

GENERAL CONDITIONS AND EXCLUSIONS

The service plan is available to automatic delivery customers who purchase their fuel oil and all heating systems from Canal Fuel during the term of the Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective upon inspection and approval of your heating system and tank and when proper payment is received.

The term of the Plan is for a one (1) year period and will renew automatically every year unless terminated by either the customer or Company. The plan automatically terminates if the customer no longer purchases all of its heating oil from the Company. No credit will be issued if the Plan is canceled before the expiration date.

Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates. If a part is not covered by the Plan the labor required to replace that part will also be charged to the customer at the prevailing rate.

The Service Plan does not cover labor or materials to repair damage such as insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by natural disasters, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

Company will provide service as soon as possible during regular business hours in non-emergency situations. Company will not be liable for any delay or failure to provide service due to conditions beyond its control such as natural disasters, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of floods, or other severe weather conditions, or government laws or regulations.

The Service Plan only covers heating system parts and components defined in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, above ground storage tanks (unless enrolled in the Tank Replacement Program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, hot water heating systems and air and venting systems. The Plan does not cover environmental clean up, property damage, waste disposal services or other damages and losses caused by a tank leak or system failure even if the tank has been enrolled in the Tank Replacement Program.

Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or third parties.

The Tank Replacement Program is available to automatic delivery customers who purchase their oil from Canal Fuel and whose tank passes a visual inspection from one of our licensed technicians.

Tank replacement program will automatically be renewed & invoiced annually. Written notification is required to cancel the program.

In the event that the residence is sold, the Service Plan is non-transferable.

SERVICE HEATING PLANS
SAFETY FOR YOUR FAMILY
EFFICIENCY TO SAVE YOU MONEY
WHOLE SYSTEM PROTECTION

COMPREHENSIVE MAINTENANCE PLAN

Our Comprehensive Maintenance Plan includes our 13-Point Oil Burner Tune-up, most parts and labor (as listed) associated with maintaining your heating system at peak efficiency, and the option of

24 hours a day,
7 days a week.

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