

BRONZE SERVICE PLAN

\$229

SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on manufacturer's recommendations and industry best practice.

EMERGENCY SERVICE

Rest assured, if your system needs unplanned repair, we will be there for you 24/7.

ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.

15% DISCOUNT ON PARTS AND LABOR

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 15%.

ULTRASONIC TANK TEST & TANK REPLACEMENT PAYMENT

Ultrasonic tank inspection enables us to evaluate the safety and integrity of your aboveground oil tank.

• \$500 Tank Replacement Payment for qualifying tanks

20% DISCOUNT ON HEATING SYSTEM REPLACEMENT

SAME DAY SERVICE FOR CUSTOMERS WITH SERVICE PLANS

OIL FIRED WATER HEATER SERVICE PLAN

\$129

EMERGENCY SERVICE

ANNUAL TUNE-UP

Must be done in conjunction with the heating system tune-up.

DISCOUNT ON PARTS AND LABOR

Will correspond with the plan you choose from above.

SILVER SERVICE PLAN

\$319

SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on manufacturer's recommendations and industry best practice.

EMERGENCY SERVICE

Rest assured, if your system needs unplanned repair, we will be there for you 24/7.

ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.

25% DISCOUNT ON PARTS AND LABOR

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 25%.

ULTRASONIC TANK TEST & TANK REPLACEMENT PAYMENT

Ultrasonic tank inspection enables us to evaluate the safety and integrity of your aboveground oil tank. This is important for you and your investment in your home.

• \$1,000 Tank Replacement Payment for qualifying tanks

• \$200 Tank Replacement Coupon for disqualifying tanks

20% DISCOUNT ON HEATING SYSTEM REPLACEMENT

SAME DAY SERVICE FOR CUSTOMERS WITH SERVICE PLANS

GOLD SERVICE PLAN

\$469

SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on manufacturer's recommendations and industry best practice.

EMERGENCY SERVICE

Rest assured, if your system needs unplanned repair, we will be there for you 24/7.

ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.

50% DISCOUNT ON PARTS AND LABOR

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 50%.

ULTRASONIC TANK TEST & TANK REPLACEMENT PAYMENT

Ultrasonic tank inspection enables us to evaluate the safety and integrity of your aboveground oil tank. This is important for you and your investment in your home.

• \$1,500 Tank Replacement Payment for qualifying tanks (in most cases this covers 100% of the associated replacement costs).

• \$200 Tank Replacement Coupon for disqualifying tanks

20% DISCOUNT ON HEATING SYSTEM REPLACEMENT

SAME DAY SERVICE FOR CUSTOMERS WITH SERVICE PLANS



HB Energy Solutions

YES! Please enroll me in the following:

- Bronze Service Plan.....\$229
- Silver Service Plan.....\$319
- Gold Service Plan\$469
- Oil Fired Water Heater Service Plan\$129
(must be purchased in conjunction with an oil service plan)

Please also contact me about:

<input type="checkbox"/> Propane Service & Installation	<input type="checkbox"/> Budget Plan
<input type="checkbox"/> Price Protection	<input type="checkbox"/> Air Conditioning Service & Installation

Customer Account # _____

Name _____

Phone _____

Address _____

City _____

State _____ Zip _____

Email _____

Customer Signature _____

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.

ENERGY CONSERVATION SYSTEM TUNE-UP

Your heating equipment will be tuned annually to ensure optimum performance. This service will include:

- ✓ Test and adjust oil burner for maximum efficiency
- ✓ Inspect combustion chamber
- ✓ Clean and check electrodes and nozzle assembly
- ✓ Replace air filter, oil filter cartridge, and burner nozzle as needed
- ✓ Oil all motors, fans, and circulators
- ✓ Clean and inspect flue pipe, including chimney base (where accessible)
- ✓ Perform safety check on all operating controls



TERMS & CONDITIONS

1. HB Energy Solutions must supply all fuel oil and all heating system services. This agreement will be terminated if the customer no longer purchases all of their heating oil from HB Energy Solutions.
2. Emergency service constitutes: no heat, serious fuel leak, or major water leak from heating system, or any dangerous situation.
3. Emergency service is provided 24 hours a day, 7 days a week, including holidays.
4. All regular service will be provided Monday through Friday, 8:00am-4:30pm. If non-emergency service calls are made outside of regular business hours, the customer will be charged the prevailing rates at HB Energy Solutions.
5. The terms of this agreement will be active from July 1st - June 30th. It will automatically renew each year unless HB Energy Solutions is notified 30 days in advance of renewal date.
6. Service agreements are transferable to new homeowners.
7. This agreement does not cover parts or labor when failure is due to:
 - a. Lack of oil when delivery has been delayed due to payment delinquency.
 - b. Customer leaving emergency switch in "off" position.
 - c. Thermostat too low to call for heat.
 - d. Oil valves turned off.
 - e. Failure to maintain proper water level in boilers.
 - f. Abuse of equipment.
 - g. Work done by anyone other than HB Energy.
8. The TankSure® Service Plan includes the TankSure Program which provides a tank testing service and the TankSure Program tank replacement payment described below. 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 that a leak will not occur or your tank will not fail after testing, we are providing these services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers.

We will perform an annual test of your fuel tank. If a tank leak occurs subsequent to this test due to internal 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, depending on the plan, the Company will pay up to \$1,500 towards the replacement of your tank in accordance with the terms of the TankSure Program which is described in the TankSure brochure that we have provided to you.
9. This agreement does not cover acts of God, flood damage, fire, war, hurricanes or other storms, power loss, power surges, or other causes beyond the control of HB Energy Solutions.
10. This agreement does not cover frozen/gelled oil lines, frozen water lines, or any other parts or services not mentioned in the agreement.
11. HB Energy Solutions reserves the right to reject any Service Agreement. The Service Agreement becomes effective after our inspection and approval of the customer's heating system and tank. Any repairs required prior to coverage must be paid for in full at our normal rates.
12. HB Energy Solutions is not responsible for loss of heat or any damage resulting from a freeze-up in occupied or unoccupied dwellings. It is the customer's sole responsibility to arrange for a daily house check.
13. HB Energy Solutions shall not be held liable for any incidental or consequential damages incurred by customer.
14. All invoices must be paid within credit terms or this agreement will be canceled without refund.
15. This agreement updates and supercedes all previous and is effective July 1st, 2020.



ENERGY CONSERVATION PLANS & COMPANY INFORMATION

ALL plans include an ANNUAL TUNE-UP



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