

# General Terms and Conditions

## ALL COMFORT PLANS

- Service plans are in effect for 12 months and will be renewed automatically each year thereafter at prevailing rates. Palmer Gas & Oil will indicate its acceptance of a plan by issuance of an invoice, made payable within 30 days. All equipment must be brought up to code before it is accepted for a service plan. Advance payment does not automatically make a plan effective.
- Plans cancelled within 30 days of renewal date will receive a full refund. Plans may be cancelled after 31 days of renewal date but there will be no refund of any unused portion of the plan.
- Plans are for residential customers only. All new plan holders must be on automatic delivery.
- Customers are responsible for scheduling their yearly tune-ups. There will be no refunds issued for unused plans outside of the 30-day cancellation period.
- The customer's payment constitutes their acceptance of the terms and conditions of the service plan.
- A service plan is transferable to a new owner at the option of the property seller for the existing service location, or the plan may be voided at the owner's request, but there will be no refund of any unused portion of the plan.
- Palmer Gas & Oil reserves the right to cancel any plan without notice and refund the unused portion of the plan.
- Palmer Gas & Oil's responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan are procured from another source or if customer's account is past due or if customer purchases fuel from another supplier.
- Senior or veterans' discounts are not applicable to plan purchases or work performed. Work performed is priced according to plan descriptions.



603.898.7986 | 800.420.9045

PalmerGas.com | info@PalmerGas.com

Monday - Friday | 8:00am - 5:00pm

## ALL COMFORT PLANS (CONTINUED)

- Comfort plans cover scheduled routine maintenance, priority scheduling and provide a 20% discount on diagnostic and repair charges for one unit per year (or one head/condenser for mini split).
- Maintenance is subject to blackout dates based upon availability.
- Comfort plans are for planned maintenance only. Any additional repairs recommended by our technicians will be brought to the attention of the owner. No repairs will be made unless proper authorization is given.
- If heat exchanger or compressor is covered under manufacturer's warranty, labor and materials for a replacement system are discounted at 20%.
- Replacement of entire unit or following systems and devices are not covered under any plan; condensing coils, flues, duct systems, evaporator coils, radiators, registers and grills, and heating system piping. The following services are not covered: electrical service from circuit breaker to unit, gas and water leak repairs, refrigerant leak tests and repairs.
- The following items are not covered under any plan; compressors, heat exchangers, refrigerant recovery, air filters, humidifiers, electronic air cleaners and other accessories that are not an integral part of the heating or cooling system. Certain exceptions may apply.
- Palmer Gas & Oil reserves the right to make all calls during regular working hours, with the exception of whole house no heat calls due to furnace/boiler failure, fuel odors or water, oil or gas leaks. Generator service calls will be scheduled during regular business hours.
- Palmer Gas & Oil will endeavor to render prompt and efficient service, but it is expressly agreed that Palmer Gas & Oil shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this plan.
- The obligation to furnish replacement parts is subject to availability through normal supply sources.
- Calls to replace dirty filters, balance heat and/or cooling to individual rooms, perform air bleeding of hot water radiator systems, and repairs to radiators will be considered billable calls, which, along with repairs not covered under service plan will be billed at prevailing rates.

## HEATING & COOLING COMFORT PLANS

- To help eliminate unnecessary service calls, plan customers are expected to make sure thermostat or humidistat is properly set and to check all switches, and circuit breakers or fuses. Customers are also expected to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.).
- Washable filters will be cleaned at time of service. Disposable filters will be replaced if the customer provides replacement at time of service. We can provide filters at the time of service for an additional charge, if it is requested prior to scheduled maintenance.

## GENERATOR COMFORT PLAN

- Palmer Gas & Oil shall be released from any/all liability for failure or delay to provide, within a reasonable period, maintenance called for under the plan when failure or delay results from strike or other labor disturbance; fire, flood, lightning or other act of God; supply shortage of electricity, gas or water; freezing or breaking of pipes; government regulations; extreme weather conditions, unavailability of parts; or improper operation, negligence or misuse of covered equipment.
- Customers must make the unit and transfer switch accessible to be worked on during normal business hours.
- It is advised, in accordance with the generator owner's manual, that installation clearances are maintained.
- It is suggested that the owner refer to the generators' manual to determine how often the oil should be checked by owner or Palmer Gas & Oil. Additional visits to check equipment and change oil will incur additional charges.

# COMFORT SERVICE PLANS



**PROTECT YOUR INVESTMENT**



## HEATING COMFORT PLAN

Oil and Propane Heating Comfort Plans are applicable for one heating unit.

- » Annual Tune-Up
- » Overall Equipment Condition Assessment
- » 20% Off Diagnostic Charges & Repairs
- » Priority Scheduling

**OIL TUNE-UP includes, but is not limited to the following, as needed:**

- Clean heating unit, vent pipe and chimney base.
- Clean and adjust electrode and nozzle assembly.
- Replace oil nozzle and oil filter.
- Test and adjust all safety and operating controls.
- Inspect vent pipe, barometric damper, and combustion chamber.
- Test oil pump operation.
- Perform combustion analysis and make adjustments to maximize efficiency.

**PROPANE TUNE-UP includes, but is not limited to the following, as needed:**

- Test carbon monoxide levels.
- Clean and adjust burners and inspect heat exchanger.
- Install air filter (customer supplied).
- Inspect vent pipe and gas valve.
- Test and tighten all wiring and connections.
- Flush condensate drain to protect overflow.
- Check temperature rise.
- Check the gas pressure at the gas valve.
- Perform combustion analysis and make adjustments to maximize efficiency.

## GENERATOR COMFORT PLAN

Generator Comfort Plans are applicable for one generator.

- » Annual Tune-Up
- » Overall Equipment Condition Assessment
- » 20% Off Diagnostic Charges & Repairs
- » Priority Scheduling

**Tune-up includes, but is not limited to the following, as needed:**

- Change and dispose of engine oil/filter.
- Inspect air filter and replace at additional cost, if needed.
- Replace spark plug(s) or check gap per manufacturer.
- Clean and tighten battery terminals.
- Check/tighten control and power wiring connections.
- Check/adjust valve(s) as recommended by manufacturer.
- Check for evidence of vibration and leakage.
- Check the crankcase breather hose.
- Check and clean air ducts and louvers.
- Visually inspect insulation and wires for fire hazards.
- Inspect the engine and battery heaters for proper operation (if applicable).
- Inspect mounting bolts, brackets and coupling connections.
- Inspect fuel line and connections for leaks.
- Check for trouble or fault codes.
- Check operation of transfer switch. (If transfer switch requires repair, this service is performed at additional cost.)
- Check and record AC output voltage and frequency.
- Check the gas regulator lock up / flow pressure.
- Check if generator requires firmware update and update as necessary.

## A/C COMFORT PLAN

AC Comfort Plan is applicable for one air conditioning unit.

- » Annual Tune-Up
- » Overall Equipment Condition Assessment
- » 20% Off Diagnostic Charges & Repairs
- » Priority Scheduling

**Tune-up includes, but is not limited to the following, as needed:**

- Lubricate all moving parts.
- Clean or replace air filters (customer supplied).
- Flush condensate drain to protect against overflow.
- Clean outdoor condenser coil.
- Clean and check the blower motor (and belt if applicable).
- Test "temperature drop" at return and supply air; adjust blower speed.
- Safety test all controls for proper operation.
- Inspect start and run capacitors and relays for bulges, rust, and leaks.
- Tighten and safety test all wires and connections.
- Record operating pressures and temperatures.
- Measure refrigerant superheat or sub-cooling to fine-tune its charge.
- Test "temperature drop" at return and supply air; adjust blower speed.
- Test meter voltage and amperage in all motors; test for worn bearings.
- Test condition of compressor contacts.

## MINI SPLIT COMFORT PLAN

Mini Split Comfort Plan is applicable for one head and one condenser.

- » Annual Tune-Up
- » Overall Equipment Condition Assessment
- » 20% Off Diagnostic Charges & Repairs
- » Priority Scheduling

**Tune-up includes, but is not limited to the following, as needed:**

- Lubricate all parts.
- Clean air filters.
- Flush condensate drain to protect against overflow.
- Clean outdoor condenser coil.
- Clean and check the blower motor (and belt if applicable).
- Safety test all controls for proper operation.
- Plans for additional heads/condensers are available at an additional cost.



PalmerGas.com • 603.898.7986