

Agreement # 98-_____

Stop Paying for Repairs - Worry Free Maintenance Agreement



Sullivan Heating and Cooling

www.SullivanHeatingCooling.com

4054-NY 52 Suite #2

Youngsville, NY 12791

845-588-5433



Worry-Free Oil Heating System Maintenance Agreement

Our Service Plans Provide:

Annual Tune-Ups & Inspections
Priority Service
Labor and Parts (for listed parts)

Silver Service Plan:

Our service plan provides priority burner service, (Mon-Fri 8am-4:30pm) for legitimate no-heat on parts covered by this contract.

The following parts will be repaired or replaced at no additional charge

- Air Filters (1 set)
- Blower Belts
- Blast Tube
- Blower Motor
- Burner Coupling
- Cad Cell Eye
- Cad Cell Relay
- Fan & Limit Control
- Fuel Pumps
- Emergency Switch
- Ignition Transformer
- Main Circulator Motor
- Oil Burner Fan
- Oil Burner Motor
- Oil Filter
- Electrodes
- Pressuretrol
- Stack Relay

Gold Service Plan:

Our service plan provides priority burner service, (Mon-Fri 8am-4:30pm) for legitimate no-heat on parts covered by this contract.

Includes all parts listed on Silver Plan with the addition of the following parts:

- Aquastat
- Automatic Feed Valve
- Back Flow Valve
- Circulator Pump
- Circulator Relay
- Expansion Tank
- Relief Valve
- Zone Valve Controller

These plans Do Not Cover heat exchangers, water heaters or humidifiers.

Maintenance to be performed:

Annual Maintenance and Inspection

Oil filter is changed.
Oil line is flushed.
Oil burner nozzle is replaced.
The oil burner is fired & controls are safety checked.
Boiler sections or furnace heat exchanger is brushed and vacuumed.
Cad Cell is cleaned and adjusted.
Bleed Fuel Oil Lines.
Adjust Oil Pressure to OEM Specs.
The flue is inspected – a clear flue promotes proper draft.
Furnace air filter is replaced or cleaned; blower belts checked

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Electrodes are cleaned and adjusted.
Air gate is cleaned and adjusted.
Check and Lubricate Fans and Motors.
Verify and Adjust Oil Pressure.
Test Carbon Monoxide Levels inside the Home.
Clean Exterior of Boiler or Furnace.

Inspection of the Following Items:

- Pressure and temperature controls.
- Exhaust flue.
- Safety controls.

Sullivan Heating and Cooling agrees to:

- Furnish its labor maintenance service during normal working hours, (Monday through Friday, 8 a.m. to 4:30 p.m.) on the equipment in accordance with the Worry-Free Maintenance Agreement.
- Communication is key, We will Provide the customer with advance notice of anticipated dates and times to perform maintenance and of temporary shutdowns.
- We will Provide a written report to the customer about the condition of the equipment and any recommendations.

Customer agrees to:

- Allow Sullivan Heating and Cooling to stop and start the equipment in order to perform services specified in this agreement.
- Provide reasonable means of access to the equipment, including any required removal or relocation of the equipment.

Length of Agreement:

This Agreement shall remain in effect for an initial term of (2) years and shall continue from year to year thereafter unless at least 30 days prior to the expiration date of the initial term or any extended term, either party gives the other written notice of its intention to terminate this Agreement.

Price and Payment Terms:

Sullivan Heating and Cooling will provide services pursuant to this Worry-Free Oil Heating System Maintenance Agreement for the sum of:

Silver Plan:

\$ 285 1st Year
\$ 290 2nd Year

Billed at \$ 71.25 Quarterly.
Billed at \$ 72.50 Quarterly.

Gold Plan:

\$ 385 1st Year
\$ 390 2nd Year

Billed at \$ 96.25 Quarterly.
Billed at \$ 97.50 Quarterly.

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Contract Labor Time and Material Rates at 15% Discount: (on parts not covered)

1st Year:

Straight Time	\$ 89.25 per hour (Mon-Fri 8:00am to 4:30pm)
Overtime	\$ 133.88 per hour
Sunday's & Holiday's	\$ 210.00 per hour

2nd Year:

Straight Time	\$ 90.95 per hour (Mon-Fri 8:00am to 4:30pm)
Overtime	\$ 136.43 per hour
Sunday's & Holiday's	\$ 214.00 per hour

- All heating equipment is subject to our inspections and approval for acceptance.
- Labor and Parts required as a result of abnormal conditions such as fire, explosions, floods, water damage, storms, power failure, hurricanes, blown fuses, main switch off, no oil and acts of God are NOT covered by this agreement.
- Service calls due to problems with, or improper installation of secondary heating systems, are not covered by this agreement.
- The company shall have the right to cancel this agreement without any liability when issued in error or for non-payment.
- The decision as to whether repair or replace parts rests solely with the company.
- The company shall not be responsible for failure to perform service or furnish parts due to any or all causes beyond its control and shall in no event be responsible or liable for consequential or indirect damages or any other damages, due to cause beyond its control.
- Sullivan Heating & Cooling will not assume any responsibility and this agreement shall be null and void, if equipment is serviced by any other than authorized Sullivan Heating & Cooling personnel.
- The services rendered are limited to the parts and services shown or described herein. Charges will be made for all other parts and services.
- All service agreements expire on the anniversary date 2 years from date of renewal and are automatically renewed unless cancelled by either party on a 30-day notice.
- Company responsibility is specifically limited to the items set forth herein.

This Maintenance Agreement is hereby accepted:

Signature: _____
Name: _____
Title: _____
Date: _____
PO: _____

Joseph A. Velilla Sr.
Managing Partner
Date: _____

(IMPORTANT): This proposal incorporates by reference the terms and conditions which are attached to this document. This proposal, or any accepted alternates, are hereby accepted and Sullivan Heating and Air Conditioning is authorized to proceed with the work.

Customer's Name:
Job Site Address:
Billing Address:
Contact Number:
Email:

Date:
Inspection Date:
Agreement Number: **98-**
Purchase Order:
Agreement Type:

Manufacturer:
Serial Number:
Approximate Age:

Model Number:
Hydronic or Steam:
Assigned Tech: