Nozzle                        |                                |
| • Circulator Relay*          | • Nozzle Adapter                |                                |
| • Delayed Oil Valve          | • Nozzle Assembly               |                                |
| • Draft Regulator (up to 8") | • Nozzle Line                   |                                |

\*MAIN living zone only. Additional coverage available at an additional cost.

## OVER \$6000.00 IN COVERED REPAIRS!!

# Oil & Gas Water Heater Option:

## Coverage Includes:

### ➤ Annual Tune Up & Cleaning\* (Includes 1 visit annually, 2 visits for Heat pump customers)

- Save up to 10% on heating costs
- Add years to the life expectancy of this expensive equipment
- Recommended professional preventive maintenance

### ➤ 24 Hour Service at regular rates

### ➤ The TankSure® Program (Oil systems only)

### ➤ A 15% Discount applies on repairs

### ➤ Computerized efficiency testing

### ➤ Never an overtime charge

### ➤ Priority dispatch for any repair call

## Humidifier Service:

## Coverage Includes:

### ➤ Annual Cleaning

### ➤ A 15% Discount applies on repairs

### ➤ Replacement of Pad or Panel

### ➤ Only valid with a Preventive Maintenance Agreement. Cleaning performed at the time of system cleaning under the Preventive Maintenance Agreement.

*Servicing the Lehigh Valley area since 1929*



**Yes, I would like to sign up for:**

Deiter Bros. Oil & Gas Water Heater Option

Deiter Bros. Humidifier Service

TankSure® Program Alone

\*I understand that I will be responsible for any and all costs associated with my oil tank. See prices on insert included with this contract

Deiter Bros. Total Comfort Plan

Deiter Bros. Total Comfort Plan w/o\* TankSure®

Deiter Bros. Preventive Maintenance Agreement  OIL  HP  AC

Deiter Bros. Preventive Maintenance Agreement w/o\* TankSure®  OIL  HP  AC

Name \_\_\_\_\_ Signature \_\_\_\_\_

Street \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Daytime Phone \_\_\_\_\_

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long term proactive replacement program for our customers.

**CLIP & MAIL**