

Other Services We Offer

- **Automatic Delivery**
Want to have convenient comfort? Take this opportunity and become an automatic delivery customer. Automatic delivery means that you will not have to call to schedule an oil delivery. Instead, you can rely on Eastern Propane to deliver heating oil when you need it. With a computerized system that keeps track of the daily temperature highs and lows and your past fuel usage, Eastern Propane can determine when you need a delivery. There is no need to worry that you will run low on fuel. It's easy, convenient and free!
- **24-Hour Emergency Service**
At Eastern Propane, we are here for our customers. With our 24-hour emergency service, no matter what the season or reason, you can count on a Eastern Propane service technician to come to your home. **ANY SERVICE CALLS RECEIVED BETWEEN THE HOURS OF 11PM-6AM WILL RESULT IN A \$100 SERVICE FEE.**
- **Propane Delivery**
We are your propane pros! Have propane delivered right to your house for all of your propane needs—whether for patio and hot tub heating in the winter, or for the grill or pool in the summer. When you are an automatic delivery customer, you do not have to worry about running out of propane.
- **Equipment Sales & Installations**
Eastern Propane service technicians will provide you with professional sales and installation of heating, cooling and generating equipment for all of your home comfort needs.
- **Air Conditioning**
Did you know we have expert technicians that can service and install air conditioning units in your home? We also provide annual system A/C tune-ups along with our A/C Service Plan that will help keep your air conditioning unit operating at peak efficiency AND save you money in the long run.
- **Heat Pumps**
Call today to learn more about how a heat pump can keep you cool in the summer and warm in the winter. If you have a heat pump, then our Heat Pump Service Plan is right for you! It is designed to maximize your overall comfort by providing year-round coverage on your home comfort equipment.
- **Financing (Keystone HELP® Loan)**
With Keystone HELP® (Home Energy Loan Program), most Pennsylvania homeowners who meet the program's eligibility guidelines can get a low cost, low payment loan for ENERGY STAR® rated and high efficiency heating, air conditioning, air sealing, insulation, windows and whole-house improvements using Home Performance with ENERGY STAR. These special loan terms can help you save thousands of dollars over the life of your loan, further enhancing the financial impact of your energy savings and minimizing out-of-pocket costs.

www.easternpropane.com

General Conditions & Exclusions

1. We reserve the right to inspect and approve the equipment covered before accepting the Service Agreement. Initial repairs required to put the burner in an acceptable condition are not covered. All plans will automatically be renewed from year to year unless terminated by either party, giving 30 days, written notice. Service under any plan will be suspended if customer's oil or service charges are not paid when due.
2. If buyer permits any persons other than our employees to render service to the equipment except as instructed by us, the plan is void.
3. Plans include only the repair and replacement of parts specifically listed herein, which are defective due to ordinary wear. They do not cover any service or repairs to the entire boiler or burner, heat exchangers, jackets, water heaters or any part not specified in the plan. Baseboard heating, piping and ductwork are not included.
4. We are not responsible for replacement parts that are obsolete or not obtainable.
5. Customer agrees to purchase all fuel requirements from Eastern with a minimum usage of 300 gallons; otherwise, the contract is void and no refund is due.
6. We shall not be liable for any loss, damage or injury arising from the services performed or parts supplied under this Agreement unless the loss, damage or injury is caused directly and solely by our own negligence.
7. We shall not be liable for any loss, damage or injury which results directly or indirectly from the condition of customer's chimneys, oil tank or equipment not covered by this Agreement, or unoccupied homes. We will not be responsible for damages for failure to deliver fuel to vacant premises, unattended premises, or premises that are not readily accessible by our employees.
8. This Agreement covers only labor and/or parts required directly on the oil burner, controls and specified other parts which are a part of the heating system. Service labor and parts required as a result of abnormal conditions such as war, fire, floods, hurricanes, strikes, water in oil, frozen lines or pipes and other acts of God; failure of purchaser to properly maintain the heating and domestic hot water heating systems; power interruptions; blown fuses or circuit breakers; water damage; thermostat not calling for heat; or failure of purchaser to maintain sufficient oil level in the tank when on a "Will-Call" delivery basis will be billed at prevailing prices.
9. All Plans that include the TankSure® Program provide a tank testing service and the TankSure® Program tank replacement payment described below. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. 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. We will perform an annual test of your fuel tank. If a tank leak occurs subsequent to this test due to internal corrosion once you are on the program, if a tank leak occurs due to a manufacturer's defect or if a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software, the Company will pay up to \$1,000 toward the replacement of your tank in accordance with the terms of the TankSure® Program which are described in the TankSure® brochure that we have provided to you.
10. All materials connected to domestic water (hot or cold), including but not limited to coil, fittings, tempering valves, etc. are not covered.
11. We do not guarantee the availability of any repair or replacement parts.
12. Maintenance agreements apply only to burners up to two gallons per hour. Prices for other burners are available on request.
13. This Agreement contains the entire Agreement of the parties hereto and there are no promises, terms, conditions or obligations other than printed herein.
14. There will be no refunds on any unused portion of the plan, although it may be transferred to a new occupant subject to our approval.
15. Emergency Service is defined as no heat or hot water during the heating season, serious oil leaks or other dangerous situations. All other calls are handled during normal business hours— Monday through Friday, 7:30 a.m. to 4:00 p.m.
16. Amendment and Cancellation: We may amend or change the terms of this Agreement at any time. We may amend or change the services offered as part of the 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.
17. Diagnostic fee includes travel time for service technician to job site and up to one hour to repair and diagnose. Any labor thereafter will be billed at prevailing rates as in accordance with the Service Plan chosen.

Fuel Oil Service Agreements



Serving Monroe, Northampton and Lehigh County, Pennsylvania and Warren County, New Jersey since 1955.



Eastern Propane
(formerly Lessig Oil & Propane)

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NJHC 13VH04257400

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COMFORT PLAN

Recommended for Warm Air Systems

\$22/month

PREVENTATIVE MAINTENANCE

- ✓ Save up to 10% on heating costs (or up to \$275/year)
- ✓ Add years to the life expectancy of this expensive equipment

Preventative Maintenance includes:

- Test and adjust oil burner for maximum efficiency, using combustion testing equipment.
- Inspect combustion chamber.
- Clean and check electrodes and nozzle assembly.
- Install oil filter cartridge, air filter and burner nozzle if necessary.
- Oil all motors on burners, fans and circulators.
- Check all safety and operating controls.
- Vacuum clean furnace and smoke pipe, including chimney base (where accessible), as necessary.
- Visually inspect oil tank piping and fittings, including wear and tear.
- Perform EPA-approved ultrasonic test and inspection of oil tank(s).
- \$1000 Proactive Tank Replacement Payment (qualified tanks*)
- \$200 Tank Replacement Coupon (disqualified tanks*)

*Disqualified tanks are considered to be in need of immediate replacement due to failed visual inspection or failed ultrasonic inspection. See General Conditions & Exclusions #9 for details on our tank replacement program, AKA our TankSure® Program.

PARTS PROTECTION

Eastern Propane will repair or replace, during the life of this agreement, and at no extra charge to our Comfort Plan customers, any of the following parts which may become defective due to normal use or wear and tear.

Covered parts include:

CONTROLS

- Cad Cell Control
- Combination Control
- Emergency Switch
- Primary Control
- Temperature Gauge
- Thermostat (manual - heat only)

FURNACE SYSTEMS

- Blower Bearings
- Blower Belt
- Blower Fan Belt, Pulleys, Pads and Wheels
- Blower Motor (Belt drive only)
- Blower Pulley
- Blower Shaft
- Blower Wheel
- Fan Control
- Limit Control

BURNER REPLACEMENT

- Air Cones and Stabilizers
- Burner Coupling
- Burner Flange Gasket
- Burner Motor
- Buss Bar Transformer Leads
- Cad Cell Assembly
- Cad Cell Eye
- Delayed Oil Valve
- Delayed Oil Valve Coil
- Delayed Opening Valve
- Electrodes
- End Cone
- Ignition Cable, Terminals and Connections
- Ignition Transformer
- Ignition Wiring
- In-Line Filter
- Low Voltage Transformer
- Low Voltage Wiring (where accessible)
- Nozzle
- Nozzle Adapter
- Nozzle Line

FUEL SUPPLY PARTS

- Fire Matic Valve
- Burner Fittings
- Fuel Filter Cartridge
- Fuel Filter Complete
- Fuel Pump
- Fuel Pump Bleeder
- Fuel Pump Seal
- Fuel Pump Strainer
- Oil Line (exposed)
- Oil Line Fittings

OTHER

- Anti-Hum Device
- Draft Regulator
- Flue Pipe (Up to 7")
- Remote Oil Burner Switch
- Tank Gauge
- Tank Whistle

LOYALTY CREDITS

- \$50 per year, up to \$500 total

COVERALL PLAN

Recommended for Steam & Hot Water Systems

\$26/month

PREVENTATIVE MAINTENANCE

See details under our Comfort Plan.

PARTS PROTECTION

Eastern Propane will repair or replace, during the life of this agreement, and at no extra charge to our Coverall Plan customers, any of the following parts which may become defective due to normal use or wear and tear - plus all parts listed in our Comfort Plan.

Covered parts include:

BOILER SYSTEMS

- (one zone only)
- Bearing Assembly
- Circulator Coupling
- Circulator Impeller
- Circulator Motor
- Circulator Motor Mounts
- Circulator Wicking
- Direct Drive Circulator (1 only)
- Therm-Altimeter Gauge
- Zone Valve Complete (1 only)
- Zone Valve Motor (1 only)
- Zone Valve Relay
- Zone Valve Stem

PARTS

- Baffle
- Boiler Valves
- Circuit Breaker
- Expansion Tank
- Extrol Tank
- Flow Valves
- Gauge Glass
- Low Water Cutoff Float*
- Low Water Cutoff Switch*
- Purge Valve
- Relief Valve

CONTROLS

- Aquastat
- Circulator Control (Single Zone Only)
- Pressuretrol Control

SERVICES

- Adjusting boiler pressure
- Adjusting water level

*Hot water only

NEW VALUE PLAN

\$17/month

PREVENTATIVE MAINTENANCE

See details under our Comfort Plan.

PARTS PROTECTION

Eastern Propane will repair or replace, during the life of this agreement, parts (as listed in the Comfort and Coverall Plans) that may become defective due to normal use or wear and tear at the discounted rates listed below (during normal business hours as defined in the General Conditions & Exclusions):

- 25% Labor Discount (excluding installations)
- 25% Parts Discount (excluding installations)

New Value Plan customers are subject to a \$99 diagnostic fee as described in the General Conditions & Exclusions. We encourage all customers to upgrade to a Comfort or Coverall Plan to avoid this charge.

SEPARATE OIL-FIRED HOT WATER HEATER COVERAGE

- Coverage includes oil burner parts, aquastat, controls and emergency switch
- Hot water tank excluded
- Preventative Maintenance included as needed

REBATES

Make the switch to propane

Fuel Oil Conversion

How old is your oil heating system and your oil tank? When it is time to replace, consider making the switch to propane. New propane fueled heating equipment offers the highest efficiency squeezing nearly all the heat out of every gallon of gas to get you the most for your energy dollar. Advanced features like direct venting and modulating/multi-stage burners further increase the savings.

Electric Conversion

Tired of cold showers because your electric water heater can't keep up? Make the switch to a propane tankless water heater for endless hot water. Customers with electric heat or heat pumps only can also qualify when adding a new central heating appliance.

- \$300 oil/electric central heat replacement with propane
- \$300 oil tank removal credit when switching to propane
- \$300 oil/electric hot water replacement with propane

Customer credit only. Not redeemable for cash.

COMBINE & SAVE

Did you know Eastern Propane also offers additional Service Plans for the following?

PROPANE

AIR CONDITIONING

HEAT PUMPS

Combine any of the services above with a Comfort, Coverall or Value Plan and save 10% off the total price!

OVER \$50 IN POTENTIAL SAVINGS!

YES! I would like to sign up for the following:

- COVERALL PLAN.....\$26/month or \$309.95
- COMFORT PLAN.....\$22/month or \$269.95
- NEW VALUE PLAN.....\$17/month or \$199.95
- SEPARATE OIL-FIRED HOT WATER HEATER COVERAGE.....\$11/month or \$119.95

- I would like information about the new:
- Propane Service Plan
 - Air Conditioning/Heat Pump Service Plan

Bill my account or Charge my credit card (IF USING A CREDIT CARD, PLEASE CALL OUR OFFICE)

Customer Account # _____ Currently an Automatic Delivery Customer Yes No

Name _____ Phone _____

Address _____ E-mail _____

City _____ State _____ Zip _____

