



## Why Choose MacFarlane Energy?

- ❖ Founded in 1946, MacFarlane Energy remains a local, family-run business staffed with experts who strive to deliver ultimate comfort and earn your trust.
- ❖ You will promptly receive all the resources required to meet your needs. It is our mission to deliver great service every time.
- ❖ Our qualified employees are on the front line of home comfort with properly maintained vehicles, productivity-enhancing software, and the best tools for diagnosing your equipment.
- ❖ Stay worry free – MacFarlane Energy is fully insured.
- ❖ Get access to a team of experts who deliver conservation advice to reduce energy wasted ... and money spent.
- ❖ Only the best in durable, high-efficiency heating and cooling equipment are sold and installed.
- ❖ MacFarlane Energy employees are your natural gas and home comfort experts.

### General Terms and Conditions

#### Restrictions Apply

1. Preventive maintenance service is available between April 1st and August 31st and must be scheduled by the customer.
2. Residential systems up to 300,000 btu are covered.
3. Motor-assisting venting devices are not covered.
4. Plan is available for natural gas only.
5. 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.
6. 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.
7. 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.
8. The length of this agreement is one year. The agreement will automatically renew at that time unless we are notified of cancellation in advance in writing.
9. Should a customer sell the property, he or she may transfer the unused portion of a contract to the buyer. Further, seller may transfer the unused portion to any other domicile, provided the heating equipment is in acceptable condition.
10. 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 or air conditioning system part, vacant or unattended premises, 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.
11. Termination and Default: MacFarlane Energy reserves the right to terminate this contract without notice if the customer does any of the following:
  - 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 fuel or service due to MacFarlane Energy.
  - Abuses or neglects the heating or air conditioning system.

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 services rendered.

12. MacFarlane Energy not responsible for the failure of low water cutoffs.
13. **Heating season is from October 1 to May 15.**

### Our Services:

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

- ❖ Natural gas supply and service
- ❖ 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
- ❖ Expert conservation advice
- ❖ Solar and geothermal systems
- ❖ Indoor air quality systems
- ❖ Pool heaters
- ❖ Standby generators
- ❖ Boiler, furnace and water heater installation
- ❖ Radiant heating
- ❖ Cooling equipment



## 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



Ranked  
A+ by  
the Better  
Business  
Bureau

ME 4-14

# MacFarlane Energy

*Dedicated to serving the  
Greater Boston area since 1946*



## MacFarlane Energy

**Service Plans for  
Natural Gas & Air Conditioning**



# MacFarlane Energy

## About MacFarlane Energy

MacFarlane Energy builds long-term relationships by providing exceptional service, value and integrity. Our team makes home comfort easy by anticipating all your needs and delivering the right solutions, like high-performance, high-efficiency heating and cooling equipment. Our conservation experts help customers achieve greater comfort while reducing energy needs, keeping MacFarlane Energy on the cutting edge of new home comfort solutions. In addition, doing business with us is convenient because our website offers online account management, online scheduling, ordering, and online payment.



## MacFarlane Energy Service Plans

MacFarlane Energy knows that your comfort is a big investment; that's why we offer Natural Gas and A/C Service Plans. With two coverage options for natural gas equipment, Gold and Platinum, you stay worry free and protected! Both heating plans will reduce system operating costs, prolong equipment life, improve your home comfort and avoid untimely breakdowns. The A/C Service Plan will do the same *and* ensure you keep cool all summer-long. Furthermore, all of our policy holders receive special offers on new products, as well as additional discounts when they buy multiple service plans.

*For pricing  
on our plans,  
please call us.*

## Platinum Plan

## Gold Plan

### The MacFarlane Energy Natural Gas Service Plans Include:

	Platinum*	Gold+	Water Heater <sup>^</sup>
<i>Priority service from experts that are focused on your comfort needs</i>	✓	✓	✓
<i>Expert conservation advice</i>	✓	✓	✓
<i>Expert service and consultation on cost-saving, high-efficiency equipment</i>	✓	✓	✓
<i>20% discount towards repairs, parts and services</i>	✓	✓	✓
<i>Emergency Service</i>	✓	✓	✓
<i>Two-hour appointment window</i>	✓	✓	✓
<i>Multiple Policy Discount</i>	✓	✓	✓
<i>Exclusive offers on new products</i>	✓	✓	✓
<i>Annual Preventive Maintenance</i>	FREE	FREE	FREE

<sup>+</sup> Restrictions may apply. Regular service hours are 8:00 a.m. to 4:30 p.m., Monday – Friday. No diagnostic or travel charge on emergency service during regular service hours only. Gold Plan not applicable to high-efficiency systems (85% and higher). Preventive maintenance must be performed between April 1st and August 31st. If gas preventive maintenance is performed outside this time period, an additional charge of \$99 may apply.

<sup>\*</sup> Restrictions may apply. Regular service hours are 8:00 a.m. to 4:30 p.m., Monday – Friday. No diagnostic or travel charge on emergency services during regular service hours only. Platinum Plan applicable to high-efficiency systems (85% and higher). Preventive maintenance must be performed between April 1st and August 31st. If gas preventive maintenance is performed outside this time period, an additional charge of \$99 may apply.

<sup>^</sup> Water heater service policy only available with main heating unit policy.

## MacFarlane Energy A/C Service Plan

With our Air Conditioning Service Plan you will receive\*\*:

- ✓ 20% discount toward parts and labor
- ✓ No diagnostic or travel charges during normal working hours
- ✓ Priority Service

As part of your annual air conditioning preventive maintenance MacFarlane Energy will check and clean:

- ✓ Evaporator coil
- ✓ Drip pan and drain (if accessible)
- ✓ Condenser coil
- ✓ Electrical connections
- ✓ Thermostat
- ✓ Blower motor
- ✓ Check filters and belts
- ✓ Fan motor (lubricate as needed)
- ✓ Fan bearings
- ✓ Noise and vibration
- ✓ Evaporator temperature differential
- ✓ Check motor amperage, operating and safety controls

If you have a second condenser, you may add it to your plan at a discounted rate.

\*\* Restrictions may apply. Regular service hours are 8:00 a.m. to 4:30 p.m., Monday – Friday. Does not apply to labor done during off hours. If unit is running properly upon arrival, there will be a travel and/or diagnostic fee of \$125.

**For more  
information on  
our plans, please  
give us a call at  
781-326-9500.**

