



# G. Nase and Son, Inc.

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Home Improvement Contractor # PA 010152  
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At G. Nase and Son, Inc., our goal is to provide you with complete satisfaction and comfort. Your oil fired heater is one of the most valuable pieces of equipment in your home. It is important that it is running efficiently and that you are provided with quality service when you need it. Our residential service plans were designed so you will feel secure knowing that your heating equipment is cared for by the people who care for you.

### Service Plan Discount

Customers purchasing our Red and Blue Ribbon Plans are eligible for a 15% discount on our diagnostic fee and the related repair charge on services provided during regular business hours that are not covered by their service agreement. Non-covered repairs performed after regular business hours will be billed at our emergency service rates. Discount not applicable on purchase of new or replacement equipment. See Service Plan Credits.

### Service Plan Credits

Service Plan Credits can be used towards the purchase or replacement of equipment purchased and installed by our company. At the end of each consecutive year that you purchase a service agreement, you will be eligible for \$50 in service plan credits up to \$500. These credits can be used as follows:

Boiler.....\$500	Oil Burner..... \$200
Furnace.....\$400	Oil-Fired Hot Water Heater.....\$200
Oil Tank.....\$200	Central A/C System.....\$200

*Normal business hours are Monday—Friday from 7:30 a.m. — 4:00 p.m.*

*\*Emergency service is defined as no heat, no hot water, an oil leak or a dangerous situation.*



## Red Ribbon Plan ~ Basic Heating Service Plan

Purchasing this plan entitles you to the following benefits on your oil heat equipment:

- Annual Preventive Maintenance
- Guaranteed Emergency Service\*
- Service Plan Discount
- Service Plan Credits

Our annual maintenance includes the following: inspecting, cleaning and vacuuming your system; replacing the nozzle, oil filter and strainer; inspecting and cleaning the furnace flue, stack, and the base of the chimney; performing a burner efficiency test and recording the readings.



## Blue Ribbon Plan ~ Extended Heating Service Plan

Purchasing this plan entitles you to all of the benefits included in the Red Ribbon Plan plus the following:

### Covered Parts:

Blower Motor (up to 1/3 H.P.)	Circulator (007 only)*	Fuel Pump Gasket, Strainers
Blower Belt and Pulley	Circulator Motor Mounts*	Ignition Transformer
Blower Bearings and Shaft	Circulator Coupler*	Ignition Porcelains
Burner Blast Tube	Circulator Relay*	Nozzle and Nozzle Adapters
Burner Combustion Head	Delayed Oil Valve	Nozzle Lines and Fittings
Burner Coupler	Delayed Oil Valve Coil	Primary Safety Control
Burner Fan Wheel	Draft Regulator	Smoke Pipe (up to 8'')
Burner Motor (up to 1/7 H.P.)	Electrodes	Thermostat (manual)
Cad Cell Eye	Emergency Switch	
Cad Cell Relay	Fan and Limit Control	* Covers main house
Cad Cell Leads	Fuel Pump	and main zone
	Fuel Pump Coupler	circulator only.



## Yellow Ribbon Plan ~ Optional Hot Water Heater Plan

This plan is available only with our Blue Ribbon Plan and covers your domestic oil-fired hot water heater for a full year. G. Nase and Son, Inc. will provide the parts and labor necessary to repair or replace the following items on a separate oil-fired domestic water heater. Your annual maintenance will be completed at the time we service your primary heating equipment.

### Covered parts:

Burner Coupling	Electrodes	Oil Burner Motor	Porcelains
Burner Fan	Nozzle	Oil Pump	Primary Safety Control
Bussbars	Nozzle Assembly		

### If your boiler or furnace won't start, please check the following items before you call for service.

- ✓ **Check Your Thermostat** - Make sure the thermostat is set at least 10 degrees above the room temperature.
- ✓ **Check Electric Switches** - Make sure all switches affecting the oil burner are on.
- ✓ **Check Fuse Boxes and Circuit Breakers** - Check for popped or blown fuses in the main burner switch box.
- ✓ **Check your Fuel Gauge** - Make sure that you have fuel in the tank.
- ✓ **Press The Reset Button** - This is the red or "i" button on the burner control box. Press and hold the button for 5 seconds. *Press the reset button only once!*

### Terms and Conditions

*Credit approval required prior to purchase of this agreement.*

By accepting this agreement, the customer hereby consents to the following terms and conditions:

1. Residential service plans. Customer agrees to have fuel delivered under our automatic oil delivery service.
2. This agreement is subject to the inspection and approval of covered equipment. We cannot cover low pressure burners nor obsolete equipment for which parts are costly and difficult to obtain. Any repairs required to bring the equipment into acceptable condition are excluded from the agreement and will be billed according to our service plan discount. The agreement is effective upon approval of equipment and receipt of payment.
3. This agreement does not cover installation of new burners, boilers, furnaces, or any other items not specified in the agreement.
4. This agreement covers specified parts and labor that result from normal operation of equipment. All work performed and parts installed that are not covered by this agreement will be billed according to our service plan discount. Excluded items include, but are not limited to the following:
  - Blockages in system and fuel lines due to sludge and other tank related problems.
  - Oil line freeze up.
  - Damage and repair to equipment or dwelling due to failures in chimney or venting system.
  - Service calls resulting from blown fuses or circuit breakers, electrical power failure, inadequate voltage or improper thermostat setting or dead batteries.
  - The oil burner emergency switch in the off position.
  - Inadequate amount of water in the boiler.
  - Draining the expansion tank and/or purging air from the heating system.
  - Water leaks or any part that touches water.
  - Freezing of pipes due to burner failure.
  - Repairs resulting from fire, flood, lightning, or any other unusual circumstances (war, riot, strike, etc.) beyond our control.
  - Controls on warm air furnaces used in conjunction with summer air conditioning or recirculation systems.
  - Parts or controls associated with coal and/or wood burning units.
  - Repairs or replacement of piping and ductwork or any system alterations.
  - Humidifiers and electronic air cleaners or other system enhancements.
5. The customer will be notified if non-covered replacement parts or labor costs are required to complete a job, provided that this delay does not result in additional damage to the heating system or dwelling.
6. The annual preventive maintenance work will be performed during our normal business hours. Requests for service after business hours are not covered by this agreement.
7. The Hot Water Heater Maintenance Plan does not include the replacement of a water tank heater and is not available with our Red Ribbon plan.
8. This agreement does not cover work performed by anyone except an employee of G. Nase and Son, Inc. or a contractor authorized by our company. We will not assume any responsibility or liability for work performed by a third party.
9. This agreement does not cover liability for loss, injury, or damage resulting from defective parts or equipment nor delay or failure to perform service due to fire, lack of material, government regulations, or any other cause beyond our control. G. Nase and Son, Inc. shall not be liable for any injury, loss, or damage resulting from operation or non-operation of your equipment.
10. We reserve the right to cancel this agreement without notice to the customer if fuel is purchased from a supplier other than G. Nase and Son, Inc., the customer fails to maintain a current account, stops automatic delivery service, or the customer does not pay for the agreement. This agreement will not be refunded or pro-rated.
11. This agreement covers a 12 month period from the date of approval of the heating system. On the anniversary date, subject to annual inspection and approval, the agreement will be renewed at the current rate unless it is canceled by either party. Full payment is due on or before agreement expiration for continued coverage.
12. Full payment of the agreement signifies acceptance of these conditions. No work will be performed under this agreement until the agreement is paid in full.
13. Service Plan Credit program began July 1, 2005 and is not retroactive. Service Plan Credits are available at the end of each service year.