

Comfort Assurance PROGRAMS



5848 Route 9H, PO Box 430, Claverack, NY 12513
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518.851.3921 | 800.696.5552

Comfort Protection Plan \$299.00 Tax included

24 Hour Emergency Service- Annual Tune-up, Efficiency Evaluation, and Fuel Right Treatment

Annual Preventive Maintenance Tune-up including replacement of oil filters, pump screen and nozzle. Adjustment to ensure peak operating efficiency is achieved. Repair or Replacement of all parts listed below when worn due to normal heating use. To take advantage of one of our comfort protection plans, you must be on automatic delivery.

Nozzle	Burner Coupling	Blower Belts, Pulleys
Nozzle Tube	Burner End Cone	Blower Bearings & Shaft
Delayed Oil Valve	Burner Blast Tube	Blower Fans
Non-programmable Thermostat	Basic Air Filter (1-Set)	Draft Regulator
Cad Cell Eye / Assembly	Pump Screen & Gasket	Burner Fan
Oil Primary Control	Oil Filter & Gasket	Smoke Pipe – Up to 10 ft.
Fan & Limit Control (Warm Air System)	Burner Motor (1/7 HP 3450, 1/8 HP 1725)	Ignition Leads
Burner Transformer / Igniter	Transformer (24 & 40 Volt)	Electrodes
Fuel Pump (Single Stage)	Blower Motor (up to 1/3 HP)	

Comfort Plus Protection Plan \$399.00 Tax included Additional boiler coverage

All the features of the Comfort Plan, plus repair or replacement of these additional parts:

Air Vents	Pressuretrol - P404A	Steam Gauge Glass & Washers
Pressure Reducing Valves	Zone valves	Manual reset controls
Flochecks	Extrol tanks	Basic Aquastats
Circulator Relays (Single)	Combustion chamber	High limit relay
Circulator Coupling	Low cut offs (water)	Pressure Relief Valve
Circulator (Cartridge Series-up to 1/7 (HP)		

Comfort Protection Plan for OIL FIRED HOT WATER HEATER \$139.00 Tax included

Includes annual preventive maintenance/tune-up to keep your oil fired hot water heater running at peak efficiency. Plus repair or replacement of all parts covered under the Comfort and Comfort Plus Plans that are found on an oil fired hot water heater.

**** Annual preventive maintenance does not include chimney cleaning, maintenance or repair****

Comfort Assurance Protection plan preventive maintenance/tune-ups will be scheduled between April and September.

We have limited availability for tune-ups in the winter months between October and February.

A good time to have your unit serviced is in April or May before you shut it off for the season.

Comfort Protection Plan for CENTRAL AIR CONDITIONING \$219.00 Tax included

Includes annual preventive maintenance/tune-up. Annual maintenance keeps your unit running at peak efficiency improving air quality and reducing your electric bill. Plus 15 percent off air conditioning service calls, both parts and labor.

Valley Energy customers on automatic fuel delivery are entitled to 15% off the cost of an air conditioning service plan.

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

**I would like to sign up for the following Comfort Assurance Programs.
I understand payment is required in addition to this form to start this agreement.**

- Comfort Protection Plan @ \$299.00 tax included
- Comfort Plus Protection Plan @ \$399.00 tax included
- Comfort Protection Plan for OIL FIRED HOT WATER HEATER @ \$139.00 tax included
- Comfort Protection Plan for CENTRAL AIR CONDITIONING @ \$219.00 tax included

Many homes have multiple systems; If more than one plan is required per home please note accordingly.
I have read and agree to all terms and conditions.

**Please tear off this form
and mail to:**



PO Box 430 Claverack, NY 12513

NAME _____ ACCOUNT # _____ SIGNATURE _____

CONTACT #'S _____ EMAIL _____

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

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) **Annual preventive maintenance/tune-ups will be performed April through September.**
- 5) This Agreement does not cover the following:
 - A) Replacement of any defective parts or portions of the heating system not specifically included in the replacement parts schedule of this Agreement.
 - B) **The cost of labor and materials for work performed on the following equipment: Fuel storage tanks, heat piping and accessories, domestic hot water coils, oil line and valves, manual reset controls, tempering (mixing) valves, power venters, motorized zone damper systems, outside temperature sensors and associated controls, backflow preventers, temperature/pressure gauges, Logomatic control and sensors, any parts not specifically noted otherwise.**
 - C) Damage from restricted or plugged chimney and poor draft conditions.
 - D) Obsolete parts, air cooling-air conditioning equipment, electronic air cleaners, kick space heaters.
 - E) Circuit breakers, blown fuses, thermostats not set properly or battery replacement.
 - F) Water feeder and low water cut off controls on steam heating systems.
 - G) Blue Ray heating equipment and System 2000 Controls.
 - H) Air handlers, humidifiers, air cleaners and filters.
 - I) Induced draft systems and controls.
 - J) Remote monitoring systems.
 - K) Anti freeze - can be checked on request, for a minimal charge.
 - L) Related problems with the connection of anti-freeze.
 - M) When no part of the covered equipment is found to be at fault.
- 6) 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.
- 7) Valley Energy assumes no liability for oil tank failure, oil line failure, vent or fill pipe failure, fill or vent piping, resulting in petroleum spillage. Valley Energy assumes no liability for loss or damage due to inaccessible equipment. Example: Buried tanks, underground oil lines, equipment blocked by household storage, etc. Valley Energy assumes no liability for the condition and maintenance of the fuel tank or oil line leakage.
- 8) 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.
- 9) 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.
- 10) This plan is not pro-rated or refundable, and can't be assigned without written consent.
- 11) This contract is only valid if the customer is an Automatic Delivery customer purchasing all of their fuel oil from Valley Energy.

Email Updates &
SPECIALS

Don't forget to give us your email address if you would like news from Valley Energy including special offers, updates on pricing, and more.

EMAIL

PLEASE NOTE: Ensuring your privacy is our highest priority. Your email address will never be shared with an outside company, under any circumstances.

