



Arbor Energy is a full-service heating oil company serving central Connecticut. We offer the highest quality fuel with price protection programs which give you value and peace of mind. Plus, our heating oil is treated with UltraGuard for the protection of your tank and fuel delivery system.

We offer comprehensive service plans which address all budgets. These service plans will keep you on track with your required system tune-ups which help to keep your equipment running problem-free and at peak efficiency.

All of our service staff members are all trained at state-approved heating and air conditioning schools. They are licensed by the state and are fully insured. Arbor Energy technicians will arrive at your home clean and neatly dressed in marked Arbor Energy service vehicles.

As always, we welcome your suggestions so we can continue to improve our services, and we encourage you to call us any time you have a question concerning your heating and cooling needs.

### EQUIPMENT INSTALLATIONS

Arbor Energy is always ready to help you decide on the right heating and cooling equipment that fits your home, your budget and your lifestyle.

Upgrading your equipment can save you up to 25% or more in heating and hot water costs. Plus you can depend on us to expertly install your new equipment neatly and conveniently.

Call us today to find out about our new energy efficient equipment upgrade programs for furnaces, boilers, air conditioning units, hot water heaters and more.

**203-272-3250**

## SILVER PLAN

The Silver Plan is designed for customers with newer heating equipment or customers who anticipate needing very little service over the course of one year. This plan covers only the parts used in your annual tune-up.

### PARTS COVERED

**Air Filter - Oil Filter - Nozzle - Strainer**  
Parts are covered for annual maintenance only and are replaced at the time of your tune-up.

### DISCOUNT

#### 5% Discount:

Silver Plan gives you a 5% discount on all parts not covered in "Parts Covered" section. If the part is not covered, the labor is billable at prevailing rate (discount does not apply to labor rate).

### ANNUAL TUNE-UP / INSPECTION

Annual Tune-up will be performed under this agreement. **The customer will need to request their tune-up between March 15th and October 15th.** Arbor Energy will schedule limited tune-ups during the heating season so we can respond on a timely basis to emergency no heat calls.

### SERVICE VISITS

There are **reduced** charges for labor performed between 8:00 AM and 4:00 PM Monday through Friday during the heating season (September 1st through May 1st). If you request service for arrival prior to 8:00 AM or after 4:00 PM on Monday through Friday, or on Holidays or weekends, you will be charged at the prevailing rate. All parts are billable. For non-heating season visits, parts and all labor will be billed at prevailing rate.

### OIL PRICING PLANS

Arbor Energy offers oil programs for all budgets. Our customers have their own account portal on our website which allows 24 hour viewing of the following:

- Automatic Delivery
- Budget Plans
- Pricing Programs
- Auto Pay Options
- Real Time Pricing
- Budget Information

## GOLD PLAN

The Gold Plan provides solid coverage for the many things that commonly break on a heating system. This plan covers over 40 parts that have an approximate retail value of **\$3,100.00**. The plan includes your annual tune-up. Water components are not covered under this plan.

### PARTS COVERED

Air Filter*	Burner Switch	Fuel Filter Cartridge	Low Limit Control
Air Stat	Buss Bar Transformer	Fuel Filter Complete	Nozzle
Anti-Hum Device	Cad Cell Eye	Fuel Pump	Nozzle Line
Aquastat	Cad Cell Relay	Fuel Pump Couplings	Pressuretrol Control
(up to dual)	Circulator Relay	Fuel Pump Strainer	Primary Control
Blower Belt	Delayed Oil Valve	Gauge Glass & Washers	Steam Safety Valve
Blower Pulley	Electrical Wiring	High Limit Control	Thermostat
Burner Air Tube	Electrodes	Hydraulic Jack	(non-programmable)
Burner Coupling	Emergency Switch	Ignition Transformer	Toggle Switches
Burner Flange	End Cone	Isolation Relay	Vent Cap
Gasket	Fan & Limit Control	Leads	
Burner Motor	Firomatic Valve	Limit Control	
Blower Motor	Fill Cap		
(up to 1/2 hp)			

\*Standard Filter Only **Includes Main Zone Only**

### DISCOUNT

#### 10% Discount:

Gold Plan gives you a 10% discount on all parts not covered in "Parts Covered" section. If the part is not covered, the labor is billable at prevailing rate (discount does not apply to labor rate).

### ANNUAL TUNE-UP / INSPECTION

Annual tune-up will be performed under this agreement. **The customer will need to request their tune-up between March 15th and October 15th.** Arbor Energy will schedule limited tune-ups during the heating season so we can respond on a timely basis to emergency no-heat calls.

### SERVICE VISITS

There are no charges for services covered by this agreement when performed Monday through Friday from 8:00 AM and 4:00 PM. If the service is requested prior to 8:00 AM or after 4:00 PM on Monday through Friday, on holidays or weekends and is a non-emergency service, you will be charged at the after hours prevailing rate.

### EMERGENCY SERVICE

During the heating season only (September 1st - May 1st), you will have access to emergency services 24 hours a day, 7 days a week. There will be no charge as long as it truly is an emergency, defined as: no heat or hot water during the heating season, serious oil leaks and/or customers with health-related problems or other dangerous situations. All other calls will be handled during normal business hours, Monday - Friday, 8:00 AM - 4:00 PM.

## PLATINUM PLAN

The Platinum Plan is our most comprehensive service plan and is designed to provide our customers with total peace of mind and comfort. This plan covers over 90 parts that have an approximate retail value of over **\$7,000.00**, and includes your annual tune-up.

### PARTS COVERED

<b>Includes all parts covered in Gold Plan, plus:</b>		
Aquastat (up to triple)	Circulator Motor	Main Zone Valve Relay
Air Scoop	Circulator Parts	Main Zone Valve Motor
Air Vents	Combination Valve	Oil Tank Vent Alarm
Altimeter Gauge	Combustion Chamber (Wet base)	Oil Tank Vent Pipe
Auto Feed	Control Transformers	Pressure Gauge
Back Flow Preventor	Draft Regulator	Purge Valve
Baffles	Expansion Tank (max 24 gals)	Radiator Bleeder
Balancing Valves	Extrl Tanks (max #30)	Relief Valve
Blower Bearings	Fan Control	Smoke Pipe
Blower Circuit Board	(includes timer fan board)	Steam Safety Valve
Blower Complete	Fan Relay	Steam Vents
Blower Shaft	Flange Gaskets	Trol-A-Temp Damper
Blower Squirrel Cage	Flow Check	Trol-A-Temp Motor
Boiler Drains	High Vent	Trol-A-Temp Panel
Check Valves	Humidifier Pad	
Circulator Bearing Assembly	Low Water Cut-Off	
Circulator Complete (007)	Main Zone Valve Complete	<b>Includes Main Zone Only</b>

### DISCOUNT

#### 15% Discount:

Platinum Plan gives you a 15% discount on all parts not covered in "Parts Covered" section. If the part is not covered, the labor is billable at prevailing rate (discount does not apply to labor rate).

### ANNUAL TUNE-UP / INSPECTION

Annual tune-up will be performed under this agreement. **The customer will need to request their tune-up between March 15th and October 15th.** Arbor Energy will perform limited tune-ups during the heating season so we can respond on a timely basis to emergency no heat calls.

### SERVICE VISITS

There are no charges for services covered by this agreement when performed Monday through Friday from 8:00 AM and 4:00 PM. If the service is requested prior to 8:00 AM or after 4:00 PM on Monday through Friday, on holidays or weekends and is a non-emergency service, you will be charged at the after hours prevailing rate.

### EMERGENCY SERVICE

During the heating season only (September 1st - May 1st), you will have access to emergency services 24 hours a day, 7 days a week. There will be no charge as long as it truly is an emergency, defined as: no heat or hot water during the heating season, serious oil leaks and/or customers with health-related problems or other dangerous situations. All other calls will be handled during normal business hours, Monday - Friday, 8:00 AM - 4:00 PM.

## Air Conditioning

### ➤ BASIC PLAN

This plan is for a basic air conditioning tune-up on one unit to be performed once a year between May 1st and September 1st (weather permitting). Customers need to schedule their maintenance appointments during this time frame. Our service technicians will check the following areas:

- ✓ 12 Point Cooling Tune-Up
- ✓ Check Blower Assembly
- ✓ Check and Clean Air Filters
- ✓ Check Electrical Starting and Contact Connections
- ✓ Check Fan Belts, Pulleys and Bearings
- ✓ Check Operation of Thermostat
- ✓ Check Pressure Switches
- ✓ Check Refrigerant Levels
- ✓ Check Voltages and Wiring
- ✓ Clean and Check Condensate Pump and Water Drains
- ✓ Clean Indoor and Outdoor Coils as needed
- ✓ Lubricate Blower Motor and Bearings
- ✓ Lubricate Condenser Fan Motor

### ➤ COOL COMFORT PLAN

#### 1. Refrigerant (up to 1 pound):

This agreement will cover up to one pound of refrigerant.\*

#### 2. Preventative Maintenance:

Your annual tune-up will be performed under this agreement. Maintenance must be scheduled by the customer between May 1st and September 1st (weather permitting).

#### 3. 15% Discount:

This Plan gives you a 15% discount on the parts listed below. Labor is billable at the prevailing rate.

Accumulator	Outdoor Fan Blades
Blower Motor	Outdoor Fan Motor
Blower Pulley	Outdoor Unit Relays
Blower Wheel	Potential Relay
Condensate Pump	Reversing Valves
Condensate Fan	Reversing Valve Solenoid
Contactors	Run Capacitors
Crankcase Heater	Start Capacitors
Defrost Relay	Starting Relay
Defrost Switch	Thermostat (non-programmable)
Defrost Timer	Time Delay Control
Expansion Valves	Time Relays Transformers
High Pressure Control	
Motor Protectors	*R22 is available until it becomes prohibited

## Optional Coverage Enhancements

These enhancements cover repairs and replacements that are additional to your regular service contract. If you have any questions, please contact our customer service department.

### ➤ OIL-FIRED HOT WATER HEATER COVERAGE\*

(must be purchased in conjunction with our Platinum, Gold or Silver Plans)

The coverage for this plan includes:

Air Tube	Electrodes	Ignition Transformer
Aquastat	Electrodes (Wire & Clips)	Nozzle
Burner Coupling	Emergency Switch	Oil Check Valve
Burner Fan	End Cone	Oil Filter Cartridge
Burner Motor	Firomatic Valve	Oil Filter Complete
Cad Cell Complete	Flue Pipe	Oil Safety Valve
Delayed Oil Valve	Fuel Pump	Porcelains
Draft Regulator	Fuel Pump Gasket	Primary Control
Drain Valve	Fuel Pump Strainer	Relief Valve
Drip Tube		

\*Covers residential, oil-fired hot water heaters. This plan EXCLUDES coverage of hot water tanks, recirculation lines, and anode rods. Service requested prior to 8:00 AM or after 4:00 PM on Monday through Friday, on weekends or holidays is subject to our after-hours prevailing rates.

### ➤ OPTIONAL MULTI-ZONE COVERAGE\*\*

(must be purchased in conjunction with our Platinum or Gold Plans only)

The coverage for this plan includes:

Circulator Complete	Flow Check
Circulator Coupling	Hi-Vent
Circulator Flange & Gaskets	Thermostat (non-programmable)
Circulator Impeller	Zone Valve
Circulator Motor	Zone Valve Motor
Circulator Mounts	Zone Valve Stem
Circulator Relay	

\*\*NOT AVAILABLE ON STEAM SYSTEMS AND EXCLUDES AIR HANDLERS.

### ➤ AIR HANDLER COVERAGE\*\*

(must be purchased in conjunction with our Platinum or Gold Plans only)

The coverage for this plan includes:

Air Filter Change, Bearing Lubrication Blower, Limit Controls, Motor Replacement\*, Relays.

\*If needed

\*\*ECM Motors and Heating and Cooling Coils are not covered

## General Terms and Conditions for Heating and Cooling Systems

These Service Plans are available to automatic delivery customers who purchase all of their fuel oil and all heating system services from Arbor Energy and are in good credit standing. All Plans are for residential grade units only. Air Conditioning service is limited to 5 ton units and heating units up to 500,000 BTU. During the term of this service policy, any oil deliveries made to you by a company other than Arbor Energy shall be considered a breach of this agreement. The Service Plan becomes effective after our inspection and approval of your heating and cooling systems and oil tank. Any pre-existing conditions are not covered by this Plan.

1. The term for our Service Plans is for a one (1) year period and will renew automatically each year unless terminated by either the customer (giving 30 days written notification) or Arbor Energy. The Plan automatically terminates if the customer no longer purchases all of their heating oil from the Company. No credit will be issued if the Plan is cancelled or terminated before the expiration date. Customer must be on automatic delivery terms to qualify for service contracts and customer must use a minimum of 500 gallons of fuel to qualify for a Service Plan. The purchased Service Plan will cover one unit.

2. 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 under the service agreement then the labor is not covered.

3. The Service Plan does not cover labor or materials to repair any damage to the heating or cooling system or residence caused by the customer's neglect such as failure to have sufficient fuel oil in the tank, insufficient water in boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating and cooling system switches in the "OFF" position, debris build-up in the air or venting systems or other causes related to the improper operation or maintenance of the heating and cooling 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 your service plan. The company shall not be responsible for repair or replacement of obsolete or unavailable parts or equipment no longer manufactured.

4. Arbor Energy will provide service as soon as practical, during regular business hours (Monday - Friday 8:00AM to 4:00PM) under normal conditions or on an emergency basis if necessary. Arbor Energy will not be 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. Service calls placed after hours that are not covered by your Service Plan are chargeable at premium prevailing rates.

5. The Service Plan only covers components specified in the Plan. Examples of components NOT covered by the Plan include boiler, furnace or condensing units and related piping, underground oil storage tanks, buried oil lines, above ground storage tanks, patches or unstable conditions, humidifiers, heat pumps, heat exchangers, power venters, obsolete parts, mixing valves, media filters, electronic air cleaners, hot water tanks, coils, tigerloops, steam water feeds. 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. This agreement does not cover boiler valves, boiler vents, refrigeration piping, condensate piping, nor water or consequential damage, and hot water boiler piping that are inaccessible or more than eight feet from the heating unit.

6. Customer agrees to release and hold Arbor Energy 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 Arbor Energy shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties.

7. Arbor Energy shall not be held liable should the customer or another company provide services on equipment covered under this contract.

8. This agreement is also subject to Arbor Energy's General Terms and Conditions.

9. It is the customer's responsibility to monitor vacant or unattended homes, replace batteries in system devices, replace fuses, reset circuit breakers, set thermostats, turn on the emergency switch, provide proper ventilation for combustion, and schedule the annual maintenance. Should a customer not schedule their tune-up, the tune-up will be forfeited for that year and no credit will be refunded. It is also the customers' responsibilities to drain expansion tank, maintain adequate water level in the boiler, maintain clean air filters, and maintain good condition of the chimney, fuel oil tank, oil lines, and piping.

10. Emergency service is defined as no heat or hot water during the heating season, serious oil leaks, customers with health-related problems, or other dangerous situations. All other calls are handled during normal business hours, Monday - Friday 8:00AM to 4:00PM.

11. If you make an appointment and our service technician arrives to find no one is home, the driveway is impassable, or that there is no problem, you will be charged a fee for the call.

Big Enough to Serve  
Small Enough to Care



## Service Contracts

280 Schoolhouse Road  
Cheshire, CT 06410

203-272-3250

Lic. # HTG.0400669-S1  
HOD # 55