

IMPORTANT CUSTOMER INFORMATION

Buckley H&C Loyalty Program

Earn 1 point for every gallon of fuel purchased; 1,000 points = \$50 to be used towards service and installations.

Schedule a Delivery and Pay Online

Visit www.buckleyhc.com!

CENTRAL OR DUCTLESS AIR CONDITIONING INSTALLATIONS

We now install ductless air conditioning systems! These energy efficient systems are comprised of one outdoor and one indoor unit that work together to cool your home. We highly recommend this product as it offers nearly the same comfort as central air conditioning at only half the cost!

PROPANE SERVICE

Buckley H&C is your propane expert. If you are considering a propane appliance installation or a propane conversion please give us a call!

GENERATOR INSTALLATION & SERVICE

Recent weather events have caused many of our customers to endure hardship as their houses and businesses lost power. With the unpredictable nature of power supply due to an antiquated power grid as well as the arrival of turn-key generator systems, we're recommending that you consider a generator installation. Generator installations are now more affordable than ever.

NEW EQUIPMENT INSTALLATIONS

If your heating system is over 15 years of age, there is a good chance that it is not running as efficiently as it could be. New system installations generally have a very quick repayment period for homeowners. In many cases, a new system may cut down your bills by 40% annually! We can install boilers or furnaces (for oil, propane and gas systems), water heaters, generators, air conditioning systems and much more!



Visit www.buckleyhc.com for more information

GENERAL CONDITIONS & EXCLUSIONS

This Service Plan is available to automatic delivery customers who purchase ALL their fuel oil and all heating system services from Buckley Heating and Cooling (referred to as the Company) during the term of the Service Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after our inspection and approval of your heating system and tank. Upon termination there shall be no refund or credits allowed. This agreement is transferable.

1. The term of the Plan is for a one (1) year period and after re-inspection will renew automatically every year unless terminated by either the customer or Company. The Plan automatically terminates if the customer no longer purchases all of its heating oil from the Company. No credit will be issued if the Plan is canceled before the expiration date. The plans are billed monthly and renew annually; if the customer elects monthly billing for their Service Plan and they cancel their account for any reason before the end of the 12 month period, the customer will be billed for remaining balance and payment in full will be due immediately.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. The Company will pay up to \$2,500 toward the replacement of your tank, once tested and qualified for the TankSure® Program, if a tank leak occurs subsequent to this test due to internal corrosion, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. Accidental damage is not covered by the TankSure® Program. The TankSure® Program does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested and qualified ultrasonically and is enrolled in the TankSure® Program.

4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to failure to have sufficient fuel oil in the tank, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

5. The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.

6. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, above ground storage tanks (unless enrolled in TankSure® Program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, hot water heating systems and air and venting systems. The Plan does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested ultrasonically and is enrolled in the TankSure® Program.

7. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties, including environmental clean costs.

8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

9. Amendment and Cancellation. We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.



Rest Assured



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(401) 847 - 4090

www.buckleyhc.com

► System Tune-Up

Just like changing the oil in your car, your heating system should be tuned up regularly. This is good for you and the environment, as it helps you save up to 10% on fuel costs annually.

- Save money by reducing the amount of fuel you use
- Diagnose problems before they become expensive, inconvenient repairs
- Receive recommended, planned professional maintenance

Tune-up includes:

- Check and change nozzle and oil filter
- Clean & adjust filters and controls
- Lubricate motors
- Inspect safety devices
- Conduct an efficiency test

► 24-Hour "NO CHARGE" Parts & Labor Protection

You will be covered for the replacement or repair of the following parts and all parts covered in our Comfort Plan.

- Expansion/Extrol Tanks
- Auxiliary Pumps
- Automatic Water Feeders

Parts for:

- Air Cleaners
- Humidifiers
- Draft Inducers

Parts in direct contact with:

- Heating System Water
- Tankless Coils
- Gaskets
- Circulator Bearing Assembly
- Pressure Reducing Valve
- Relief Valve

► Buckley H&C TankSure® Total Program

This includes a \$2,500 tank replacement payment. Please refer to Buckley H&C TankSure® Total Program section below for details.

► Emergency Service

Emergency Service 24 hours a day, 7 days a week

► 15% Discount on Non-Covered Parts

► System Tune-Up

See Total Comfort Protection Plan for details.

► Limited Parts & Labor Coverage

You will be covered for the replacement or repair of the following parts.

- | | | |
|--|----------------------------|------------------|
| - Standard non-programmable thermostat (heat only) | - Electrodes | - Blast tube |
| - Standard air filters (1 change) | - Fan limit switch | - Nozzle |
| - Blower pulley & bearings | - Burner fan and coupling | - Burner motor |
| - Smoke pipe (up to 10') | - Blower motor | - Cad cell |
| - Combustion chamber (wet based, max 2.5 gph) | - Draft damper (up to 8") | - Fuel pump |
| - Operating controls | - Electrical safety switch | - End cone |
| - Power heads (Taco) | - Relief valve | - Safety control |
| - Pressuretrol | - Low water cutoff | - Fan belt |
| | - Nozzle line assembly | |
| | - Ignition transformer | |

► Buckley H&C TankSure® Total Program

This includes a \$2,500 tank replacement payment. Please refer to Buckley H&C TankSure® Total Program section below for details.

► Emergency Service

Emergency Service 24 hours a day, 7 days a week

► 10% Discount on Non-Covered Parts

Multiple Policy Discount

Enroll in the Comprehensive Protection Plan or the Deluxe Protection Plan and receive 10% off the Cool Protection Plan or the Water Heater Protection Plan.



BUCKLEY H&C TANKSURE® TOTAL PROGRAM

This valuable service provides peace of mind coverage for your oil storage tank.



\$2,500 TankSure® Total Payment for qualifying tanks

\$500 Tank Replacement Coupon for disqualifying tanks



TankSure®
TOTAL TANK PROGRAM



Helps protect your home, your biggest investment, your property & our environment. Proactive replacement can help avoid costly remediation expenses.



Tank Inspection Certificate documents your tank test and inspection. (Available upon request)



TankSure® Program benefits are transferable if your home or business is sold. It is a great benefit to provide a potential buyer.



EPA Approved Testing Technology - Ultrasonic equipment detects the level of corrosion inside your oil tank.

Protect and maintain your central a/c system! (Refrigerant not included. Subject to general conditions.)

► System Tune-Up

This service ensures that your air conditioner is operating at peak efficiency. We check for adequate refrigerant charge and possible leaks; check voltage and amperage; lubricate all moving parts; check condenser coil, belts, filters, wiring, and connections; and check air temperature drop and condensate drain.

► Parts Coverage and Priority Scheduling

Customers participating in our Cool Protection Plan will receive a 25% discount of all parts charges related to repair work of your system. Customers will also receive priority scheduling. Discounts available for multiple zones or units.

WATER HEATER PROTECTION PLAN

► System Tune-Up

Burner, smoke pipe, and lubrication of all bearing and motors

► Parts & Labor Coverage

25% discount off all parts & labor charges related to repair work of your system that are not covered by the "No Charge" Parts & Labor Coverage.

ADD-ON OPTIONS

► C.A.R.E.® Environmental Protection Program

Because most homeowners insurance doesn't cover clean-up of accidental heating oil releases on your property, we offer a special environmental protection plan. C.A.R.E. stands for Clean-Up for Accidental Release to the Environment and covers up to \$100,000 of damages including labor and required materials if your heating oil tank leaks oil into the ground. **Please call for more information.**

► Buckley 24/7 Home Monitoring System

End the worry of leaving your home unattended. You will get a call, email or text from Buckley Heating & Cooling should a heating system problem arise. The Buckley 24/7 Home Monitoring system can monitor your home's temperature in a few different zones, the level in your oil and propane tanks, and much more. Perfect for second homes or anyone else who is looking for a little extra peace of mind. **Please call for more information.**