

“I have always been happy with your service. You are always promptly responsive, no matter when I call you, and it is appreciated.

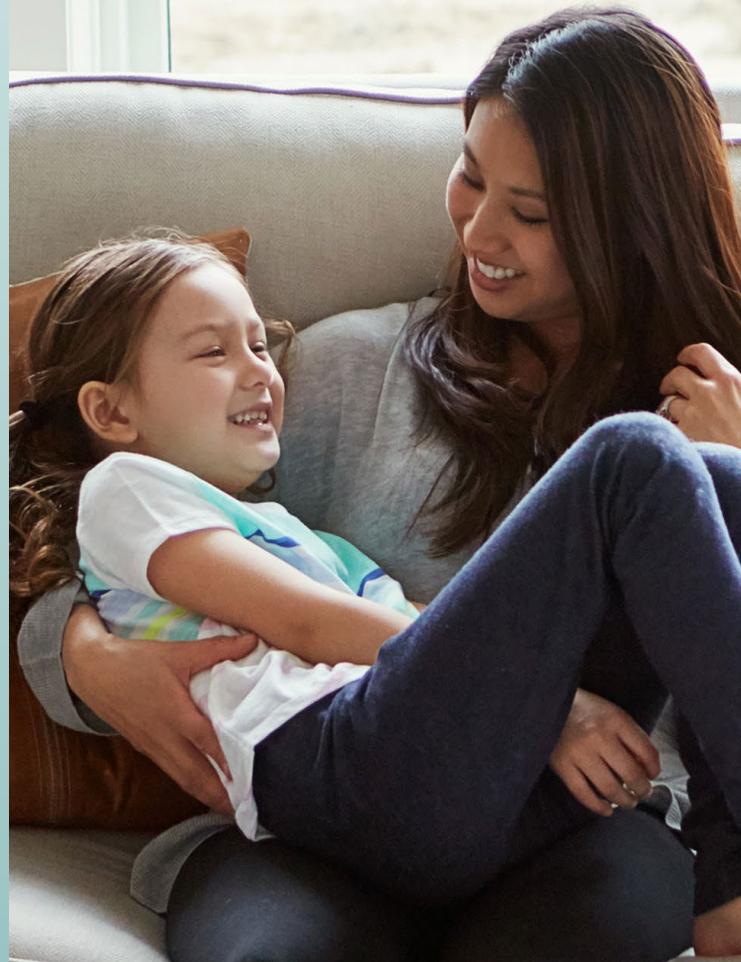
—Mary S., Quincy

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ScottWilliamsOil.com

Silver Platter Oil Heat Plan



A plan for your comfort

Based on our experience, most heating equipment breakdowns could be avoided simply by having your system tuned up each year. That's why tune-ups remain the cornerstone of our Silver Platter Oil Heat Plan.

Tune-ups can increase the operating efficiency of your system, extend equipment life and allow us to prevent minor problems from turning into expensive repairs.

Besides a tune-up, our plan gives you priority service and big savings on repairs.

What your plan includes

- Annual 12-point checkup, which can be scheduled on weekdays in the spring, summer or fall
- Guaranteed emergency heating service, including nights, weekends and holidays
- Repairs as required, with no charge for covered parts and the labor associated with their replacement*

*Parts not covered will be charged at normal time and material rates.
**For warm air systems, one filter per customer per year. Only conventional air filters are covered; media; electrostatic or proprietary filters are excluded.

Annual 12-point tune-up

A tune-up will be performed once during the service agreement term during regular working hours. Please call to schedule. During your tune-up service, we will do the following:

1. Clean oil burner
2. Vacuum system and flue pipe
3. Replace oil filter
4. Replace nozzle
5. Lubricate burner motor
6. Inspect pump strainer
7. Adjust electrodes as needed
8. Perform combustion test
9. Check draft
10. Check operation of controls and switches
11. Replace air filter**
12. Lubricate pumps and fan motors



Covered Parts and Repairs

No material or labor will be charged on the following parts:

BURNER COMPONENTS

- burner motor
- combustion chamber¹
- draft regulator
- electrodes
- end cone
- firomatic valves
- fuel pump
- igniter
- nozzle
- oil filter
- primary control
- pump strainer
- thermostat²

FURNACES

All burner components listed are covered, PLUS:

- air filter³
- fan bearings
- blower belt
- fan and limit control
- blower motor⁴
- smoke pipe

STEAM BOILERS

All burner components listed are covered, PLUS:

- aquastat
- backflow preventer
- domestic mixing valve
- domestic relief valve
- gauge glass
- low water cutoff
- main system vent⁵
- pigtail
- pressuretrol
- steam gauge

HOT WATER BOILERS

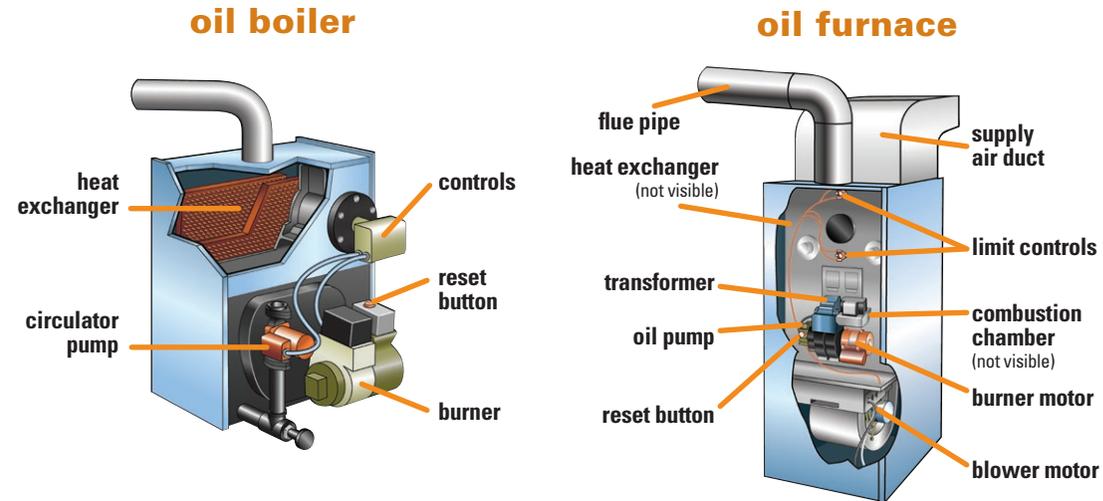
All burner components listed are covered, PLUS:

- altimeter gauge
- aquastat
- backflow preventer
- circulator⁶
- domestic mixing valve
- domestic relief valve
- Extrol
- feed valve
- flow checks⁷
- zone valves

1. For systems under 30 years old only.
2. One per customer per year; non-programmable only; non-Wi-Fi only.
3. One standard filter per customer per year.
4. Non ECM only.
5. Individual radiator vents/traps excluded.
6. One per customer per year; ECM pumps excluded.
7. One per customer per year.



Understanding Your System



How a boiler works:

A boiler's circulator pumps the hot water through a system of pipes, distributing the water to radiators, baseboards or air handlers throughout the home. Some older boilers create steam. The pipes are connected to steam radiators throughout the home.

How a furnace works:

Heat is generated by burning oil inside the furnace. This happens in the combustion chamber, which gets very hot. Air absorbs this heat in the furnace's heat exchanger. Next, the blower sends the heated air through a system of ducts, and warm air circulates through the home.

Terms and Conditions

1. Customers are responsible for making sure that the electrical service to the home is on, that the system switches are on, and that the thermostat is on. Calls resulting from switches/breakers being off or calls due to thermostats being off or needing batteries are not covered by the service plan and are chargeable. Additionally, any calls resulting from Wi-Fi thermostat issues are chargeable.
2. Any repair work done on excluded parts will be chargeable at normal time and material rates. Excluded parts/repairs include, but are not limited to: ductwork, all piping leaks, radiators, radiator vents and traps, grilles, baseboard, Wi-Fi and other non-standard thermostats, all ECM pumps and motors, power venter components, zone dampers and zoning controls, electrostatic, media, and factory proprietary filters, humidifiers, humidistats, water heaters and all associated controls, pumps and piping, tankless coils, oil supply lines, tank gauges, tank vents, oil tanks, and steam boiler automatic feeders, heat exchangers.
3. Complete replacement of burners, tanks, furnaces, or boilers is not covered by this agreement
4. This agreement is between the customer and Scott Williams Inc.
5. This agreement is null and void if anyone other than Scott Williams Inc. services

Tank protection

For just pennies a day, you can add **TankGuard®** to your heating plan. You will get a warranty for **up to \$2,000 towards a qualified replacement of the tank**. To extend your tank's life, we put in an additive that helps prevent internal corrosion.



6. There shall be no obligation upon the Scott Williams Inc. to perform any service or provide parts after termination of this agreement; upon termination, there is no refund or credit allowed.
7. This agreement is offered to all customers subject to an inspection and approval of their equipment by Scott Williams Inc. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's agreement coverage will be cancelled and a prorated refund will be returned to the customer.
8. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
9. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the service plan invoice.
10. This agreement is effective for a 12-month period. All tune-ups and calls other than emergencies will be performed Monday through Friday from 7:30 a.m.–4:30 p.m.
11. This agreement does not cover any work or modifications that may be required by the government regulations or codes, or insurance company requirements.
12. Equipment that has been deemed non-repairable or in need of replacement will immediately be dropped from the protection of the Service Plan at the discretion of the Service Manager.
13. This agreement does not cover the distribution system (ductwork, grills, piping, radiators, convectors, baseboards, etc.)
14. Equipment must be readily accessible by a 6-foot step ladder.
15. Areas around and leading to equipment must be clear to allow access for service
16. This agreement will automatically renew on its anniversary date and pricing may change subject to Scott Williams Inc.'s discretion.
17. This agreement is not transferrable.
18. This agreement may be terminated by either party upon 30 days written notice. A prorated refund for the remaining agreement period will be made with a deduction for any work already completed.