

Quality Matters



Service Policy BROCHURE

508-231-1400

Green-r-fuel
"Cleaner than it has to be"



General Conditions:

The agreement described herein are subject to the following conditions

If you choose either the Value or Deluxe agreement and are without heat during the heating season, we will provide service for covered items. There may be a surcharge based upon time and materials for "after-hours" non-emergency calls when the burner is capable of supplying heat until normal business hours.

This agreement applies to residential installations only firing a maximum of 3 G.P.H., and is subject to the acceptance and/or inspection by Jamie Oil.

Jamie Oil will not be held liable for and will be held harmless from any claims, losses, charges, and damages for personal injuries and/or property damage, including but not limited to freezing of pipes, resulting from delays and or failure to perform, failure to secure obsolete parts, and failure to secure any parts or materials from suppliers. The company will not be held liable for Acts of God, government, acts of enemies, strikes, riots, labor difficulties, fires, floods or any cause beyond the company's control. Nor shall the company in any event be liable to the customer for any personal injury or property damage arising out of or in any way connected with or relating to the performance of this agreement or failure to supply oil (run out) or when the customer fails to make payment for fuel oil and/or service terms. The buyer is responsible for any charges set by Federal, State or City/Local government. This agreement specifically does not cover calls for service when the burner is off due to low water in the boiler, when electrical service is not available, power surges, thermostat set improperly or batteries need to be replaced, blown or loose fuses, circuit breakers or switches off, restricted or plugged chimney, false alarms or parts not listed in this agreement. It does not cover vacant or unattended homes. Jamie Oil will not be responsible for charges for labor or parts unless the work is wholly performed by one of its authorized agents.

This agreement is subject to the acceptance of Jamie Oil who reserves the right to decline, alter or cancel it at any time. Tampering with the heating system renders the agreement null and void. It is made available to Jamie Oil customers only and cancellation of automatic oil deliveries or failure to purchase entire fuel requirements from Jamie Oil automatically cancels the agreement without rebate. Further, the agreement becomes void if any invoice rendered by Jamie Oil to the customer is not paid within 30 days of billing date. Failure to comply with oil pricing agreements between the buyer and Jamie Oil may be cause for cancellation. Cancellations during the agreement period will be subject to prior service charges based on a time and materials basis.

In the event that Jamie Oil replaces any part or component of the heating system because it does not meet the requirements of any current law, regulation, or code, Jamie Oil shall be entitled to payment for, and the customer shall pay to Jamie Oil, a fee for all labor and replacement parts necessitated by such laws, regulations or codes at Jamie Oil's standard hourly rates in effect at that time. It is the customer's responsibility to schedule annual cleaning within policy renewal dates and payment for policy indicates acceptance of all terms and conditions.

This agreement cancels and supersedes all prior agreements between the parties for burner service, and will be automatically renewed for a like term. Such renewal shall be subject to any price changes prevailing at time of renewal. This agreement cannot be assigned and no refund will be made if cancelled prior to normal expiration date.



**A Full Service Heating and
Air Conditioning Company since 1989**



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Please read this pamphlet carefully to assure that you fully understand our updated service policies.

If you have any questions, please feel free to call and we will be glad to help you.

Each plan includes an annual tune-up (to be scheduled by customer)

*All new Service Plans are subject to an inspection from Jamie Oil.

Includes Tune-up Plan

Standard Policy

First hour of all service calls related to the covered parts list below and 50% off of all parts listed under the Covered Parts List.

Includes Tune-up Plan

Deluxe Policy

All labor on all service calls related to the covered parts list below and 75% off of all parts listed under the Covered Parts List.

NOTE: Deluxe coverage is available for your oil fired water heater for an additional charge.

Tune-Up Plan

This plan covers one annual tune-up per year including parts and labor as listed below.*

**Additional parts and labor will be charged on a time and materials basis.*

- 🔧 Adjust burner
- 🔧 Brush and vacuum unit
- 🔧 Check for oil leak
- 🔧 Clean and adjust electrodes
- 🔧 Clean and check combustion chamber
- 🔧 Clean nozzle assembly and replace nozzle
- 🔧 Clean or replace fuel pump strainer
- 🔧 Clean or replace gauge glass
- 🔧 Clean smokepipe
- 🔧 Complete efficiency test
- 🔧 Flush low water cutoff
- 🔧 Flush oil line
- 🔧 Lubricate motor, burner, and circulator
- 🔧 Replace oil filter cartridge
- 🔧 Test safety lock out

Covered Parts List

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|----------------------------------|----------------------------------|---|
| 🔧 Boiler Aquastats | 🔧 Cad cell and leads | 🔧 Ignition wires |
| 🔧 Boiler backflow preventer | 🔧 Circulator (1 per policy year) | 🔧 Oil filter complete |
| 🔧 Boiler pressure reducing valve | 🔧 Coin vent (maximum 3) | 🔧 Pressuretrol |
| 🔧 Boiler relief valve | 🔧 Combustion head | 🔧 Primary control |
| 🔧 Blast tube | 🔧 Dirt pocket cap | 🔧 Purging of air system (1 per year) |
| 🔧 Blower fan belt | 🔧 Econogauge | 🔧 Single zone switching relay (1 zone per policy year) |
| 🔧 Blower motor | 🔧 Expansion tank | 🔧 Thermostat (1 zone per policy year, excludes smart or wifi thermostats) |
| 🔧 Burner fuel pump | 🔧 Fan and limit switch | 🔧 Toggle switch |
| 🔧 Burner fuel pump coupling | 🔧 Firomatic switch | 🔧 Zone valve (1 zone per policy year) |
| 🔧 Burner jet line | 🔧 Float vent (maximum 3) | |
| 🔧 Burner motor (up to 1/4HP) | 🔧 Ignition transformer | |
| 🔧 Burner Firomatic valve | 🔧 Electrodes | |

Jamie Oil plans do not cover any problems related to:

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| 🔧 Air handlers and all air filters | 🔧 Freezing of any heating system components | 🔧 Powerventers and direct vents |
| 🔧 Domestic water tanks | 🔧 Hot water mixing valve | 🔧 Pre-existing conditions |
| | 🔧 Low Water Cut Off | 🔧 Smoke pipe and chimneys |
| | 🔧 Obsolete parts or upgrades | 🔧 Water damage of any kind |
| | 🔧 Oil tanks*, lines and piping | <i>*Oil tank protection is available at an additional cost</i> |