

2450 Old Welsh Road
Willow Grove, PA 19090
Phone: (215) 659-1616



A Division of Keroscene Inc.

Fax: (215) 659-2403
Web: www.foxfuel.com
Email: info@foxfuel.com



Burner Service Agreement

DATE:	ACCT #: (IF CURRENT CUSTOMER)		
LAST NAME:		FIRST NAME:	
STREET ADDRESS:			
CITY	STATE	ZIP CODE	
EMAIL ADDRESS:		PHONE NUMBER:	

This Agreement Made On (date above) between Customer (above) and Fox Fuel Company shall be subject to the terms and conditions on the reverse side of this contract. Please note that Automatic Delivery is required for Service Plans B, C, and D.
Please check the plan desired.

PLAN A --- Annual Burner Tune-Up	\$159.95
Cleaning of the heater, base of chimney and smoke pipe. All components inspected, lubricated and adjusted for maximum efficiency. Parts are charged separately.	

PLAN B --- Annual Burner Service*	\$174.95
This plan includes the annual burner tune-up as outlined in Plan A, plus labor during hours of coverage for one full year from the date of this contract. Labor shall be charged at a reduced rate for after hour calls and calls resulting from conditions beyond our control as listed on the reverse side of this contract. Parts are charged separately.	

PLAN C --- Annual Burner Service Plus Parts*	\$204.95
This plan includes Plan B plus the repair or replacement of the following parts: Fan and Limit Control, Pressure Control, Oil Pump, Oil Burner Motor, Ignition Transformer, Nozzle, Oil Filter, Standard Thermostat, Electrodes, Burner Coupling, Single Acting Aquastat, Ignition Leads, Cad Cell Eye. These parts are covered after the initial tune up is performed.	

PLAN D --- Annual Deluxe Burner Service*	\$249.95
This plan includes Plan C plus the repair or replacement of these additional parts: Primary Control, Standard Relief Valve, Flow Valves up to 1-1/2", Zone Valves (up to 3/4" and only one per year), Blower Fan, Blower Bearings, Blower Motor up to 1/3 HP, Blower Pulley, Blower Shaft, Standard Circulator Bearing Assembly (only one per year), Circulator Motor (up to 1/8 HP and only one per), Circulator Relay, Circulator Coupling, Fan Belt, Draft Regulator, Smoke Pipe and Complete Oil Filter. This plan eliminates the after hours charge for emergency service as noted on the terms and conditions .	

Applicant Signature _____	Date _____
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* Indicates you must be an Automatic Delivery customer.

TERMS AND CONDITIONS

The company reserves the right to inspect the equipment and cancel the plan by making full refund of any fee paid if the equipment is not acceptable. This agreement covers one domestic type burner only. Price will be quoted for multiple and non-domestic type burners.

This plan will automatically terminate without refund by the company if the customer ceases to purchase oil from Fox Fuel only, or fails to pay for fuel oil, parts, labor, or other chargeable items when due. The company shall not be required to perform any service after termination of this agreement. Heating Maintenance is available only to customers regularly supplied with oil by us. This policy may be cancelled if payments for oil and service are not made in accordance with our regular credit terms. Prices included herein do not apply to multiple type buildings.

Repairs required to place the burner in acceptable condition are not covered in the annual service charge. The company is not responsible for replacement parts that are obsolete or unobtainable. Further, the company is not liable for any loss, damage, or injury caused by the failure or delay in performing service when such failure or delay arises from causes beyond its control.

The company is not responsible for calls resulting from blown fuses or tripped circuit breakers; sludge in tanks; failure of the customer to maintain a proper level of water in the system; switches in the off position; flood or fire damage; thermostat not calling for heat; failure of the customer to maintain sufficient oil level in tank except for “automatic delivery customers”. These calls will be billed at prevailing rates. Hourly rate: \$160.00

This agreement will automatically renew itself unless either party gives 30 days written notice of their intent to cancel.

This agreement shall be binding and contains no terms or conditions other than those terms and conditions stated herein.

Plans “C” and “D” includes only the repair and replacement of parts specifically listed herein which are defective due to ordinary wear. This service plan does not cover any service or repairs to heating boilers, piping, radiators, hot water storage tanks, low water cut off controls, multiple acting aquastats, water feeders, humidifiers, clock controls, instantaneous heaters, air conditioning systems, electrical wiring, water removal from tank, electronic air cleaners or any accessories not part of the oil burner or oil burner controls.

Draining and/or refilling of the hydronic systems is not covered under any contract.

Service Hours and General Notes

Contract Hours: 7:00 AM to 5:00 PM Weekdays.

Sunday and holiday service will be rendered for emergency calls such as no heat, serious fuel and water leaks, or dangerous situations. Any service requested on Sundays or holidays that is not of this nature will incur charges of our hourly rate.

After hours calls will be billed at the overtime rate.

EMERGENCY SERVICE

Winter Schedule*: September 15 through May 15

Summer Schedule*: May 16 through September 14

***Summer season emergency after hours calls are strictly for hot water customers with a summer-winter hookup only. The heating season begins September 15th and ends on May 15th, and includes Saturdays, Sundays, and holidays. The remainder of the year (Summer Schedule) excludes Saturdays, Sundays, and holidays for heat-only customers. Service of a non-emergency nature will be available Monday through Friday.**