



# Annual Oil Burner Service Contract ‡

consumers energy cooperative, inc.

358 Saw Mill River Road, Millwood NY, 10546-1046

(914) 941 - 2288

Contract period:  
May 1, 2010 to April 30, 2011

To place a service call or to schedule annual maintenance, please call your dealer directly. Before placing a service call, please read the sections below labeled **Emergency Calls, Non-emergency Calls & Before Calling.**

<b>Service Descriptions</b>	Annual cleaning of a single unit includes: Brushing and vacuuming of chimney base, flue pipe (up to 15 feet of length) and combustion chamber; replacing of nozzle, filter and strainer; and performing an efficiency test.																				
<b>Scheduling a Cleaning</b>	Scheduling an annual cleaning appointment is the responsibility of members. You must call your dealer directly. <b>Cleaning appointments must be scheduled between April 1 and August 31, Monday through Friday, 8:00 a.m. – 5:00 p.m.</b> Calls for appointments must be made early enough so that the cleaning appointment is scheduled no later than September 30. <b>If a member calls after August 31 for an annual cleaning that cannot be scheduled before October 1, there will be an additional charge of one hour of labor at the prevailing rate.</b>																				
<b>Inclusions</b>	All labor to remove, repair, replace or adjust any of the parts listed below. Covered parts are included except when damaged by fire, water, sludge, or negligence on the part of the member. <table border="0" style="width: 100%;"> <tr> <td>Single aquastat</td> <td>Ignition porcelain/electrodes</td> <td>Oil burner coupling</td> <td>Pressuretrol</td> </tr> <tr> <td>Cad cell eye and holder</td> <td>Ignition transformer</td> <td>Oil burner fan</td> <td>Oil strainer *</td> </tr> <tr> <td>Cad cell relay (single)</td> <td>Ignition wires</td> <td>Oil burner motor</td> <td>Oil filter gasket</td> </tr> <tr> <td>Draft regulator (damper)</td> <td>Nozzle and adapter *</td> <td>Oil burner pump</td> <td>Toggle switch *</td> </tr> <tr> <td>Filter *</td> <td>Fuel oil cartridge</td> <td></td> <td></td> </tr> </table> <p>* Two (2) Nozzles – Two (2) Filters – Two (2) Strainers – One (1) Toggle switch per contract Items not listed will be charged at the prevailing rate for labor and parts.</p>	Single aquastat	Ignition porcelain/electrodes	Oil burner coupling	Pressuretrol	Cad cell eye and holder	Ignition transformer	Oil burner fan	Oil strainer *	Cad cell relay (single)	Ignition wires	Oil burner motor	Oil filter gasket	Draft regulator (damper)	Nozzle and adapter *	Oil burner pump	Toggle switch *	Filter *	Fuel oil cartridge		
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<b>Exclusions</b>	Any items not listed above as inclusions shall be considered excluded from coverage. Exclusions include but are not limited to: <ol style="list-style-type: none"> <li>Labor and parts for all multi-function controls and relays.</li> <li>Double and triple aquastats, zone valves, circulators, and check valves.</li> <li>Sludge related problems, water in fuel tank or in oil lines, and clogged or frozen oil lines.</li> <li>General Electric, Timken, Blue Ray, Riello, and obsolete or non-standard oil burners are not covered under this Service Contract unless agreed upon by the oil dealer at the time of acceptance.</li> <li>Thermostats, plumbing problems, and water leaking from plumbing parts or piping.</li> <li>Special control systems and electronic controls; discontinued or obsolete parts.</li> <li>Damages due to water, freezing storms, power outages, low electrical power, power surges, strikes, embargoes and other causes beyond CECI's control. Damages resulting from water on any burner parts.</li> <li>Parts used for air conditioning, heat exchangers, blower motors, etc.</li> <li>Parts used to circulate air such as air vents and blowers.</li> <li>Failure of low water cutoff. Failure due to draining, purging, or bleeding air.</li> <li>Oil tank or oil line leaks are specifically excluded.</li> <li>Any part of the heating system that was improperly installed or has been maintained by anyone other than the CECI dealer.</li> </ol>																				
<b>Emergency Calls</b>	Service calls regarded as emergencies, as determined by your dealer, fall into two categories: <b>NO HEAT</b> and <b>SMOKE PROBLEMS</b> . Calls about <b>SMOKE PROBLEMS</b> will be responded to within twenty-four (24) hours. Calls regarding <b>NO HEAT</b> will be responded to within twenty-four (24) hours from October 1 to the following April 30. Members will be charged for parts and labor for any repairs that involve parts not listed in the <b>Inclusions</b> section above. See the <b>Rates</b> section on the other side of this document for labor charges.																				
<b>Non-emergency Calls</b>	Calls for service that are not emergencies, as determined by your dealer, will be responded to during regular business hours. See the section labeled <b>Non-emergency conditions</b> on the other side. You may request from your dealer, on an exception basis, that they provide service outside normal business hours. See the <b>Rates</b> section on the other side of this document for labor charges.																				
<b>Before Calling</b>	To avoid a "nuisance" charge of one (1) hour labor minimum at the prevailing rate, you will be expected to have checked a number of items <b>BEFORE</b> calling your dealer for service. See the list of <b>Items to Check</b> on the back side of this document.																				

‡ This contract shall be automatically renewed each year unless cancelled by member or CECI. Terms may change each year. Please read your copy of the current version of this contract before attempting to resolve issues of coverage. Your signature on the stub below confirms your acceptance of this contract.

Please see other side for additional terms.



consumers energy cooperative, inc.

358 Saw Mill River Road

Millwood NY, 10546-1046 (914) 941-2288

**THIS STUB MUST BE RETURNED TO CECI**  
(your account will be billed)

Name _____	Date _____							
Address _____	Member ID# _____							
_____	Phone _____							
Signature _____	<table border="1" style="width: 100%;"> <tr> <td style="width: 60%;"><b>Prices:</b> Burner service \$175.00+tax</td> <td style="width: 20%; text-align: center;">check here▶</td> <td style="width: 20%;"></td> </tr> <tr> <td>Hot water service \$88.00+tax</td> <td style="text-align: center;">check here▶</td> <td></td> </tr> </table>		<b>Prices:</b> Burner service \$175.00+tax	check here▶		Hot water service \$88.00+tax	check here▶	
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# Annual Oil Burner Service Contract (continued)

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Revision date: 2/01/10

## Items to Check (before calling)

1. Is the thermostat set above the room temperature?
2. Is the burner emergency switch on? (usually located in a stairwell and has a red switch plate)
3. Has a fuse blown and/or the circuit breaker set? (located in your main power panel)
4. Have you checked the level of oil in the tank? (inside tanks have a fuel gauge on top of the tank)
5. Does the control/reset button require resetting? (**Push ONCE only!**) (red button on box near burner)

## Inspection and Servicing

CECI and/or its dealers reserve the right to perform an inspection of all heating systems before acceptance of this Service Contract and also may cancel said Service Contract without liability against any party. CECI also reserves the right to waive said inspection. All service must be performed by CECI representatives/dealers or this Service Contract will be terminated without refund.

## Rates

There will be a one (1) hour minimum labor charge. Excluded parts are chargeable at prevailing rates. The following table shows the prevailing labor rates:

\$85.00 per hour	Monday through Friday 8:00 a.m. – 5:00 p.m.
\$122.50 per hour	Monday through Friday 5:01 p.m. – 7:59 a.m.
\$122.50 per hour	Saturdays
\$150.00 per hour	Sundays and holidays

**WARNING: These rates do not apply for plumbing work.**

## Exception

**Allowed exception:** If a CECI member places a **non-emergency** service call and asks that the service call be handled outside of normal business hours, the member will be charged at minimum one hour of labor. The dealer will ask for, and receive - before going to the member's house - permission to bill the member for the minimum hour of labor at the prevailing rate.

## Non-Emergency conditions

The following problems and conditions do not justify an emergency call under most circumstances:

- Water leaks
- No hot water
- Air in the system
- Abnormal noise or squeal in the heating system
- Outside temperature is greater than 55°F

If a member requests service after normal business hours and the outside temperature is 55°F or above, the service call will be handled the next day. When making a call for service, explain any special circumstances and ask if your request qualifies as an emergency.

## 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 Day, and Christmas Day.

## Terms

Service Contracts are offered to fuel oil members of CECI **only** and are automatically renewed at future rates. Members not on automatic delivery must purchase a minimum of five hundred (500) gallons per year to be eligible for a Service Contract. **If you purchase oil outside of CECI, this contract is null and void!** All Service Contracts are subject to suspension or cancellation without refund and cannot be prorated.

## Miscellaneous

- CECI is not responsible for heat in unoccupied buildings.
- This Service Contract does not cover service costs incurred from a fuel run-out.
- Members are solely responsible for any damages due to a fuel run-out.
- **Driveways and oil fills must be kept clear of snow and ice before deliveries can be made.**
- Each burner unit for household heat requires a separate Service Contract.
- It is the sole responsibility of the member to confirm if services are covered by this Service Contract prior to the start of any repair work.
- Any service costing more than \$500.00 that is not covered by this Service Contract will be billed directly from CECI's dealer to the CECI member.
- **Whenever possible, secure a written estimate from your dealer.**
- Member must pay for any work performed that is not covered in this Service Contract.
- Any repairs done by an outside contractor or serviceman without the approval of CECI or its dealers is NOT covered by this Service Contract.
- If CECI does not arrange for an oil delivery because the CECI member did not pay his/her balance due, and then the CECI member runs out of oil, any service costs (both labor and parts) will be become the CECI member's responsibility to pay.
- This service contract also serves to establish the terms and conditions for the **hot water** burner service contract.