

BRUNELLI ENERGY, LLC

2 Rachel Drive – Bozrah, CT 06334
(860) 889-4442 – (860) 889-4443 fax – www.BrunelliEnergy.com
P1-204851 S7-386550 HOD-794



RESIDENTIAL SERVICE PLAN CONTRACT

BASIC SERVICE PLAN INCLUDES:

Annual Tune-Up & Maintenance Service at end of contract year 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
- Emergency Priority Service provided: 24 hours a day, 7 days a week, 365 days a year
- Discounted labor rates for emergency service calls.

**BASIC
PLAN
\$295**

+ TAX

**BONUS
PLAN
\$409**

+ TAX

**WATER
HEATER
\$160**

+ TAX

BONUS SERVICE PLAN INCLUDES:

- All the features of the Basic Service Plan (*Riello Burners additional \$75.00)
- Plus the following parts:

-Blast Tube	-Delayed Oil Valve	-Fuel Pump	-Nozzle line
-Blower Wheel	-Electrodes	- Oil Filter	-Pump Strainer
-Burner Motor	-Flange Gasket	-Ignition Transformer	-Primary Control
-Cad Cell Eye	-Flow Checks	-Nozzle	

OIL-FIRED WATER HEATER EMERGENCY SERVICE RIDER INCLUDES:

- All the features of the Basic Service Plan
 - Coverage is only available in conjunction with a Basic or Bonus Service Plan.
 - Hot water “tank” is not covered, burner only.

AUTOMATIC DELIVERY

Never wait home for deliveries or worry about making COD payments. We will monitor your oil usage with our degree day system. Automatic delivery is an insurance of your tank always remaining above ¼ of a tank. Reassurance you will never be without heat or hot water during the frigid winter season!

\$ FINANCIAL PLANNING \$

Allow us to assist you in avoiding those excessive heating bills which fall during an already financially burdened holiday season. We can budget your yearly heating costs equally over an eleven month period. The amount will be predetermined by an estimate of your yearly fuel consumption and the average oil rate from the previous season. Payments will run August through June. Each July balances due will be rendered. Budget planning is available independently or in conjunction with one of our service plans.

>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 Plans are 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. Water Heaters are not part of the Basic or Bonus Plan. A separate rider 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 1st and ending Aug 31st. 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 only eligible for the "Basic" plan. Cleanings on commercial systems are NOT included.
17. We reserve the right to inspect and test your system at no charge prior to coverage.
18. Service agreement 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 plan. Any necessary work must be completed to renew plan. Check with office for rates.
23. Cleanings must be scheduled between March & September. No need to worry, we will contact you to schedule.

CUSTOMER INFORMATION Account # _____

Last Name: _____ First Name: _____

Address: _____ City _____ zip _____

Phone: _____ cell: _____ email: _____

EQUIPMENT COVERED

Boiler/Furnace: _____ Burner: _____ Serial #: _____ Date Installed: _____

System Inspected On: _____ By Technician: _____ System Meets Requirements _____

Check off the Service Plan of your choice:

- BASIC PLAN**
 BONUS PLAN
 ***RIELLO BONUS PLAN**
 OIL FIRED WATER HEATER
 \$295 + TAX
 \$409 + TAX
 \$484 + TAX
 \$160 +TAX

I understand an agreement to a Service Plan 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, _____ thru August 31, _____

Date Accepted: _____ Signature: _____