

General Conditions of MacFarlane Energy Service Plans

1. Labor is covered only for repair and replacement of listed parts. This policy is for oil burners with a capacity of 3 GPH or less.
2. Exclusions: This agreement does not cover parts or labor when failure is due to:
 - Lack of oil when delivery has been delayed due to delinquency in payments or when the customer is not on automatic delivery.
 - Failure of customer to maintain proper boiler water level or pressure.
 - Customer leaving emergency switch in "off" position.
 - Customer setting the thermostat too low to call for heat.
 - Failure of clock thermostats, electric air cleaners, media air filters, humidifiers, domestic hot water circulators, flue pipes, direct vents, draft inducers, and steam vents.Parts expressly excluded from this agreement include parts or controls relating to air conditioning. Blower motors will only be covered during the heating season for kitchen zone.
3. This agreement does not cover repair or replacement of obsolete parts, such as certain zone valves, circulators and combustion chambers that are not available through our regular sources of supply.
4. This agreement is void if all fuel oil requirements are not purchased from MacFarlane Energy Inc.
5. This agreement does not cover acts of God, fire damage, flooding or other water damage, etc., except that which is caused by ordinary wear and tear.
6. There shall be no liability for any reason on the part of MacFarlane Energy Inc. for work done by anyone else, unless such person is authorized in writing by MacFarlane Energy Inc. to perform such work or furnish parts.
7. The length of this agreement is one year. The agreement will automatically renew at that time unless we are notified of cancellation in writing 30 days prior.
8. Customers must be on automatic delivery to be eligible for the Service Plans.
9. Should a customer cancel his or her oil account for any reason, the unused portion of a service contract is not refundable. However, should a customer sell the property, he or she may transfer the unused portion of a contract to the buyer on the condition that the buyer purchase fuel oil from MacFarlane Energy Inc. Further, seller may transfer the unused portion to any other domicile, provided the heating equipment is in acceptable condition and MacFarlane Energy Inc. provides fuel for that location.
10. Oil Tank, Lines and Piping. Customer shall be responsible for the condition and maintenance of the oil tank, lines and piping. This contract does not provide any coverage for or against tank, line or piping leakage or any damages to persons or property resulting from tank, line or piping leakage. This contract does not cover any installation, clean-up, removal or other costs of compliance with any environmental or other laws, rules or regulations.

11. Environmental Liability Disclaimer. MacFarlane Energy will not be responsible for injury or property damage arising out of the disposal, discharge, dispersal, release or escape of oil, any petroleum substance or derivative, or any pollutant, chemical or substance into or upon the customer's property, surrounding properties, the atmosphere, the soil, any water source, or the environment, unless caused by the negligence of MacFarlane Energy. In no case shall MacFarlane Energy's liability for any such damages exceed \$1,000.
12. Limitation and Disclaimer of Liability. MacFarlane Energy's liability is limited to the reasonable value of the service and parts offered by this contract. MacFarlane Energy's sole liability in the event of a failure to perform will be the reasonable costs of the service and parts specified under this contract, not to exceed \$1,000. MacFarlane Energy makes no warranties, expressed or implied, including but not limited to any warranty or merchantability or fitness for a particular purpose, except expressly set forth herein. No warranty is made as to the ability of the heating system to supply heat or hot water required by the customer, except as indicated above. MacFarlane Energy will not be responsible for any secondary or consequential loss or damages due to or resulting from the failure of any heating system part, vacant or unattended premises, changes in oil consumption, delays or failure to render service, or damages caused by acts of God, strikes, material or labor shortages, fire, flood, accidents, abuse or misuse of the equipment, or other conditions not within MacFarlane Energy's control.
13. Termination and Default. MacFarlane Energy reserves the right to terminate this contract without notice if the customer does any of the following:
 - Obtains fuel from any other source.
 - Permits any person other than an employee or authorized representative of MacFarlane Energy to service the customer's equipment.
 - Fails to maintain an acceptable credit rating with MacFarlane Energy or is otherwise in arrears on any bill for oil or service due to MacFarlane Energy.
 - Abuses or neglects the heating system.
 - Fails to provide and maintain suitable storage with outside connections and unimpaired access thereto by oil delivery trucks at all times.If this contract is terminated for any of these reasons, customer will pay MacFarlane Energy's standard rates for service and parts for all services rendered during the term of this contract. In the event of termination, no refunds will be made on any fractions of the year for any unused portion of this contract. Any notice by customer to cancel this contract will be void unless such notice is in writing, addressed to MacFarlane Energy and mailed by certified mail, return receipt requested, in which case, said notice will be effective five days after receipt by MacFarlane Energy. Until such time, customer will remain liable to MacFarlane Energy for all oil delivered and all service rendered.
14. Heating season is from October 1 to May 15.

About MacFarlane Energy

MacFarlane Energy builds long-term relationships by providing exceptional service, value and integrity. We make home comfort easy by anticipating all your needs and delivering timely solutions, including high-performance, high-efficiency heating and cooling equipment. Our team of conservation experts help customers achieve greater comfort while reducing energy needs.

Doing business with MacFarlane is convenient, because our website offers online account management, online scheduling and ordering, and online payment. Customers enjoy added value through our Loyalty Rewards Program, which also includes online self-service.

Our Services:

MacFarlane Energy offers comprehensive comfort and energy services for every season.

- ▼ Oilheat, with Automatic Delivery
- ▼ Preventive maintenance for heating and cooling equipment, including annual tune-ups
- ▼ Installation of durable heating and cooling equipment that delivers high performance and high efficiency
- ▼ Hot water heater service and installation
- ▼ Expert conservation advice
- ▼ Home energy audits
- ▼ Solar and geothermal systems
- ▼ Price protection for Oilheat
- ▼ Budget plan with monthly payments
- ▼ Indoor air quality systems
- ▼ Duct cleaning
- ▼ Water purification systems
- ▼ Pool heaters
- ▼ Oil tank protection and replacement

MacFarlane Energy

95 Bridge Street, Dedham, MA 02026

781-326-9500
macfarlaneenergy.com

- ▼ Energy Conservation ▼ Fuel Delivery
- ▼ Preventive Maintenance ▼ High-Efficiency Heating & Cooling ▼ Online Convenience

Angie's list



Ranked A+ by the Better Business Bureau

MacFarlane Energy

Complete Home Comfort From a Team of Friendly Experts



Service Plans

For Oilheat Systems, Hot Water Heaters and Oil Tanks
Providing Preventive Maintenance, 24-Hour Response and Repair Coverage

MacFarlane Energy Offers Three Service Plan Choices

Our three Service Plan options enable customers to choose the level of coverage they want. Each Service Plan includes the essentials of preventive maintenance, in the form of an annual heating system tune-up, and 24-hour response for no-heat emergencies. **The difference from plan to plan is the extent of the coverage for heating system repairs.** All service is provided by MacFarlane Energy technicians, who are fully licensed and receive extensive, ongoing training.

Please review the plans below to determine which one suits you best. Feel free to call our office at 781-326-9500 for more information or to enroll in a plan.

Preventive Maintenance Improves Fuel Efficiency

Every MacFarlane Energy Service Plan includes an expert annual tune-up that improves fuel efficiency. A well-tuned system typically uses 5 percent less fuel than an untuned system does, which can reduce your annual fuel bill by more than \$100.



We Reward You for Choosing MacFarlane Energy

When you choose a MacFarlane Energy Service Plan, you earn Loyalty Rewards Points that you can redeem for discounts on products and services or merchandise specials. Points awards vary, depending on which plans you choose.



MacFarlane Energy

Option 1:

No Surprises Plan

Premium option provides maximum coverage of repair costs

This is our premium plan for customers who want the most complete repair coverage available. In addition to the annual tune-up, it covers virtually everything and delivers great peace of mind. It covers all the components covered by the Value Plan plus the significant addition of the major parts listed below.

Benefits:

- Your system receives an annual tune-up
- You are assured of 24-hour response for a no-heat emergency
- You pay nothing for repairs to any system components covered by the No Surprises Plan or the Value Plan (see lists below)

Option 2:

Value Plan

Middle-tier option includes complete coverage for many repairs

The Value Plan provides extensive coverage for your heating system. The cost of any repair that we make to any component listed under this plan is covered, including both parts and labor, and you pay nothing for those repairs. (If we repair components that are not covered by the Value Plan, we bill those repairs at our regular rates.)

Benefits:

- Your system receives an annual tune-up
- You are assured of 24-hour coverage for a no-heat emergency
- You pay nothing for repairs to any system components covered by the Value Plan (see list below)

Option 3:

Basic Plan

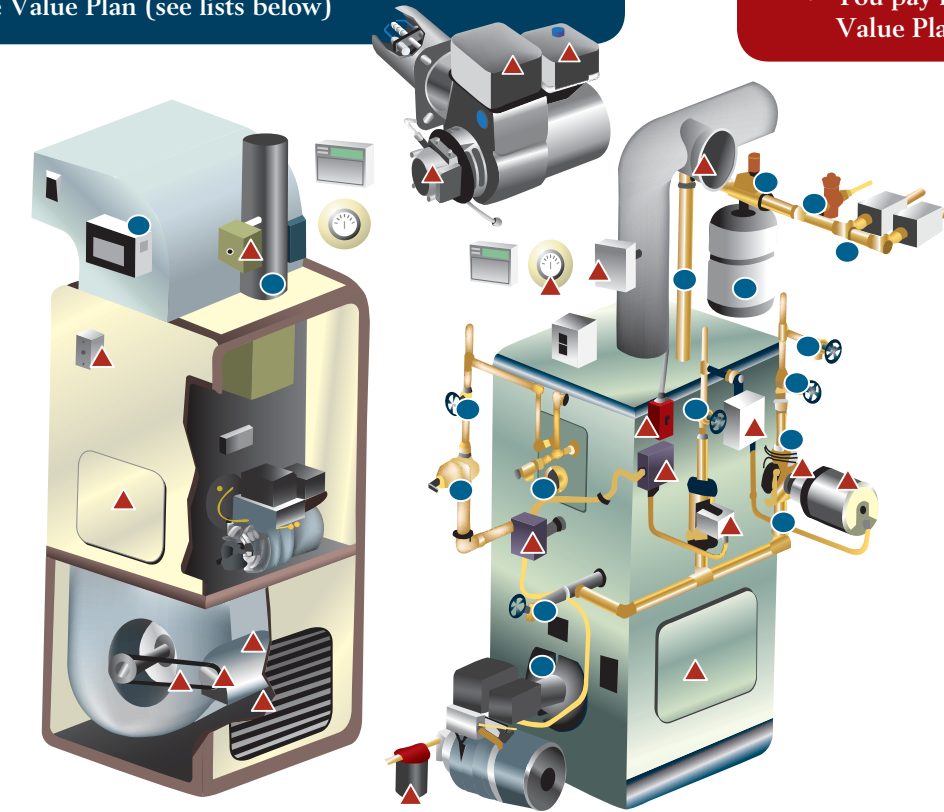
Economical plan combines maintenance and cost savings on repairs

The Basic Plan is for the customer who wants preventive maintenance and 24-hour coverage for no-heat emergencies combined with some coverage for repairs. We will bill at our regular rates for all other repairs.

Benefits:

- Your system receives an annual tune-up
- You are assured of 24-hour coverage for a no-heat emergency
- 10% discount on parts and labor

- Parts Covered by the No Surprises Plan:**
- All parts covered by the Value Plan (see list to the right)
 - Automatic feed valve (hot water systems only)
 - Blow down valve
 - Boiler valves
 - Circulator
 - Combustion chamber (Covers up to \$500)
 - Diffuser
 - Electrical fittings
 - Expansion tank
 - Feed & relief valve
 - Feed valve
 - Flow valve
 - Gauge glass
 - Humidifier float
 - Humidifier motor
 - Humidifier pad
 - Humidifier transformer
 - Humidistat
 - Low water cutoff
 - Low water cutoff float
 - Low water cutoff switch
 - Mixing valve element
 - Pressure gauge
 - Purge valve
 - Pyrostat
 - Relief valves
 - Temperature gauge
 - Zone damper motor



Notes

- MacFarlane Energy reserves the right to inspect a heating system before confirming enrollment in a Service Plan. Any repairs required to restore the system to satisfactory operating condition upon inspection are not covered by the Service Plan.
- Hydro air units can be added to your coverage for an additional cost. (Each unit must be covered)
- Draft inducers and direct vent units are not covered by any policy.
- All heating zones must be covered. (The main zone is the kitchen, any additional zones must be covered for an additional fee)
- Coverage for blowers is only during heating seasons. (October 1st-May 15th)
- Your Service Plan will renew automatically at the end of the policy year.

- ▲ Parts covered by the Value Plan
- Parts covered by the No Surprises Plan

- Parts Covered by the Value Plan**
- Controls:**
- ▲ Aquastat
 - ▲ Barometric damper
 - ▲ Cad cell control
 - ▲ Circulator control
 - ▲ Combination control
 - ▲ Emergency switch
 - ▲ Fuses
 - ▲ High-limit control
 - ▲ Low-limit control
 - ▲ Pressuretrol control
 - ▲ Primary control
 - ▲ Pyrostat
 - ▲ Reverse Aquastat
 - ▲ Stack control
 - ▲ Thermostat (standard, manual)
 - ▲ Triple Aquastat
- Hot Water Systems**
- Coverage for the following parts is for the main zone (kitchen) only; there will be an extra charge for additional zones. (All zones must be covered. Zone valves are included.)
- ▲ Circulator coupling
 - ▲ Circulator motor
 - ▲ Circulator motor mounts
 - ▲ Circulator relay
 - ▲ Circulator switch
- Fuel Supply Parts**
- ▲ Fill cap
 - ▲ Firomatic valve
 - ▲ Fuel filter cartridge
 - ▲ Fuel filter complete
 - ▲ Fuel pump
 - ▲ Fuel pump gasket
 - ▲ Fuel pump strainer
 - ▲ Oil tank gauge
 - ▲ Vent cap
- Other**
- ▲ Combustion chamber (coverage of up to \$100 toward repair or replacement)
 - ▲ System 2000 Manager
 - ▲ Tank gauge
 - ▲ Tank whistle
- Warm Air Systems**
- ▲ Air filter (standard)
 - ▲ Blower belt

Optional Coverage for Oil-Fired Water Heaters

Customers who choose the Value Plan or the No Surprises Plan can also purchase a policy to cover their oil-fired water heater. The plan includes:

- Coverage of oil burner parts, aquastat, controls and emergency switch
- An annual tune-up
- Disclaimer: Tank assembly, relief valves, and vacuum valves are not covered.

Coverage Is Available for Hydro Air

We offer optional coverage for Hydro Air systems, with prices based on the number of blowers. Coverage includes blower motors and controls only (during heating season only, October 1st - May 15th.)

TankSure® Oil Tank Coverage

MacFarlane Energy offers the TankSure® program, which protects your oil tank by treating it with a liquid corrosion inhibitor that can extend the life of your tank. Plus, if your tank leaks, it is covered by the TankSure® warranty and your oil tank will be replaced at no charge (parts and labor included).

Comprehensive Air Conditioning Coverage

MacFarlane Energy also provides complete maintenance and repair services for central air conditioning systems, including annual tune-ups that improve efficiency and promote reliable operation. Please call our office for more information.

We Service Gas Heat Systems

Homeowners who use gas heat can get their preventive maintenance and repair services from MacFarlane Energy. We offer installations, annual tune-ups and service.

Please call our office for more information

