

Comfort Assurance PROGRAM



5848 Route 9H, PO Box 430, Claverack, NY 12513

info@valleyenergy.com www.valleyenergy.com

518.851.3921 | 800.696.5552

Propane Protection Plan **\$299** + Tax

24 Hour Emergency Service- Annual Tune-up, Efficiency Evaluation, plus 15% off emergency calls both parts and labor

Annual Preventive Maintenance Tune-up includes cleaning of the gas burner, ignition, and pilot assembly. We will also clean the heat exchanger and inspect the venting system. We will replace the air filter if necessary and make the proper adjustments to ensure peak operating efficiency is achieved. If any parts are used during the tune up, they will be billed at a 15% discount to prevailing rates. You will also receive 15% off emergency calls for both parts and labor. To take advantage of our propane protection plan you must be on automatic delivery.

***** NOTE: You are responsible for scheduling your tune-up appointment, PLEASE CALL 518.851.3921 *****

Please tear off this form and mail to: Valley Energy PO Box 430 Claverack, NY 12513

I would like to sign up for propane protection plan

I understand payment is required in addition to this form to start this agreement.

Propane Protection Plan @ \$299.00 + tax

Many homes have multiple systems, if more than one plan is required, please note accordingly. I have read and agree to all terms and conditions.

NAME

ACCOUNT #

SIGNATURE

EMAIL

☐ I have included my email address please enroll me in the Valley Energy paperless communication program.

**THIS AGREEMENT IS EFFECTIVE FOR 12 MONTHS FROM RECEIPT OF SIGNED COPY
AND WILL BE AUTOMATICALLY RENEWED UNLESS DECLINED IN WRITING.**

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PLEASE CALL 518.851.3921 *****

GENERAL CONDITIONS

- 1) Valley Energy Inc. reserves the right to reject the Service Plan requested if, on inspection, it deems any portion of the equipment to be covered not to be in proper working order or unsuitable for servicing.
- 2) Replacement parts shall be the same, or equal, and all subject to the availability from normal sources of supply.
- 3) During the term of this agreement Valley Energy will provide dependable, prompt emergency service 24 hours/day, 7 days/week, 365 days/year. Non-emergency calls are not covered on nights, weekend and holidays. ***Emergency service constitutes: No heat, fuel leaks, no hot water or dangerous situations. Service calls not covered under this agreement will be invoiced at prevailing rates including time and a half for service after regular service hours – 8:00 am - 4:30 pm Monday thru Friday.***
- 4) Valley Energy assumes no responsibility for heating failure or damage when a home or building is unoccupied or when unable to gain entry on requested delivery/service calls. Valley Energy shall not be responsible for secondary or consequential damages nor shall it be responsible for loss or damage due to or resulting from defective parts or from delays or failure to render service due to conditions beyond its control.
- 5) Valley Energy assumes no liability for loss or damage due to inaccessible equipment. Example: Buried tanks, underground lines, equipment blocked by household storage, etc.
- 6) Valley Energy reserves the right to terminate this Agreement, without notice, if the purchaser permits any person other than an employee or authorized agent of Valley Energy to render service or adjustments to the equipment.
- 7) This agreement does not cover acts of God, fire damage, flooding or other water damage, electrical failure, defects in piping, radiation, domestic hot water accessories, etc.
- 8) This plan is not pro-rated or refundable, and can't be assigned without written consent.
- 9) This contract is only valid if the customer is an Automatic Delivery customer purchasing all of their fuel from Valley Energy.
- 10) This contract does not cover customer owned Propane tanks, regulators, and gas lines.
- 11) This contract is only available for Boilers, Furnaces, and Hot water heaters.
- 12) Any parts used during the tune up will be billed at a 15% discount off current price.
- 13) This contract will be automatically renewed annually and is subject to future changes.