

Exceptional Service



THANK YOU FOR YOUR BUSINESS

As a Full Service Company we invest in your safety and comfort. We can respond to a problem with your heating system in the dead of night – snow or rain or bad weather we will be there. We can inspect and test your oil tank. We can provide you with an annual tune up to save on your fuel consumption. A discounter cannot! Discounters do not invest in the services and technicians that really make a difference – particularly when you need it most.

At Reichert and Sons we make this investment because we take responsibility. We care. We do not shuffle off the emergency calls or service calls to another company that has no vested interest in your account. When you need us most we will be there.

Sincerely,

Reichert and Sons

General Conditions & Exclusions

This Service Plan is available to automatic delivery customers who purchase their fuel oil and all heating systems services from us during the term of the Service Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after our inspection and approval of your heating system and tank.

1. The term of the Plan is for a one (1) year period and after re-inspection will re-new 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.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. The Company will pay up to \$1,000 towards the replacement of your tank, once tested and qualified by an ultrasonic oil tank inspection, if a tank leak occurs subsequent to this test due to internal corrosion, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement. 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. Accidental damage is not covered by ultrasonic oil tank inspection program. The program does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested and qualified ultrasonically and is enrolled in the ultrasonic oil tank inspection program.

4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to failure to have sufficient fuel oil in the tank, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up 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 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.

5. The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a 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.

6. The Service Plan only covers heating system parts and components specified 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 our ultrasonic oil tank inspection 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 or losses caused by a tank leak or system failure even if the tank has been tested ultrasonically and is enrolled in ultrasonic oil tank inspection program.

7. 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 by third parties, including environmental clean costs.

8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

9. Amendment and Cancellation. We may amend or change the terms of this Agreement 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. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.



Energy Conservation Plans & Company Information



Reichert and Sons

PO Box 757 • Chepachet, RI 02814

Phone: (401) 568-2130 • Toll Free: (800) 696-2130

www.heatwithoil.com

Annual Heating System Tune-Up



Just like changing the oil in your car – your heating system should be tuned up annually. This is good for you and the environment as it helps reduce the amount of fuel you use which will reduce your energy bills.



Lowers the risks of costly unexpected service calls



Increases efficiency which will save on fuel



Ultrasonic tank inspection enables us to evaluate the safety and integrity of your above ground oil tank. This is important for you and your investment in your home.



Prolongs the life of your heating system



**\$1,000 Tank Replacement Payment of qualifying tanks
\$200 Tank Replacement Coupon for disqualifying tanks**

- Test & inspect all burner controls
- Ultrasonic oil tank inspection
- Clean or replace oil filters and strainers
- Clean nozzle assembly and replace nozzle
- Vacuum & clean heat exchanger and smoke pipe as necessary
- Lubricate motors and bearing assemblies
- Tune and adjust oil burner for maximum efficiency
- Perform combustion efficiency test & adjust for maximum efficiency



Total Energy Comfort & Conservation Plan



ANNUAL HEATING SYSTEM TUNE-UP

HEATING SYSTEM REPAIR ASSISTANCE

We will replace or repair during the life of this agreement, at no extra charge, any of the following parts which may become

PARTS COVERED INCLUDE:

- | | | |
|--------------------|-------------------|---------------------------|
| • Aquastat | • Cad Cell Relay | • Oil Filter Cartridge |
| • Blast Tube | • Draft Regulator | • Oil Safety Valve |
| • Blower Belt | • Electrodes | • Pump Gaskets |
| • Burner Coupling | • End Cone | • Solenoid Valve |
| • Burner Fan | • Fan Control | • Strainer |
| • Burner Motor | • Filter Gaskets | • Thermal Switch |
| • Burner Switch | • Firomatics | • Thermostat (Regular) |
| • Cad Cell Eye | • Fuel Pump | • Transformer |
| • Cad Cell Harness | • Master Control | • Transformer Connections |
| • Cad Cell Holder | • Nozzle Line | |

EMERGENCY SERVICE

We offer 24-hour 7 day a week Emergency Service. Your family can rest easy with this valuable service.

Water Heater Energy Conservation Plan



ANNUAL SYSTEM TUNE-UP

Burner, smoke pipe and lubrication of all bearing and motors

NO CHARGE PARTS AND LABOR COVERAGE

Oil burner and controls during the plan year

EMERGENCY SERVICE

Burner, smoke pipe and lubrication of all bearing and motors

MULTI POLICY DISCOUNT - SIGN UP FOR MORE THAN ONE POLICY AND RECEIVE 5% OFF EACH!

Products & Services

HEATING AND WATER HEATER INSTALLATIONS

Technology has changed a lot over the past decade. Just like computer, phone and other communication technology advances, oil heat technology has also made significant advances. For example, did you know that the majority of home heating systems could be upgraded to save an average of 30% per year on fuel oil usage? This is virtually an entire tank-full of oil saved each and every year. If your boiler is over 15 years of age or older these savings can have a real payback - quickly - and improve the value of your home. And, this newer oil heat technology is very eco-friendly, equal in fact to alternative energy sources.

Our installers are fully licensed professionals. We understand the engineering requirements necessary to provide for the right sizing and control to maximize the efficiency for your specific home. Our estimates are always free and our goal is to help educate and inform our customers. Call us if you would like more information regarding technology advances in oil heat.



Contact us today about enrolling to receive B5 BioHeat for the same price as regular #2 fuel.

- Biofuel is non-toxic, and the only alternative fuel to have passed rigorous EPA health effects testing. It is less toxic than table salt.
- Because Biofuels are biodegradable they are not harmful to humans or other animals and they biodegrade faster than sugar.
- Biofuel is a farm product and not a fossil fuel, making it renewable.

AUTOMATIC DELIVERY

Instead of worrying about when you'll need that next delivery of oil, let us do that for you! Our computerized system tracks the weather and generates your delivery automatically! That's one less complication in your life!

Easy Pay Plan

Fuel prices may go up or down. Winter temperatures can set records, and there's really no way to predict what weather each year may bring. That's why we've developed a plan that will make things easy for you. Our Budget Plan allows you to spread your heating costs over a longer period of time which gives you smaller predictable payments.