

Total  
Lower  
Cost

POLSINELLO  
FUELS INC.

P.O. Box 211, 241 Riverside Ave.  
Rensselaer, NY 12144  
465-3535 • 463-0084 Ext. 2

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Home Telephone: \_\_\_\_\_

Please enroll me in the PFI "Total Heating Comfort" Full-Maintenance Agreement

\$ \_\_\_\_\_+tax

Payment Enclosed

Charge My Account

Account#: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Total Heating Comfort Agreement

### Includes EVERYTHING below

- **100% 24 Hour Emergency Service Coverage**
  - 100% discount on parts and labor for repair or replacement of covered parts 24/7
- **\$50 Loyalty Credit** each year the agreement is renewed
- **NO Diagnostic Fee** on any service calls
- **The TankSure® Program** (See details on left)

### Parts Covered:

Altitude and Temperature Gauge	Fuel Filter Cartridge
Anti-Hum Device.	Fuel Pump
Aquastats	Fuel Pump Gasket
Blower Bearings	Fuel Pump Bleeder
Blower Motor (up to ½hp)	Fuel Pumped Seal
Blower Wheel	Fuel Pump Oil Strainer
Blower Pulleys	High Limit Control
Blower Shaft	Ignition Transformer
Boiler Relays and Controls	Low Voltage Transformer
Circulator Switching Relay	Nozzle
Combustion Chamber (excluding boiler base)	Nozzle Adapter
Draft Regulator	Nozzle Line
Electrodes	Oil Burner Motor
End Cone	Oil Filter
Existing Tiger Loops	Oil Line Fittings
Expansion or Diaphragm Tank	Oil Tank Valve
Exposed Oil Lines	Relief Valve
Fan Wheel (burner)	Solenoid Coil
Firomatic Valve	Solenoid Valve
Flare Fittings	Smoke Pipe
Fuel Damper	Zone Valve Motors



## Full Maintenance Agreement

### General Conditions:

Any services or repairs to preexisting conditions will be billed at time and materials rates; they are not covered by this agreement. Performance under this agreement by Polsinello Fuels is contingent upon customer purchasing the entire fuel oil requirements from Polsinello Fuels and upon customers fuel oil account being current at all times.

### Contract Period:

This agreement does not become effective until paid in full and inspected by Polsinello Fuels and will continue in effect for one year from date of issue unless cancelled by either party with 30 days advanced written notice. This agreement WILL be automatically renewed each year. Prices are subject to change on a yearly basis.

### Schedule Your Cleaning:

All Annual tune-ups must be performed Monday through Friday during normal working hours before the heating season (Nov-Feb). Annual tune-up must be performed within the contract period. There will be absolutely no refunds, however, this service agreement may be transferred to a new homeowner of the same property location. Tune-up and service on separate hot water heaters will be billed at time and material rates; they are not covered by this agreement.

### Parts and Labor Excluded:

Air Cleaners, Air Valves, Blown Fuses or Circuit Breakers, Chimneys or Induced Draft Systems, Complete Burner Installations, Complete Heating System Installation, Clock Type Thermostats, Complete Circulator Replacement, Domestic Hot Water Equipment (hot tanks). Emergency Switches Left Off, Flow valves, Frozen Oil Lines from Oil Tank (Outside Tanks should use Kerosene Only). Heating Distribution Systems (piping and ductwork). Humidifiers, Improper Thermostat Settings, Mixing Valves, Oil Tanks, Oil Fill Pipes, Oil Vent Pipes and Caps, Oil Gauge, Out of Oil Calls, Pressure Reducing Valves, Plugged Air Filters, Underground Oil Storage Tanks, Underground Oil Lines, Low Water Cutoffs, Zone Valves (Bodies and/or Heads), Commercial and Multi-Dwelling Units.

## Your Total Lower Cost Plan

A full maintenance service agreement will cover repair or replacement of any part of the oil-fired boiler or furnace that requires services due to normal usage except as listed in this agreement. Having a full service agreement not only makes you a priority customer but also reduces your energy costs, extends the life of your equipment and provides you with the Total Lower Cost (TLC) you deserve. A service agreement provides the peace of mind, comfort and savings our customers have come to expect from Polsinello Fuels.

## Before You Make a Service Call

- **Check the Thermostat** - Be sure it is set at the proper temperature and not operating a program. Also, check the batteries!
- **Check the switches** - Emergency shutoff switches can be accidentally turned off.
- **Check the fuses/circuit breakers.**
- **Check the oil tank for oil.**

## The TankSure® Program

TankSure® is a proactive ultrasonic tank inspection & tank replacement warranty. It monitors, protects and maintains your equipment, minimizes unexpected tank leaks and provides a 1 year \$1,000 Warranty Coverage for qualified tanks and a \$200 coupon for disqualified tanks. Regularly a \$124.99 value!

- Must be done at the time of the tune-up.
- Call to schedule tune-up and TankSure® test.

TankSure® warranty valid after Polsinello inspection and agreement with TankSure® full contract terms and conditions. Offer only good on above ground tanks \*must be one at the time of the tune-up \*warranty eligibility is based upon passing the inspection \*This is not a guarantee against leaks and/or tank failure \*After passing inspection a warranty certificate will be provided to you upon request.

STAMP

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## Air Conditioning

### Did you know we offer air conditioning sales and service?

At Polsinello Fuels we have a solution for every air conditioning situation. We work to provide the Total Lower Cost (TLC) you deserve. Whether it is a basic service call for your A/C unit or an entire installation for a commercial building, Polsinello Fuels has the products and know how to get the job done right.



#### For Our Valued Customers **Loyalty Credits**

It is part of the **Total Lower Cost** (TLC) program to reward our loyal service plan customers. For each consecutive year you renew your service plan, you earn a \$50 credit (up to a maximum of \$300.00 per plan). You can use all or a portion of these credits toward the purchase of new heating and cooling equipment.

Check the figures below to see how much you can redeem. Credits are not transferable from one plan to another. They have value only as a credit towards the following equipment when purchased and installed by Polsinello Fuels, Inc. Loyalty Credits expire upon termination or non-renewal of the service agreement.

Boiler	\$300.00	Underground Tank	\$300.00
Indirect Water Heater	\$300.00	Oil Burner	\$200.00
Central A/C System	\$300.00	Oil-Fired Water Heater	\$300.00
Furnaces	\$300.00	UV Lights	\$50.00
Condenser Unit	\$100.00	Quality Air Systems	\$50.00
Above Ground Tank	\$150.00		

## General Conditions:

1. The annual service fee payable under this agreement is non refundable and will not be pro-rated if this Agreement is terminated for any reason.
2. This agreement is being offered to you because you are now or have indicated you will become, a regular customer of Polsinello Fuels, Inc. ("PFI"). If during the Contract Period you, or the person to whom this Agreement is assigned, ceases to be a regular customer of PFI, PFI may terminate this Agreement.
3. This Agreement covers only the oil burner located at the residence set forth in your enrollment form.
4. This Agreement may be transferred to a new owner of the residence as described in your enrollment form – provided the new owner complies with all the terms and conditions of this Agreement.
5. PFI may terminate this Agreement if the oil burner covered hereunder becomes unserviceable or if your account with PFI becomes thirty (30) or more days delinquent, without any refund. If customer fails to pay and PFI needs to take collection efforts the customer will pay all reasonable attorney's fees, disbursements and other costs and expenses incurred by PFI in connection with collecting the funds from the customer.
6. PFI shall have the right to inspect the oil burner covered hereunder prior to its acceptance of this Agreement and reserves the right to decline acceptance after such inspection.
7. Charges for services performed by PFI prior to its acceptance of this Agreement are not included hereunder and shall be timely paid for by you.
8. This Agreement does not include the cost of labor or materials for repair or replacement when the failure of the oil burner is due to condensation or waxing of fuel systems where an outside tank is subjected to cold weather. Nor does it cover labor and materials for repair and replacement resulting from acts of God, fire, water in basement, defects in piping system, defects in duct work or homeowner caused problems.
9. PFI's obligation to furnish parts under this Agreement is subject to the availability of such parts through normal sources of supply.
10. PFI shall not be liable for any loss, damage or injury caused by failure or delay in performing services hereunder when such failure or delay arises out of causes beyond PFI's control. Nor shall PFI be liable for any other loss, damage or injury arising hereunder unless caused by its negligence.
11. This Agreement contains the entire understanding between us relating to the subject matter hereof.
12. All Agreements include 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. If your tank does not qualify at the time of initial inspection, then you will not receive the \$1,000 tank replacement payment. Disqualified tanks will receive a \$200 credit towards an oil tank replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new 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 have qualified for 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, then Polsinello Fuels will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program.
13. Diagnostic Fee includes travel time for Service Technician to job and up to one hour to diagnose. Any labor there after will be billed at prevailing rates as in accordance with the Service Agreement chosen.

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## Total Comfort Fuel Oil Heating AGREEMENT

*Designed for your assurance of...*

- Heating Comfort
- Peace of Mind
- Total Lower Cost

*And all your heating needs*

465-3535 or 463-0084  
Customer Service Ext. 2