

# SUECO FUEL OIL INC.

4 VESCHI LANE ■ P. O. BOX 708  
MAHOPAC, NY 10541

**(845) 628-6400 ■ Fax: (845) 628-7330**

## OIL BURNER SERVICE AGREEMENT

### SERVICE DESCRIPTIONS:

Annual Cleaning of a single unit includes the following:  
Brushing and Vacuuming chimney base, flue pipe and combustion chamber (if needed).  
Replacement of nozzle, fuel oil filter and pump screen.

**Cleaning appointments are scheduled between April 1st through September 30th, Monday through Friday 8:30 a.m. to 2:30 p.m.**

**\* Cleanings scheduled before April 1st and after September 30th, will not be covered under this service agreement.\***

### INCLUSIONS:

All labor to remove, repair, replace or adjust any of the parts listed below. Covered parts are included except when damaged by fire, water, or negligence on the part of the customer.

Single Aquastat  
Cad Cell Eye and Holder  
Draft Regulator (Damper)  
Filter\*  
Fuel Oil Cartridge  
Ignition Porcelain/Electrodes

Ignition Transformer  
Ignition Wires  
Nozzle\* and Adaptor  
Oil Burner Coupling  
Oil Burner Fan  
Oil Burner Motor

Oil Burner Pump  
Pressuretrol  
Stack Protector Relay  
Oil Strainer\*  
Oil Filter Gasket  
Toggle Switch (one)

\* One (1) Nozzle \* One (1) Filter \* One (1) Strainer per agreement ■ Items not listed will be charged at the prevailing rate for labor and parts.

### EXCLUSIONS:

Any items not listed (above) as inclusions shall be considered exclusions. Exclusions include, but are not limited to:  
Labor and parts for all multi-function controls and relays. Double and triple Aquastats.  
Sludge related problems, water in tank or oil lines, oil leaks, clogged or frozen oil lines.  
General Electric, Timken, Blue Ray, obsolete or non-standard oil burners are not covered under the service agreement.  
Thermostats, plumbing problems and water in the oil tank.  
Water leaks on any plumbing parts or piping. Zone valves and circulators. Discontinued or obsolete parts.  
Special control systems and electronic controls installed for the purpose of energy conservation.  
Damages due to water, freezing storms, power outages, low electrical power, power surges, strikes, embargoes, and other causes beyond SUECO FUEL OIL'S control.  
Parts used for air conditioning, failure of low water cutoff, draining, purging, bleeding or venting air. Emergency cleanings.  
Service due to insufficient fuel, to accounts on credit hold or a will call basis is not covered under this contract.  
This contract will become null and void if fuel oil is purchased from anyone other than Sueco Fuel Oil Inc. or burner is serviced by unauthorized personnel.  
Sueco Fuel Oil Inc. is not liable under any circumstances for any damages to your driveway.

### EMERGENCY CALLS:

Service calls that are considered "Emergency" are no heat and/or any smoke problems. Calls for smoke problems will be responded to on a twenty four (24) hour basis October 1st through March 15th

### NON-EMERGENCY CALLS:

The following are **NOT** considered emergency calls and are billable:  
No hot water ■ Abnormal noise or squeal in the heating system. ■ Water Leaks ■ Air in the systems. Non emergency calls will be serviced during regular business hours. If after hours, the non-emergency call will be chargeable.

### BEFORE CALLING:

To avoid a "nuisance" charge of one (1) hour at the prevailing rate, please check the following **before** calling **Sueco Fuel Oil Inc.**

1. Is the thermostat set above the room temperature?
2. Is the burner emergency switch on?
3. Is a fuse blown and/or the circuit breaker set?
4. If you are not on automatic delivery, have you checked the level of oil in the tank?
5. Does the control button require resetting? (**Push ONCE only!**)

(Please Read Reverse Side)

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**Inspection and Servicing** **Sueco Fuel Oil Inc.** reserves the right to inspect all heating systems, before acceptance of this Service Agreement and also may cancel said Service Agreement without liability against any party. **Sueco Fuel Oil Inc.** also reserves the right to waive said inspection. All service must be performed by **Sueco Fuel Oil Inc.** or this Agreement will be terminated without refund.

**Rates** **There will be a one (1) hour minimum labor charge.** Excluded parts are chargeable at prevailing rates plus labor as follows:  
\$85.00 per hour, Monday through Friday 8:00 AM - 4:30 PM.  
\$95.00 per hour, Monday through Friday 4:31 PM - 12:00 AM.  
\$130.00 per hour Monday through Friday 12:01 AM - 7:59 AM, and on Saturdays.  
\$145.00 per hour on Sundays and holidays.

**Holidays** New Years Day, Martin Luther King's Birthday, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veterans Day, Thanksgiving and Christmas Day.

**Terms** Service Agreements are offered to fuel oil customers of **Sueco Fuel Oil Inc.** ONLY and are automatically renewed at future rates. Customers not on automatic delivery must purchase a minimum of seven hundred fifty (750) gallons per year to be eligible for a Service Agreement. All Service Agreements are subject to suspension or cancellation without refund and cannot be prorated.

**Miscellaneous** **Sueco Fuel Oil Inc.** is not responsible for heat in unoccupied buildings. This Service Agreement does not cover service incurred from run-outs resulting from insufficient fuel in tank due to deliveries withheld by the credit department. Will-call and prepay members are solely responsible for any damages due to run-out. **Driveways and oil fills must be kept clear of snow and ice before deliveries can be made.** Each Heating unit requires a separate Service Agreement. Services are covered by this Agreement prior to start of work.

**It is the sole responsibility of the customer to confirm if services are covered by This Agreement prior to the start of work.**

Please note: without notice parts, labor and hourly scheduling may change and a surcharge may incur per service call, due to unstable motor fuel prices.

**SUECO FUEL OIL INC.**

**THIS STUB MUST BE  
RETURNED**

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

SIGNATURE \_\_\_\_\_

CUST. ID # \_\_\_\_\_

PHONE \_\_\_\_\_

PRICE: \_\_\_\_\_