

## Other Services

## General Conditions and Exclusions



## Energy Conservation Plans



(610) 799-3204  
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Horwith Fuel Oil & Propane  
 670 Union Blvd  
 Allentown, PA 18109

This Service Plan is available to all "full service customers". A full service customer is defined as someone who purchases all of their heating oil and has all of their heating system services from our company during the term of the Service Plan and whose payments are in accordance with our payment and credit terms. An inspection of the heating system and oil tank may be requested prior to issuing a new contract to a homeowner we have not previously serviced before.

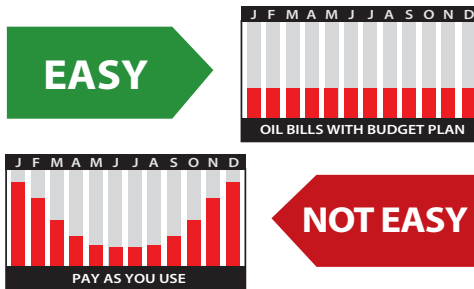
- Emergency service is defined as no heat, no hot water, oil leaks or odor. If non-emergency service calls are made nights, Saturdays, Sundays, or holidays, the customer agrees to pay the after-hours rate.
- Horwith Fuel Oil & Propane agrees to render service to the customer's oil burning equipment for one year from the month in which the agreement began. **It is agreed that the customer purchase their entire fuel oil deliveries for the contract year from Horwith Fuel Oil & Propane, purchasing of fuel oil from another company during the contract period will make this contract agreement immediately NULL and VOID- with no refunds given for remainder of the contract period.** This agreement will be automatically renewed each year unless terminated in writing by either party.
- Service agreements are not written on a pro-rated basis and no refund will be made if it is canceled by the customer prior to its normal expiration date.
- The service plans at prices quoted are for the ordinary residence with heating systems that fire at a maximum rate of 2.75 gph.
- Horwith Fuel Oil & Propane shall not be held liable for inability to supply or obtain obsolete parts that are no longer available through normal supply channels. Service agreements do not cover replacement of a complete boiler, furnace, burner or humidifier, piping, baffles, boiler compounds, indirect hot water heaters, energy saving devices, frozen oil lines, domestic hot water coil cleanings or replacements, "selective" repairs requested by customer, or any parts not mentioned in the agreement.
- SERVICE AGREEMENTS ARE NOT IN FORCE IF ACCOUNT IS 60 DAYS OR MORE OVERDUE.
- These service agreements do not cover services or the repair or replacement of oil burner parts required as the result of abnormal conditions such as war, fire, flood, hurricane, explosion, acts of God, or other causes beyond the control of Horwith Fuel Oil & Propane
- Horwith Fuel Oil & Propane shall not be held liable for any water leaks caused by, but not limited to, corroded piping, malfunctioning valves, blocked drain pans or anything relating to the air conditioning/heating systems.
- Horwith Fuel Oil & Propane shall not be held responsible for damage or losses resulting from its failure to supply fuel oil (run out) or if the fulfillment of either agreement shall be delayed or prevented by wars, acts of enemies, strikes, inability to secure parts or materials, or by any other conditions not reasonably within its control.
- Horwith Fuel Oil & Propane reserves the right to reject any service agreement after inspection of the burner. The bill for service rendered under this agreement shall be considered final acceptance of this agreement.
- Horwith Fuel Oil & Propane cannot assume responsibility for loss of heat at an unoccupied dwelling. It is the customer's sole responsibility to arrange for a daily house check if customer is away from the premises.
- The Company will pay up to \$1,000 toward the replacement of your tank, once tested and qualified by an ultrasonic oil tank inspection, 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 ultrasonic oil tank inspection program. The 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 ultrasonic oil tank inspection program.
- Horwith Fuel Oil & Propane will not be responsible for run-outs of automatic delivery oil customers when the account is delinquent and multiple attempts to contact the customer have been made.
- Service agreements do not cover service calls resulting from blown fuses, tripped circuit breakers, turned-off emergency switches or improperly set thermostats.
- Prices are in effect for a 1-year contract period and are subject to change without notice.

### AUTOMATIC DELIVERY

Instead of worrying about when you'll need your next oil delivery, become an automatic delivery customer and let us do the work for you! Our computerized system tracks the weather and generates your delivery automatically. That's one less complication in your life! Call us at (610) 799-3204 to sign up today!

### BUDGET PLAN

Winter weather can be unpredictable. That's why Horwith Fuel Oil & Propane developed a plan that will make things easier for you by spreading your heating costs into smaller, more convenient payments. We offer an 11 month budget plan which may include your energy conservation plan. At the end of the year, a positive balance can be refunded or rolled over. The budget plan takes the guesswork out of paying your heating bills.



### FIXED PRICE PROTECTION

The price of fuel fluctuates greatly throughout the year. With our fixed price contract, you can lock in a low rate per gallon for the entire heating season. If fuel prices skyrocket, you still pay the same low rate. Price protection guarantees that your family or business will be shielded from prohibitive oil prices throughout the season.

### INSTALLATIONS

- OIL BURNERS
- AIR CONDITIONING
- HEAT PUMPS
- HUMIDIFIERS
- ELECTRIC HOT WATER HEATER
- GAS HEATING UNITS
- ELECTRONIC AIR CLEANERS



## Comfort Plan

\$30/month or \$350



### ANNUAL SYSTEM TUNE-UP

- Save up to 10% on heating costs
- Increase the system's longevity and performance
- Diagnose problems before they become expensive, inconvenient repairs
- Receive recommended, planned professional maintenance

- Test and adjust oil burner for maximum efficiency, using combustion testing equipment
- Vacuum clean furnace and flue pipe, including chimney base (when accessible)
- Inspect combustion chamber
- Clean and check electrodes and nozzle assembly
- Replace nozzle, fuel filter and pump strainer (if needed)
- Clean and/or replace air filters (if needed)
- Oil all motors on burner, fans and circulators
- Check all safety and operating controls
- Check oil tank and lines



### ULTRASONIC TANK TEST

Our ultrasonic tank inspection enables us to evaluate the safety and integrity of your above ground oil tank. This is important for you and your biggest investment, your home.

- \$1,000 Tank Replacement Payment for qualifying tanks
- \$200 Tank Replacement Coupon for disqualifying tanks



### 25% DISCOUNT ON PARTS & LABOR

Customers will receive a 25% discount off all parts & labor charges related to repair work of your system (excluding installations)



### EMERGENCY SERVICE

At Horwith, we are here for our customers. With our 24-hour emergency service, no matter what the season, or reason, you can count on a Horwith Fuel Oil & Propane service technician to come to your home.

## Total Comfort Plan

\$36/month or \$425



### ANNUAL SYSTEM TUNE-UP



### ULTRASONIC TANK TEST



### EMERGENCY SERVICE

PLUS:



### 50% PARTS & LABOR COVERAGE

Customers will receive a 50% discount off all parts & labor charges related to repair work of your system (excluding installations)

## Cool Comfort Plan

\$17/month or \$199

Keep your air conditioning unit fine-tuned and running at peak efficiency.



### ANNUAL SYSTEM TUNE-UP

(up to 1 1/2 hours service work)

- Check Freon charge & operation
- Check condenser and evaporator coils (extra charge if need to be thoroughly cleaned)
- Check thermostat operation
- Check, clean or replace air filters (if needed)
- Check drain lines and pans for blockages (if needed)
- Check contactor and electrical connections
- Check indoor blower fan & clean (if needed)



### 15% PARTS & LABOR COVERAGE

Customers will receive a 15% discount off all parts & labor charges related to repair work of your system (excluding complete replacement of unit) during normal business hours (7:30am - 4:00pm Monday thru Friday, excluding holidays)



### PRIORITY SERVICE

Priority service on all calls

**MULTIPLE  
PLAN  
DISCOUNT!**

WHEN YOU SIGN UP FOR ONE OF OUR COMFORT PLANS AND AN AIR CONDITIONING PLAN YOU'LL RECEIVE A 5% DISCOUNT OFF EACH PLAN!



## ABOUT HORWITH FUEL OIL & PROPANE

Horwith Fuel Oil & Propane was established in 1948 and has been an integral part of the community for over 60 years! Our key to success is treating our customers like Family!

## OUR PHILOSOPHY

We believe in the highest quality fuel products and services for all of our valued customers. We believe our customers are our greatest asset, and we are dedicated to serving your needs.

