

2009-2010 Heating Oil Season

Pure Energy Solutions has partnered with CK Climate Control to provide our customers with the best service and maintenance contract in the area.

We are offering a 1 Year Service Plan, which includes furnace cleaning, labor protection & 24 hour emergency service. Preventive maintenance is recommended **annually** for all heating systems. Specific elements of this service are listed below:

- **Cleaning:** We will brush and vacuum your furnace or boiler and the combustion area. The plan includes cleaning the electrodes, fan and pump from the boiler to chimney.
- **Tune up:** We will lubricate the motors and all other moving parts. This includes replacing the oil filter cartridge, air filter and burner nozzle and replacing electrodes.
- **Labor Coverage:** If your furnace or boiler requires service, the labor will be covered at no cost to you. This service is expected to occur during normal business hours. However, the **plan includes Emergency Service that is available 24 hours a day 7 days a week***. Service plan customers do not have to pay for the service call.

Parts (Listed below are parts that if found inoperative will be replaced free of charge)

Draft Regulator, Air Filter 1 change, Electrodes with ceramic, Vent cap (outside), Fill Cap (outside), Oil Gauge (Indoors) If attached to the return line there is a labor charge of \$100.00, Flare fittings connecting oil lines from the tank to the burner, Oil line up to ten feet with cement to re cover if oil line is over ten feet there is small charge \$2.00 per foot there after, Oil Nozzles, Oil Filter, Pump Gaskets, Burner Coupling, Cad Cell Eye, Temperatures and Pressure Relief Valve (There is a \$75.00 charge to drain the boiler), Blower Motor Belts, Blast Tube, End Cone, Jet Line (This connects your oil pump to your oil gun), Electric Firematic, Hi Vents(\$75.00 charge to drain boiler), Compacitors, Small Relays (Time Delay Relays, etc.), 24-Volt Transformers, Indoor Chimney vent pipe.

Please enroll me in your 1 Yr Service Protection & Maintenance Plan for \$199

Name: _____

Address: _____

City, State, Zip: _____

Daytime Phone: _____

If you do not want to enroll in the 1 year service plan, but would like to schedule a furnace cleaning or require service, please call CK Climate Control at 508-695-9305.

We appreciate your business and look forward to serving you this heating oil season.

Sincerely,

GENERAL CONDITIONS

This service plan is available to customers of Pure Energy Solutions, Inc. who purchase their fuel oil during the term of the plan and whose payments are in accordance with our payment and credit terms. The service plan becomes effective 30 days after your first cleaning. You will be responsible for any and all repairs during the 30-day period. All repairs must be completed before the service plan can be awarded. The heating system must operate the full 30 days before the service plan is awarded.

1. The term of the plan is for a 1 yr. period and will re-new automatically every year unless terminated before the end of the one-year period. There are no refunds unless accepted by C.K. CLIMATE CONTROL LLC. with a written letter accepting the cancellation from the holder of the service plan.

This plan can be cancelled by C.K. CLIMATE CONTROL LLC. if the home-owner of the service plan, uses another heating company (unless the company is provided by C.K. CLIMATE CONTROL LLC. in cases of an emergency), or if the owner or others than C.K. CLIMATE CONTROL LLC. tampers with the heating system. The plan may also be cancelled if the home- owner does not purchase all their oil from Pure Energy during the term of the plan. The contract will automatically be cancelled without written notice. There is no refund if the service plan is cancelled for the above reasons. You may cancel the service plan within the first 30 days of the plan and the refund will be prorated. ANY CANCELLATION AFTER THE FIRST 30 DAYS THERE WILL BE NO REFUND.

2. Under the service plan, labor is provided free of charge to the customer for the repairs and replacement of the described heating system parts or components. Repairs or services not covered by the plan will be performed and charged to the customer at prevailing rates.

3. The service plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect such as failure to have sufficient fuel oil in the tank (unless oil is being delivered under Pure Energy's automatic delivery program), insufficient water in boiler (forced hot water, or steam boiler), blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating systems switches in the off position, debris build up in the air or in the 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 Acts of God, 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.

4. C.K. CLIMATE CONTROL LLC, will provide service as soon as practical and during regular business hours under normal conditions. C.K. CLIMATE CONTROL LLC. or Pure Energy Solutions, Inc. will not be held liable for any delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.

5. The Service Plan covers labor for those heating system parts or components described in the Plan. Examples of components not included in the Plan are boiler and furnace and related piping, underground oil storage tanks, storage tanks larger than 330 gallons, 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 or waste disposal services.

6. Customer agrees to release and hold Pure Energy Solutions, Inc. & C.K. CLIMATE CONTROL LLC. harmless from all claims related to loss or damage to personal or real property caused by fire, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Pure Energy Solutions, Inc. & C.K. CLIMATE CONTROL LLC. shall not be liable for any incidental, special or consequential damages.

7. This Service Plan automatically transfers to new homeowners in the event that the residence serviced by the Plan is sold. *FORCED HOT WATER SYSTEMS, If the zone valve body has to be replaced and the boiler has to be drained there is a \$150.00 charge. If it is just the zone head there is no labor charge. If a circulator needs to be replaced and there is no Isolation ball valve flanges, preventing draining of the boiler, there is a \$75.00 service charge for contract customers & \$150.00 charge for non contract customers.

Labor costs not covered in the plan; to repair or replace the following: Oil tanks, Oil lines, Boilers, Draining of the boiler, Black pipe, water heaters, tank less heaters, tank less gaskets, indirect water heaters, baseboard, radiators, baseboard, boiler gaskets, oil burners, copper tubing, furnaces, heat exchanges, air handlers duct work, venting systems, power vent venting systems, motors, air cleaners, humidifiers, air conditioning, condensers, steam valves, steam vents, low water cutoffs, water feeders, dampers, condensate pumps, clock thermostats, circulators, domestic hot water coils, flow restrictor valves, etc.

*Emergency calls would include smoke, heavy oil smells that can be smelled on the first floor and above, major oil leaks, Large water leaks (cracked Boiler), Carbon Monoxide detector going off, heating system will not fire after pushing the reset button the first time if power is present.