

STAMP

**POLSINELLO FUELS**

P.O. BOX 211

241 Riverside Avenue

Rensselaer, NY 12144

## 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.

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. Loyalty Credits expire upon termination or non-renewal of the service agreement. Items below are redeemable for Loyalty Credits:

Boiler  
Indirect Water Heater  
Central A/C System  
Furnaces  
Condenser Unit  
Aboveground Tank  
Underground Tank Replacement  
Oil Burner  
Oil-Fired Water Heater  
UV Lights  
Quality Air Systems



### GENERAL CONDITIONS:

1. The annual service fee payable under this agreement is nonrefundable 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. ("PF"). If during the Contract Period you, or the person to whom this Agreement is assigned, ceases to be a regular customer of PF, PF may terminate this Agreement.
3. This Agreement covers only the equipment 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. PF may terminate this Agreement if the equipment covered hereunder becomes unserviceable, or if your account with PF becomes thirty (30) or more days delinquent, without any refund. If customer fails to pay and PF needs to take action the customer will pay all reasonable attorney's fees, disbursements and other costs and expenses incurred by PF in connection with collecting the funds from the customer.
6. PF shall have the right to inspect the equipment covered hereunder prior to its acceptance of this Agreement and reserve the right to decline acceptance after such inspection.
7. Charges for services performed by PF prior to its acceptance of this Agreement are not luded 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 equipment is due to problems caused by the fuel supplier, nor does it cover the cost of labor or materials for repairs and replacements resulting from acts of God, fire, water in basement, defects in piping system, defects in duct work, or homeowner caused problems.
9. PF's obligation to furnish parts under this Agreement is subject to the availability of such parts through normal sources of supply.
10. PF 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 PF's control. Nor shall PF 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.

**Total  
Lower  
Cost**

**POLSINELLO  
FUELS**

241 Riverside Avenue  
Rensselaer, NY 12144

## **Total Comfort Gas Service AGREEMENT**

*Designed for your assurance of . . .*

- **Heating Comfort** •
- **Peace of Mind** •
- **Total Lower Cost** •

*and all your heating needs!*

A full maintenance service contract that will cover, repair or provide placement for any part of the heating boiler or furnace system that requires service due to normal usage except as listed below. Having a full service agreement not only makes you a priority customer, but also reduces energy costs and extends the life of your equipment.

**CALL: 465-3535**

## Your *Total Lower Cost* Plan

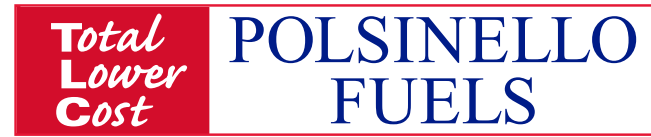
A full maintenance service agreement will cover repair or replacement of any part of gas equipment that requires service due to normal usage except as listed in this agreement. Having a full service agreement not only makes you a priority customer but also reduces your energy costs, extends the life 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.

### COVERAGE:

- An annual tune-up and efficiency test. (Call to schedule an appointment!)
- Parts and labor (except as noted\*) for 24 hour “emergency” no heat service calls, between September 30th & June 1st.
- All other Parts and Labor (except as noted\*) for Boiler and Furnace Equipment Repairs scheduled during normal business hours.
- A \$150.00 Allowance will be made toward the replacement cost of a new boiler or furnace (when installed by Polsinello Heating and Cooling)

### PARTS COVERED:

Altitude and Temperature Gauge, Blower Bearings, Blower Motor (up to 1/2hp), Blower Wheel, Blower Pulleys, Blower Shaft, Boiler Relays and Controls, Circulator Switching Relay, Combustion Chamber (excluding boiler base), Draft Regulator, Expansion or Diaphragm Tank, Fan Wheel (burner), Fuel Damper, Gas Valve, Gas Pilot Assembly, Electronic and Hot Surface Igniters, Low Voltage Transformer, Relief Valve, Solenoid Coil and Solenoid Valve, Smoke Pipe, Thermostat, Zone Valve Motors, Anti-Hum Device.



All annual tune-ups must be performed Monday through Friday during normal working hours before the heating season (Nov-Feb). Annual tuneup 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. Tuneup and service on separate hot water heaters will be billed at time and material rates; they are not covered by this agreement.

### 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 gas tank for gas.

**Please call 465-3535 to make an appointment to have your unit inspected and serviced.**

**\*New customers must have an inspection before Agreement will be issued.**

**\*Any pre-existing conditions will be serviced at prevailing rates.**

## Full Maintenance Agreement

### GENERAL CONDITIONS:

Performance under this Agreement by Polsinello Fuels in contingent upon Customer purchasing entire Servicing requirements from PF and upon Customer’s account being current at all times.

Polsinello Fuels will repair or replace any of the listed parts which may become defective due to normal wear or tear during the life of the agreement.

### 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 unless otherwise notified in writing by the customer. Prices are subject to change on a yearly basis.

### 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, Thermostats, Circulator Repairs or Complete Circulator Replacement, Domestic Hot Water Equipment (hot water coils, mixing valves and separate hot water tanks). Emergency Switches Left Off, Flow Valves, Frozen Gas Lines from Utility, Heating Distribution Systems (piping and ductwork). Humidifiers, Improper Thermostat Settings, Micro Processor, Pressure Reducing Valves, Plugged Air Filters, Zone Valves Bodies, Commercial and Multi-Dwelling Units.



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

Name \_\_\_\_\_ Home Telephone \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Address \_\_\_\_\_ City/State \_\_\_\_\_ Email: \_\_\_\_\_

Please enroll me in the P.F.'S “Total Heating Comfort” Full Maintenance Agreement

Payment Enclosed  Charge my Account \_\_\_\_\_ Account# \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_