

At Medford "We Care!"



At Medford Heating Oil, we believe that our #1 mission is to assure your comfort year-round. That's why we are dedicated to providing you with the right people, services and products at the right price. Now, after years of experience in delivering our promise, we are pleased to introduce you to the most comprehensive and valuable home comfort service agreements we have ever provided. Our agreements now contain the TankSure® Program! This valuable service, just like our agreements, is designed to help identify potential issues before they become real problems (*for more information please see specific plans inside*).



Biofuels are something we firmly believe in and have committed ourselves to using and promoting. Biodiesel has superior performance capabilities in diesel engines and oil heat systems, and displaces our need for foreign oil, thus supporting American energy independence. Biofuels also reduce harmful greenhouse gas emissions, which greatly improves the air quality in our community. Biofuels are good for everybody on so many levels, and are a great step in the right direction.

Other Services Provided

BECKETT ULTRAGUARD™ FUEL ADDITIVE

We take the extra time and expense to treat all of the fuel we sell with Becket UltraGuard™ Additive. We use this product because it helps your heating system to reduce service calls and increase heating efficiency.

AUTOMATIC DELIVERY

Instead of worrying about when you'll need that next delivery of oil, let us do that for you! Our computerized system tracks the weather and generates your delivery automatically! That's one less complication in your life! Call us at (609) 654-2188 for more information and sign up!

SCHEDULE A DELIVERY ONLINE!

Need fuel? Fill out the form online at www.medfordheating.com and we'll deliver you within 2 business days from the time of your request (Monday thru Friday). We'll call you if there are any problems.



(609) 654-2188

CALL MEDFORD TODAY TO ENROLL IN ONE OF OUR SERVICE PLANS!

Want to Save 10¢, 20¢, 50¢ per gallon? Call (609) 654-2188 for details!

General Conditions & Exclusions

1. These plans cover one residential heating or air conditioning unit. Oil tanks, oil lines and any associated problems are specifically excluded unless otherwise noted. Medford Heating reserves the right to inspect the equipment covered before acceptance. Any parts necessary for acceptance will be charged at prevailing rates. The plans are billed monthly and renew annually; if the customer cancels the plan for any reason before the end of the service period all work previously covered by the plan will be billed at prevailing rates. The plan and billing will renew automatically at the annual start date unless cancelled by either party.
2. Medford reserves the right to deem equipment not worth repairing based on factors such as age and condition, in which event the price of the service plan will be credited toward new equipment sold and installed by Medford Heating.
3. The plan selected and services rendered are contingent upon customers purchasing all of their heating oil requirements from Medford Heating. Annual tune-ups will be scheduled during normal working hours, Monday through Friday. These plans are transferable to new owners if the house is sold, but they are not refundable. Further, the plan is void if any person, including owner, renders service to equipment except as instructed by us. Gas customers do not need to receive fuel requirements from Medford Heating.
4. Account must be current. Past due balances on any open account will void this contract.
5. Medford Heating shall not be responsible for customer's failure to use ordinary care in the operation of any heating/cooling/hot water system, such as, but not limited to, replacing blown fuses, resetting breaker switches, turning on and off power switches.
6. Frozen or congealed oil lines, lack of oil when not on automatic delivery, water or contamination in fuel, electric and/or wiring problem or customer not available will be charged at prevailing rates.
7. Our obligation to service and replacement of any part is subject to location accessibility and parts availability through normal sources of supply.
8. This plan does not cover services or replacement of parts damaged by water, fire, acts of God, accident or abuse. Medford Heating shall not be held responsible for any non-performance when prevented by any circumstances beyond its control.
9. These plans do not include plumbing repairs, circulators, repairs to zone valves, radiators, connectors, hot water coils, feed and release valves, bleeding or purging air from system, draining expansion tank, repair of water leaks, or items not identified in plan agreement.
10. This plan may be terminated by Medford (a) if service is afforded by anyone other than Medford Heating, (b) if customer fails to comply with Medford Heating credit terms, (c) if customer fails to provide a safe and reasonably clean place in which to work, or (d) if customer installs or attaches non-compatible devices to any system.
11. All services will be provided between 8 a.m. and 5 p.m. Monday through Friday. No service will be performed on holidays, in inclement weather, darkness or flooded areas. Services does not include freight, filters, air distribution systems or other adjustment, evaporative or condenser coils or other parts not specifically included in the plan. Limited to units up to 5 tons.
12. Medford Heating will not be held liable for injury or damage to persons or property or consequential damage resulting from defects in, or the non-operation of customer heating equipment or its accessories, nor for damages resulting from heat failure in a vacant building.
13. All Plans that include the TankSure® Program, which provides a tank testing service and the TankSure® Program tank replacement payment described below. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. 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. We will perform an annual test of your fuel tank. If a tank leak occurs subsequent to this test due to internal corrosion once you are on the program, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software, the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program which is described in the TankSure® brochure that we have provided to you.
14. Amendment and Cancellation. We may amend or change the terms of this plan at any time. We may amend or change the services offered as part of the plan 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.

Home Comfort Service Plans



— Celebrating 50 Years of Excellence —



100% of our fuel is a bio-fuel blend!

- Extends the lifespan of heating equipment
- Burns cleaner and more efficient
- Promotes energy independence
- Good for you, the environment and the country!

Medford Heating

188 Route 70 • Medford, NJ 08055

(609) 654-2188 • www.medfordheating.com

OIL HEATING COMFORT PLAN

\$26.50/month

We have recently added the TankSure® Program as an included component of both of our service plans. Please see below for more information on this valuable coverage.

ANNUAL SYSTEM TUNE-UP

Just like changing the oil in your car – your furnace should be tuned up annually. This is good for you and the environment as it helps reduce the amount of fuel you use which will reduce your energy bills.

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

1. Test and regulate all burner and safety controls
2. Clean or replace fuel oil strainers
3. Replace nozzle
4. Check and adjust ignition system
5. Vacuum furnace/boiler and smoke pipe to chimney
6. Check and lubricate motors
7. Replace oil filter cartridge
8. Inspect combustion chamber
9. Adjust heating unit to maximum efficiency
10. Perform an efficiency combustion test

PARTS & LABOR COVERAGE

Customers participating in the Comfort Plan will receive a 15% discount of all parts & labor charges related to repair work of your system.

EMERGENCY SERVICE

We offer 24-hour 7 day a week Emergency Service. Your family can rest easy with this valuable service. (Emergency service will be charged at prevailing rates)

THE TANKSURE® PROGRAM

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

Qualifying tanks receive a valuable \$1,000 replacement payment to help cover the cost of a tank replacement.

EPA Approved Testing Technology. Ultrasonic equipment detects the level of corrosion inside oil tanks.

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

Inspects common tank components such as legs, seams, fill and vent pipes, oil lines and vent whistle.

Ultrasonic inspection of tank walls thickness evaluates when a proactive replacement is necessary BEFORE the tank leaks.

For Underground Tanks we will give you a \$250 replacement credit to upgrade your oil tank to above ground.

For Above Ground Non-Qualifying Tanks we will give you a \$250 replacement credit to upgrade your oil tank.

OIL HEATING PREMIER PLAN

\$31.50/month

Our Premier Plan offers all of the benefits of the Comfort Plan!

ANNUAL SYSTEM TUNE-UP

THE TANKSURE® PROGRAM

EMERGENCY SERVICE

PLUS:

24 HOUR "NO CHARGE" PARTS & LABOR COVERAGE

Replacement or repair of the following parts (labor included) will be covered 24 hours a day at NO cost to you. This coverage is some of the best available in the industry today!

- | | |
|--------------------|-----------------------|
| -Air Filter | -Fan Timer Control |
| -AquaStat (single) | -Leads |
| -Belts | -Oil Burner Pump |
| -Blower Bearings* | -Oil Filter |
| -Blower Motor* | -Oil Filter Housing |
| -Blower Shaft* | -Photo Flame Detector |
| -Burner Coupling | -Porcelains |
| -Burner End Cone | -Primary Control |
| -Burner Fan | -Pulleys |
| -Burner Motor | -Pump Strainer |
| -Cad Cell Assembly | -Relay Control |
| -Delayed Oil Valve | -Stack Relay |
| -Draft Regulator | -Thermostat |
| -Electrodes | (standard or digital) |
| -Emergency Switch | -Ignitor |
| -Fan Limit Control | |

-15% discount of all parts and labor charges related to repair work of your system that are not listed above.

*Heating Season Only – if you have Central A/C these parts are also used by your A/C System. To protect these parts in all seasons please sign up for our Cool Coverage Plan as well.



Simply choose the plan that's right for you. Whichever you choose you will get:

- The level of coverage you want to prevent problems
- Protection against costly repairs
- The savings and peace of mind you deserve

AIR CONDITIONING COOL COVERAGE PLAN

\$27.50/month

Protect and Maintain your Central A/C System! (Refrigerant not included – Subject to General Conditions)

ANNUAL 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; check air temperature drop and condensate drain.

NO CHARGE PARTS AND LABOR COVERAGE

Normal Business Hours (8AM-4PM Monday –Friday) - Replacement or repair of the following parts (labor included) will be covered 24 hours a day at NO cost to you.

- | | |
|-------------------------|------------------------|
| -Air Filter | -High Pressure Control |
| -Blower Belt | -In-Line Filters |
| -Blower Motor | -Limit Control |
| -Condensate Motor | -Low Pressure Control |
| -Condensate Pump | -Run Capacitor |
| -Contactors | -Start Capacitor |
| -Dryer | -Switching Relay |
| -Fan Belt | -Thermostat Sub-Base |
| -Fan Control | -Thermostat |
| -Refrigerant Leaks | (standard or digital) |
| (maximum 2 hours labor) | -Transformer |

Annual tune-up, adjustment or service work MUST be performed Monday-Friday 8AM-5PM. Repairs requested outside of these times will be billed at the prevailing rate. Temperature must be a minimum of 70°. Customer must call to arrange for service. Service will not be performed after dark or in inclement weather due to electrical danger. Medford Heating follows new environmental regulations to protect the ozone layer. If Freon must be removed from the unit, an additional \$75 will be charged.

HOT WATER HEATER WATER HEATER COVERAGE PLAN

\$16.50/month

ANNUAL SYSTEM TUNE-UP

Burner, smoke pipe and lubrication of all bearing and motors

NO CHARGE PARTS AND LABOR COVERAGE

Oil burner and controls during the plan year

PARTS & LABOR COVERAGE

15% discount of all parts & labor charges related to repair work of your system that are not covered by the No Charge Parts & Labor Coverage.

MULTIPLE POLICY DISCOUNT!!
SIGN UP FOR MORE THAN ONE POLICY AND
RECEIVE A 5% DISCOUNT OFF EACH POLICY!!

GAS HEATING GAS COMFORT PLAN

\$26.50/month

Our natural gas customers like the fact that we are local and available. Medford Heating is your local service provider and this can make a significant difference – particularly if you need emergency repairs.

ANNUAL SYSTEM TUNE-UP

We service the spectrum of gas heating units and our annual tune-up will assure that your system is operating at peak efficiency. This also means that filters, critical to clean indoor air quality, are replaced and maintained each year. A properly maintained gas system can also increase the life span of the equipment and can keep energy usage as low as possible.

PARTS & LABOR COVERAGE

Customers participating in the Gas Service Plan will receive a 15% discount of all parts & labor charges related to repair work of your system.

Annual tune-up, adjustment or service work MUST be performed Monday-Friday 8AM-5PM. Repairs requested outside of these times will be billed at the prevailing rate.

