

Yes! Please sign me up for the Service Plan(s) indicated below.

___ Primary Service Plan \$229.75 ___ Hot Water Heater Service Plan \$129.75
___ Premium Service Plan \$279.75 ___ Oil Tank Protection Plan \$69.75

Date ___ Account Number ___ New? ___

Owner's Name (Please Print) _____

Street Address _____

City _____ State _____ Zip _____

Phone # (s) _____ # Units _____

Owner's Signature _____

Eligibility

Service plans are intended to cover your heating system and/or its components during normal use.

To be eligible for coverage under our service plans you must purchase your home heating oil supply for the entire year from Independence BioFuel on an automatic delivery basis. Landlords/property owners must assure that all heating oil supplied for covered heating systems be purchased from us.

Independence BioFuel must inspect and approve any and all heating systems and components prior to acceptance into our service plans. We reserve the exclusive right to accept or reject any heating system or component for coverage under these plans. All systems and/or components must comply with all federal, state, and local laws, rules ordinances, and codes, or be brought into compliance, solely at owner's expense, to be eligible for coverage.

Exclusions: Service Contracts do not cover:

Service or replacement of components or related labor not specifically listed as covered, including but not limited to:

1. Malfunctions due to switches left off; failure to fill manually fed boilers or flush low water cut offs; blown fuses/tripped breakers; oil or water valves left off, or any other type of owner negligence, misuse or inability to perform basic tasks
2. Electrical failures unrelated to heating system; Flooding or freeze-ups of any kind even if due to failure of a covered part
3. Air conditioning equipment; humidifiers; antifreeze, or systems charged with antifreeze; handling or removal of asbestos or any related equipment
4. Clock thermostats. Heat, hot air and hot water distribution systems and accessories except as specifically included
5. Water tanks, tankless coils, gaskets and related labor
6. Oil tanks of any kind, gauges or supply lines unless covered by our Oil Tank Protection Plan
7. Water heaters, direct or indirect fired except as covered by our Oil Fired Hot Water Heater Plan
8. Draft inducers and power vents. Wood or coal/oil combination or add on units, heat savers, and their related parts
9. Burner service required due to failure or lack of adequate fuel supply or your delivery being held up because of unsatisfactory credit or delinquent account status, or if you are not on automatic delivery
10. Service plans do not cover, and we are not responsible for any damages, including environmental damage resulting from leakage or spill of oil or any other liquid from oil lines, oil tanks or any other part of your heating system, or contamination of soil or other property damage, or personal injury of any kind
11. Plastic pipe of any variety as a component of a heating system, general plumbing, wiring, chimneys, walls, or any other structural portions of any building, or the repair, replacement, renovation, or movement of any of the foregoing
12. Independence BioFuel is not responsible for any heating system that has been maintained, repaired, or had modifications, additions, or any change of any component other than provided by our representative after the time of our initial inspection, and only heating systems maintained solely by us that are a part of the system as initially approved by us, or our representative(s) are covered. Any movement of system components may at our sole discretion cause our agreement to become null and void, without refund or recourse
13. Repairs, maintenance, upgrades, replacements or substitutions to your heating system as required by changes in any law or regulation by any jurisdiction are not covered under these plans
14. Any service required after 5:00 pm weekdays, or on Saturdays, Sundays, or holidays must be the caused by mechanical failure resulting in a loss of heat under the terms stated herein. Service calls made after 5:00 pm weekdays, or on Saturdays, Sundays, or holidays for any other reason will be billed at the standard rates in effect at the time, and you agree to pay them.
15. Payment for plans is due within 30 days of billing unless budget arrangements are made, or our standard credit arrangements will apply, or we may terminate plans at our option without refund and thereafter all products/services sold to you will be at our standard rates in effect at that time, and you agree to pay them.

Service Contracts



- Primary Service Plan
- Premium Service Plan
- Oil Water Heater Plan
- Oil Tank Protection Plan

Independence BioFuel
295 Shiloh Road, Durham, Maine 04222
353-5344 1-800-228-1883 www.biofuelme.com

Independence BioFuel Service Plans... Prompt, Dependable, Professional

When your heating system is properly maintained you gain peace of mind, *and* you save money in fuel and repair bills. Our service contracts help take the worry out of being warm, knowing your heating system is operating at peak performance 24-7. Work is done by our designated, licensed burner technicians.

Once accepted into our service plan, through it's appointed professionals, Independence BioFuel will provide for the repair or replacement, if necessary, of listed parts and all the associated routine *and emergency* labor involved.

The Primary and Premium Service Plans each cover a periodic inspection, adjustment, and cleaning of your boiler or furnace including:

- ✓ Test and check burner safety controls
- ✓ Check, clean, or replace oil filters and strainers
- ✓ Clean nozzle assembly & change burner nozzle if necessary
- ✓ Check and adjust ignition system
- ✓ Visually inspect wiring
- ✓ Inspect and vacuum furnace or boiler, and smoke pipe to chimney, as necessary
- ✓ Test fire and adjust burner
- ✓ Lubricate motor & bearing assemblies
- ✓ Efficiency test to maximize performance

When your heating system is covered under our **Primary Service Plan** we will repair, or replace if necessary, any of the parts listed below which may malfunction during normal use.

- Air Filter – one set at annual check up
- Aquastat
- Blower belt
- Blower motor
- Blower fan
- Burner coupling
- Burner fan
- Burner motor – up to ¼ hp
- Cad cell relay
- Delay valve
- Draft tube
- Electrodes
- Electrode wiring
- Fan and limit switch
- Fuel Pump
- Nozzle and nozzle assembly
- Oil burner valve
- Oil filter cartridge
- Pump strainer
- Pressuretrol
- Primary control
- Smoke pipe
- Stair & burner toggle switches
- Thermostat, one standard (limit \$40.)
- Tank (Firomatic) valve
- Transformer
- Vent alarm

Our **Premium Service Plan** includes all of the benefits of the Primary Plan, plus the extra security of coverage for the following additional water related components.

- Pressure reducing valve
- Back flow valve
- Circulator / bearing assembly
- Circulator relays
- Expansion tank switch
- Flange gaskets
- Relief valves (boiler & domestic)
- Low water cutoff
- Mixing valves
- Boiler sections
- Zone valves
- Flo checks
- Hyvent

We also offer an **Oil Tank Protection Plan** that will pay up to \$250 of the cost toward the repair or replacement of your fuel tank, should it leak.

*The Tank Protection Plan is subject to an inspection by Independence BioFuel, and applies only to replacement or repair due to leakage, as deemed necessary by its representatives. It does not cover the cost to remove or replace any part of a building necessitated by the repair of the oil tank, or replacement of any oil lines to or from the tank, or other parts of your furnace. Independence BioFuel is not liable for damage cause by leaking, spilling, or other escape of heating oil or any other liquids from the tank, or any other part of your heating oil system. This plan is not available for tanks over 330 gallons, or underground tanks.

With our **Oil Fired Hot Water Heater Plan** we will provide 24 hr emergency service for your separately fired oil hot water heater under the same terms, conditions, and exclusions as our Primary Service Plan.

independence biofuel ...your maine renewable fuel alternative www.biofuelme.com 1-800-228-1883

General Conditions: 1) Plans are offered exclusively to customers who purchase their **total** annual fuel requirements from Independence BioFuel. Cancellation of fuel delivery, failure to maintain satisfactory credit, or keep accounts current may, solely at Company discretion, terminate the contract without a refund. 2) Heating systems must be inspected and approved by a Company representative before issuing a contract. Equipment not meeting federal, state, or local codes cannot be covered unless repaired. Authorized repair will be done through Company, at prevailing rates. 3) Plans cover residential heating systems with a firing rate of 2.5 gallons per hr., or less. Other systems are subject to increased rates, based upon inspection. 4) Agreement terms are for 12 months from the date of invoice, and will automatically renew unless either party gives written notice before the renewal date. 5) We accept no liability whatsoever for: a) work performed on a heating system other than by our designated and approved technicians, or; b) any injury direct or indirect, damage or failure of the oil burner, associated equipment or dwelling due to an act of God, unavoidable delays, fires, abuse, neglect or any cause beyond our control. 6) Our plans do not cover, and we are not responsible for any damage, including environmental damage, caused by leakage or spillage from any oil lines, oil tanks, or any other part of your heating system.