

# BRUNELLI ENERGY, LLC

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HOD-794 P1-204851 S7-386550



## RESIDENTIAL SERVICE PLAN INCLUDES:

- Emergency Priority Service provided: 24 hours a day, 7 days a week, 365 days a year.
- Discounted labor rates for emergency service calls.
- Annual Tune-Up & Maintenance Service at end of contract which includes:
  - ✓ A thorough cleaning and vacuuming of the system.
  - ✓ Replacement of (1) nozzle, (1) oil filter & (1) oil pump strainer during the cleaning.
  - ✓ Complete tune-up of oil burner for peak efficiency.

## OIL-FIRED WATER HEATER SERVICE PLAN RIDER INCLUDES:

- All the features of the Residential Service Plan:
  - ✓ Coverage is only available in conjunction with a Residential Service Plan.
  - ✓ Hot water "tank" is not covered, burner only.

## AUTOMATIC DELIVERY

- This Service Plan must be in conjunction with Automatic Delivery

## SERVICE HOURS

During the life of this agreement, **Brunelli Energy** will provide dependable, prompt emergency service  
24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR.

Emergency service is constituted by: **NO HEAT, SERIOUS FUEL LEAKS OR DANGEROUS SITUATIONS.**

All non-emergency service, to include "no hot water", will be performed during normal working hours:

Monday through Friday 8 a.m. to 4 p.m.

*General Terms & Conditions:*

1. Service Plan is limited to coverage on the **oil burner only**.
2. Labor is covered for your annual cleaning to take place at the end of the contract period.
3. Labor will be discounted 15% off any emergency service call affecting the oil burner. This discount does not apply to scheduled work or recommended work completed during annual cleaning or work outside of burner.
4. Labor rates will vary based on scheduled rates.
5. All payments for both oil delivery and services provided must be current.
6. Exclusions: This agreement does not cover parts or labor when service call is due to:
  - Failure of customer to maintain proper boiler water level or pressure.
  - Customer leaving emergency or service switch in "off" position or blown/loose fuse or circuit breaker.
  - Customer setting thermostat too low to call for heat or battery replacement needed.
  - Air in baseboard radiation or radiators.
7. This agreement does not cover repair or replacement of obsolete parts that are not available through regular sources.
8. A separate rider in conjunction with this Service Plan is available for water heaters listed below.
9. System 2000 units are not covered in the case of high/low voltage problems (controls) or power surges.
10. If all fuel oil requirements are not purchased from **Brunelli Energy**, this agreement is **VOID**.
11. This agreement only covers damage caused by ordinary wear and tear. It does not cover damage due to power venter malfunction, acts of God, fire damage, flooding or other damage due to moisture, etc.
12. There shall be no liability for any reason on the part of **Brunelli Energy** for work done by anyone else, unless such persons are authorized in writing by **Brunelli Energy** to perform such work or furnish parts
13. The length of this agreement is one year. It will renew automatically at that time unless we are notified of cancellation in writing 30 days prior.
14. Customers must be on automatic delivery to be eligible for either service contract. If you cancel "automatic delivery", your service contract will be terminated.
15. This agreement shall be in effect for a period of 12 months beginning Sept 1<sup>st</sup> and ending Aug 31<sup>st</sup>. Prices are subject to change upon renewal. Contracts are not pro-rated and are non-refundable. Contract is valid upon payment in full.
16. Commercial systems are NOT eligible for a Service Plan.
17. We reserve the right to inspect and test your system at no charge prior to coverage.
18. Service Plan does not cover vacant or unattended buildings.
19. If your heating system becomes unsafe and uninsurable during the terms of this contract you must upgrade your system. Refusal to upgrade your system will automatically terminate your contract.
20. Service work due to lack of oil due to an unpaid Automatic Delivery balance are not covered.
21. If your heating system has been denied fuel by broken, frozen, or plugged oil lines; or by water, sediment, or inadequate fuel-pumping equipment, repairs are not covered under this agreement.
22. Equipment upgrades or repair work performed during a cleaning are not covered under this contract. Any necessary work must be completed to renew contract. Check with office for rates.
23. Cleanings must be scheduled between July - September. No need to worry, we will contact you to schedule.

**CUSTOMER INFORMATION**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Account # \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_ E-mail: \_\_\_\_\_

**EQUIPMENT COVERED**

Boiler/Furnace: \_\_\_\_\_ Burner: \_\_\_\_\_ Serial #: \_\_\_\_\_ Date Installed: \_\_\_\_\_

System Inspected On: \_\_\_\_\_ By Technician: \_\_\_\_\_ System Meets Requirements \_\_\_\_\_

Check off the Service Plan of your choice:

**RESIDENTIAL SERVICE PLAN CONTRACT \$350 + tax**

**OIL FIRED WATER HEATER SERVICE RIDER \$180 + tax**

**I understand an agreement to a Service Contract is also an agreement for Automatic Delivery. \_\_\_\_\_ (initial)**

**Payment Received:**

**DATE:** \_\_\_\_\_ **Payment Method:** \_\_\_\_\_ **Amount:** \_\_\_\_\_

**IT IS UNDERSTOOD THAT ALL FUEL OIL IS TO BE PURCHASED FROM BRUNELLI ENERGY, LLC. THE CANCELLATION OF AUTOMATIC OIL DELIVERIES IMMEDIATELY CANCELS THIS AGREEMENT**

This Agreement Is Effective From: September 1, 2023 thru August 31, 2024

Signature: \_\_\_\_\_ Date Accepted: \_\_\_\_\_