

Other Services We Offer

■ Heating Oil Delivery

There is no warmer feeling than knowing your oil company is on top of your heating needs. Tower Energy takes away your worry by guaranteeing timely deliveries with our automatic delivery service (will-call delivery also available.)

We only use the most reputable suppliers to ensure continuous supply and the highest quality oil containing HeatForce, an additive that will allow your heating oil to burn cleaner and longer which will help reduce wear and tear on your heating units while saving you money. We also offer Bioheat an environmentally friendly premium fuel that helps your system run cleaner.

■ 24-Hour Emergency Service

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

■ Propane Services

We are your propane pros! We offer propane repair services. Our technicians are certified by the National Propane and Gas Association. Call us today for all your propane service needs.

■ Equipment Sales & Installations

Tower Energy service technicians will provide you with expert sales and installation of heating and cooling equipment for all of your home comfort needs.

■ Financing (AFC First)

Tower Energy is proud to partner with AFC First Financial Corporation in providing its customers with financing.

AFC First, operates as a mortgage banker (retail and wholesale), consumer portfolio lender, and the provider of the EnergyLoan program, a residential financing program for energy related home improvements.

The EnergyLoan is a special financing program offered by AFC First as a FannieMae Approved Energy Loan Lender and in cooperation with our Approved Contractor/Dealers. It is an unsecured loan program with preferential interest rates and terms designed to make fast and affordable financing from \$1,000 to \$20,000 available to homeowners for most types of energy efficiency improvements for your home.

General Conditions & Exclusions

1. Acceptance of contract is contingent upon our technician's inspection. For our Comfort and Total Comfort Plans, an inspection must be scheduled and performed before this contract will be considered valid. Oil filters are required on all heating systems in order to honor contract. Oil filters will be installed at an additional charge. Initial repairs required to put the burner in an acceptable condition are not covered. All plans will automatically be renewed from year to year unless terminated by either party giving 30 days written notice. Service under any plan will be suspended if customer's oil or service charges are not paid when due.
2. It is your responsibility to call and schedule your annual maintenance during the period of April 1st and September 30th. Annual maintenance scheduled between October 1st and March 31st, will be billed at the prevailing rate for such service.
3. If buyer permits any persons other than our employees or designated representative, to render service to the equipment except as instructed by us, the plan is void.
4. Plans include only the repair and replacement of parts specifically listed herein, which are defective due to ordinary wear. They do not cover any service or repairs to the entire boiler or burner, heat exchangers, jackets, water heaters or any part not specified in the plan. Baseboard heating, piping and ductwork are not included.
5. We are not responsible for replacement parts that are obsolete or not obtainable.
6. Customer agrees to purchase all fuel requirements from Tower Energy; otherwise the contract is voided and no refund is due.
7. We shall not be liable for any loss, damage or injury arising from the services performed or parts supplied under this Agreement unless the loss, damage or injury is caused directly and solely by our own negligence.
8. We shall not be liable for any loss, damage or injury which results directly or indirectly from the condition of customer's chimneys, oil tank or equipment not covered by this Agreement, or unoccupied homes.
9. Any alterations, changes, adjustments or repairs made by anyone other than a qualified Tower Energy personnel will terminate our obligations under this agreement.
10. This Agreement covers only labor and/or parts required directly on the oil burner, controls and specified other parts which are a part of the heating system. Service labor and parts required as a result of abnormal conditions, such as war, fire, floods, hurricanes, strikes, water in oil, frozen lines or pipes, and other acts of God; or failure of purchaser to properly maintain the heating and domestic hot water heating systems; power interruptions; blown fuses or circuit breakers; water damage; thermostat not calling for heat; failure of purchaser to maintain sufficient oil level in the tank when on a "Will-Call" delivery basis; will be billed at prevailing prices.
11. All Plans that include the TankSure® Program, 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.
12. All materials connected to domestic water (hot or cold) including but not limited to coil, fittings, tempering valves, etc., are not covered.
13. We do not guarantee the availability of any repair or replacement parts.
14. Maintenance agreements apply only to burners up to two gallons per hour. Prices for other burners are available on request.
15. This Agreement contains the entire Agreement of the parties hereto and there are no promises, terms, conditions or obligations other than printed herein.
16. There are no refunds under this agreement and this agreement will not be prorated unless your residency changes or other unforeseen conditions apply.
17. Emergency Service is defined as no heat or hot water during the heating season, serious oil leaks or other dangerous situations. All other calls are handled during normal business hours — Monday through Friday, 8:00 a.m. to 4:00 p.m.
18. Amendment and Cancellation. We may amend or change the terms of this Contract at any time. We may amend or change the services offered as part of the Contract 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.

Service Agreements



NOW INCLUDING:  **THE TankSure® PROGRAM**
with

ULTRASONIC TANK TESTING AND A PROACTIVE \$1,000 TANK REPLACEMENT PAYMENT



Tower Energy Home Services

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HOD. 0000605

BASIC PLAN*

ANNUAL TUNE-UP & EFFICIENCY TEST

- ✓ Save up to 5% on heating costs
- ✓ Add years to the life expectancy of this expensive equipment
- ✓ Recommended professional preventive maintenance
- ✓ Save 10 to 15% on each service call
- ✓ 24/7 coverage with no overtime charges!

Tune-up includes:

- Test and adjust oil burner for maximum efficiency, using combustion testing equipment.
- Inspect combustion chamber.
- Clean and check electrodes and nozzle assembly.
- Install oil filter cartridge and burner nozzle if equipped.
- Oil all motors on burners, fans and circulators.
- Check all safety and operating controls.
- Vacuum clean furnace and smoke pipe.
- Visually inspect oil tank piping and fittings, including wear and tear.
- Ultrasonic tank test (if tank is accessible).

*TUNE-UPS MUST BE SCHEDULED BETWEEN APRIL 1-SEPT 30

COMFORT PLAN*

ANNUAL TUNE-UP & EFFICIENCY TEST

See details about our Tune-Up under our Basic Plan.

THE TANKSURE® PROGRAM

See details about TankSure® to the right.

PARTS PROTECTION

Tower Energy will repair or replace, during the life of this agreement, and at no extra charge to our Comfort Plan customers, any of the following parts which may become defective due to normal use or wear and tear. **Covered parts include:**

CONTROLS

- Cad Cell Control
- Draft Regulator
- Emergency Switch
- High Limit Control
- Low Limit Control
- Pressuretrol Control
- Temperature Gauge
- Thermostat (manual-heat only)

FURNACE SYSTEMS

- Blower Bearings
- Blower Belt
- Blower Fan Belt, Pulleys
- Blower Motor (Belt drive only)
- Blower Pulley
- Blower Shaft
- Fan Control
- Limit Control

BURNER REPLACEMENT

- Air Cones and Stabilizers
- Air Delivery Tube
- Burner Coupling
- Burner Flange Gasket
- Burner Motor
- Buss Bar Transformer Leads
- Cad Cell Assembly
- Cad Cell Eye
- Delayed Oil Valve
- Delayed Oil Valve Coil
- Delayed Opening Valve
- Electrodes
- End Cone
- Ignition Cable, Terminals and Connections
- Ignition Transformer
- Low Voltage Transformer

- Low Voltage Wiring
- Nozzle
- Nozzle Adapter
- Nozzle Line

FUEL SUPPLY PARTS

- Fire Matic Valve
- Flare Fittings
- Fuel Filter Cartridge
- Fuel Pump
- Fuel Pump Bleeder
- Fuel Pump Seal
- Fuel Pump Strainer

LOYALTY CREDITS

- \$50 per year, up to \$500 total

TOTAL COMFORT PLAN*

ANNUAL TUNE-UP & EFFICIENCY TEST

See details about our Tune-Up under our Basic Plan.

THE TANKSURE® PROGRAM

See details about our TankSure® Program to the right.

TOTAL PARTS PROTECTION

Tower Energy will repair or replace, during the life of this agreement, and at no extra charge to our Coverall Plan customers, any of the following parts, **plus all parts listed in our Comfort Plan** which may become defective due to normal use or wear and tear. **Covered parts include:**

BOILER SYSTEMS

- (one zone only)
- Bearing Assembly
- Circulator Coupling
- Circulator Impeller
- Complete Circulator
- Therm-Altimeter Gauge
- Zone Valve Complete (1 only)

- Zone Valve Motor
- Extrol Tank
- Flow Valves
- Gauge Glass
- Low Water Cutoff Float
- Relief Valve

CONTROLS

- Aquastat
- Circulator Control

(Single Zone Only)



We take pride in our reliable service and friendly staff and hope you will have a positive experience every time. Our commitment is to you and your family.

LOYALTY CREDITS

A REWARD FOR OUR LOYAL CUSTOMERS

AVAILABLE WITH BOTH PLANS

It is our goal to reward our loyal customers. You earn \$50 for each year you purchase a service plan, up to a total of \$500 during your lifetime as our customer. You can use a portion of these credits toward the purchase of a variety of heating and cooling equipment (the figures below show how much can be used for any one item). Credits are not transferable. They have value only as credit toward the following equipment purchased from Tower Energy by our customers.

• Boiler	\$500	• Oil Tank	\$200
• Furnace	\$400	• Chamber	\$100
• Central A/C System	\$300	• Burner	\$100
• Oil Water Heater	\$250	• A/C Compressor	\$100

SEPARATE OIL-FIRED HOT WATER HEATER COVERAGE*

- Coverage includes oil burner parts, aquastat, controls and emergency switch
- Hot water tank excluded
- Tune-up included as needed

THE TANKSURE® PROGRAM

Our TankSure® Program enables us to evaluate the safety and integrity of your oil tank. Heating oil tanks typically corrode from the inside out. Your tank may look fine from the outside but it could be wearing excessively thin. The program will allow us to give you a sense of security – or plenty of advance warning that a problem is on the horizon. The TankSure® Program includes the following:

FOR QUALIFIED TANKS (1 TANK COVERED, EACH ADDITIONAL TANK \$30.00):

Proactive \$1,000 Replacement Payment

- Transferable payment for proactive replacement of your tank
- Proactive replacement of tanks before they leak reducing unexpected costs

EPA Approved Ultrasonic Test & Inspection

- Trained personnel use ultrasonic equipment to test the thickness of your tank
- Detects the level of corrosion occurring inside your tank

Tank Inspection Certificate (Available upon request)

- You may be eligible for a discount on your home insurance policy.
- Present your Tank Inspection Certificate to your broker and request a discount
- Important documentation if you are selling your home

FOR NON-QUALIFIED TANKS:

- \$200 credit towards a new oil tank installation (May be combined with loyalty credits)

*Underground and inaccessible tanks do not qualify for the program

***ALL PLANS SUBJECT TO AVAILABILITY AND YOU MUST QUALIFY - SEE TERMS AND CONDITIONS #1**