



J&A Waterville Oil Service:

Your Local, Dependable Energy Experts

Since 1953, we at J&A Waterville Oil Service have strived to provide quality home heating fuel oil at the best prices. We are proud to offer expert HVAC service recommendations, equipment installation, and repairs. You can count on J&A Waterville Oil Service for reliable fuel oil delivery, HVAC installations, equipment services, and more 24/7/365.

Our Services

- HEATING OIL DELIVERY
- BUDGET PLANS
- HEATING INSTALLATION & SERVICE
- A/C INSTALLATION & SERVICE
- COMPREHENSIVE SERVICE PLANS



General Conditions

- 1. Agreement Prerequisite.** Customer must be a J&A residential scheduled oil delivery customer.
- 2. Pre-Agreement Inspection.** Original acceptance of this Agreement is subject to inspection and approval by one of the Company's authorized personnel. If any part listed in the "Parts Replacement or Repair" section on the reverse side is in marginal condition, the Customer may be required to replace the part prior to Agreement acceptance by the Company.
- 3. Property Access.** The Customer must make his/her property available once a year (at or near the anniversary date of the Agreement) for an annual heating system tune-up. The Customer is responsible for removing snow from driveways, walkways, the area surrounding the tank location, and any other areas that company drivers and technicians need to access the property safely.
- 4. Fee Schedule.** The fee schedule for Oil Service Maintenance is based on the current price structure for services provided and is subject to annual review.
- 5. Extension of Term/Termination.** The term of this Agreement shall be one year and will be automatically extended on a year-to-year basis unless either the Customer or the Company gives written notice of termination to the other party 30 days prior to the expiration date of the term. This Agreement may be subject to modification such as price or other terms and conditions effective on the anniversary date of the Agreement. This Agreement has no refund value.
- 6. Notification of Property Transfer or Sale.** The Customer agrees that in the event that the property is sold or transferred during the period of this Agreement, he/she will notify the Company and the new owner within 30 days of the sale or transfer. At that time the new owner will be required to execute a new Agreement. If no successive contract is executed, this Agreement shall terminate 15 days after the new Agreement is offered.
- 7. Limitations on Liability.** The Customer hereby releases the Company and agrees to hold the Company harmless from all liability for any loss, damage, or injury to person or property unless such loss, damage, or injury is solely caused by the negligence of the Company. Without limitation, the Company shall not be liable for any parts or labor as a result of abnormal conditions such as, but not limited to water damage, freezing, floods, fires, wars, any act of God, lack of access to the property, power failures, oil run outs due to Customer's account delinquency, changes in property causing increased fuel consumption if not notified in writing, turning water off to boiler auto feed, failure to check water level/pressure in boiler, steam system flushing, low water cutoff flushing, or any damages incurred by Customer delays or failure to request service that is beyond the Company's control. The Company will not be held responsible for damages resulting from heat failure in unoccupied homes. Customers with the Company's Electronic Monitoring System are excluded. In addition, the Company will not be held responsible for any system failures due to excessive debris in or around the furnace or boiler. Such debris being, but not limited to, sawdust, insulation, excessive pet hair, etc. The Customer specifically agrees and covenants that in no event shall the liability of the Company for loss, damage, or injury to person or property exceed an amount equal to the charge to the Customer for the period of service during which such loss, damage, or injury occurs, and in any event, the Customer agrees and covenants that such liability of the Company shall never exceed the maximum sum of one thousand (\$1,000) dollars.
- 8. Parts and Availability.** The Company will replace or repair any of the 31 parts listed in the "Parts Replacement or Repair" section on the reverse side including labor. Any other parts or labor not covered under this Agreement will be charged at applicable service and parts rates. All replacement parts are subject to availability. The Company will not be held responsible for discontinued or unavailable parts or materials.
- 9. Billable Parts and Services.** Any other parts or labor not covered under this Agreement will be charged at applicable service and parts rates. There will be charges for requests to perform simple homeowners tasks such as, but not limited to, resetting circuit breakers, changing fuses, turning up thermostats, turning on emergency switches, filling the boiler with enough water to operate properly, venting of radiators, bleeding air from the baseboard lines, draining expansion tanks, and resetting burners.
- 10. Exclusions.** Any commercial equipment, suspended furnaces, or systems in areas of limited access will not be covered under this agreement. Seasonal turn-ons and turn-offs are not covered under this Agreement. Multiple locations and/or systems will require separate contracts.

JANDAOIL.COM

943 New Haven Road | Naugatuck, CT 06770
(203) 729-5216 | Ct. Loc. #388797 | HOD #173

Oil Heating Services



J&A Waterville Oil Service, Inc.
943 New Haven Road
Naugatuck, CT 06770

PREMIUM

OIL SERVICE PLAN

50% OFF PARTS & LABOR

EMERGENCY & PRIORITY SERVICE

Rest assured if your system needs unplanned repairs that we will be there for you 24/7/365.

ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently, which saves on fuel usage and extends the life of your equipment.

SAFETY INSPECTION

Our technicians will conduct a safety inspection of the heating system based on manufacturer's recommendations and industry best practices.

CHIMNEY INSPECTION*

*Third Party, Separate Appointment

50% DISCOUNT ON SERVICE WORK

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 50%. (This does not apply to a system replacement.)

PARTS REPLACEMENT OR REPAIR

- Air Filter
- Burner Coupling
- Burner Fan
- Burner Head
- Burner Motor
- Boiler Aquastat
- Cad Cell Assembly
- Cad Cell Eye
- Emergency Switch
- Fan Belt
- Fan Pulley
- Fan Control
- Fan Motor
- Fuel Coupler
- Fuel Pump
- Fuel Strainer
- Firomatic
- Ignition Transformer
- Nozzle
- Nozzle Adapter
- Oil Cartridge
- Oil Gauge
- Oil Canister
- Porcelains
- Primary Control
- Pump Gasket
- Smoke Pipe
- Vent Alarm
- Pump Strainer
- Thermostat (standard)

MULTIPLE POLICY DISCOUNT

Enroll in the Premium or Standard Oil Service Plan and

RECEIVE 10% OFF

the Cooling Service Plan or the Water Heater Service Plan.

STANDARD

OIL SERVICE PLAN

20% OFF PARTS & LABOR

EMERGENCY & PRIORITY SERVICE

See Premium Oil Service Plan for details.

ANNUAL TUNE-UP

See Premium Oil Service Plan for details.

SAFETY INSPECTION

See Premium Oil Service Plan for details.

20% DISCOUNT ON SERVICE WORK

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 20%. (This does not apply to a system replacement.)

CLEANER INDOOR AIR

New air filters each year can make a big difference in the amount of dust and particulates blowing through a hot air system.

NEW SERVICES

CHIMNEY INSPECTION*

Furnace flues need to be checked by a certified chimney professional to avoid potential problems that can occur without proper maintenance, like a house fire or CO poisoning. As heating equipment grows increasingly efficient, this can cause problems to old and unlined chimneys.

GREMLIN® OIL TANK MONITOR

These provide 100% accurate readings to ensure you get timely deliveries and prevent runouts. We quickly install your monitor, and then our office can track your tank levels, and you can see them on your smartphone!

COOLING

SERVICE PLAN

EMERGENCY & PRIORITY SERVICE

Rest assured if your system needs unplanned repairs that we will be there for you 24/7/365.

16-POINT ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on energy usage and extends the life of your equipment.

20% DISCOUNT ON SERVICE WORK

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 20%. (This does not apply to a system replacement.)

*\$225 for first condenser, \$115 for second condenser

OIL WATER HEATER

SERVICE PLAN

EMERGENCY & PRIORITY SERVICE

Rest assured if your system needs unplanned repairs that we will be there for you 24/7/365.

ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.

30% DISCOUNT ON SERVICE WORK

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 30%. (This does not apply to a system replacement.)



PLEASE SELECT PLAN(S)

- | | | |
|---------------------------|-------|--------------------------|
| Premium Oil Service Plan | _____ | <input type="checkbox"/> |
| Standard Oil Service Plan | _____ | <input type="checkbox"/> |
| Cooling Service Plan | _____ | <input type="checkbox"/> |
| Water Heater Service Plan | _____ | <input type="checkbox"/> |

NAME

ACCT. #

ADDRESS

CITY

STATE

ZIP

PHONE

EMAIL

SIGNED

DATE