

Service Protection Policy

T.H. MALLOY & SONS, INC.

Complete Heating Service POLICY

T. H. Malloy & Sons goes all out for its customers. With over 70 years experience in the heating oil business, we offer the friendly, efficient service of a family owned company. Our staff is trained to provide complete and comprehensive heating service on a personal basis. We care about each person as a person and not just as a customer identified with a number. That is why we feel our service protection plans are the most beneficial to our customers.

We Offer Our Customers a Choice of 2 Different Types of Protection:

I. COMPREHENSIVE PLAN:

This plan covers the annual tuneup of your burner and the inspection of your boiler or furnace. In addition, it covers 51 parts including labor.

II. THE ULTIMATE PLAN:

This plan not only covers the Comprehensive Plan, but also even more materials to replace or repair virtually every replaceable part found on your heating unit. This plan is ideal for the customer who wants the ultimate in protection for their unit.

BEFORE CALLING FOR SERVICE

The Customer Should First Determine:

- ...if there is oil in the tank (will call customers)**
- ...if the burner switch is "on"**
- ...if the thermostat setting is above room temperature**
- ...if there is water in the boiler**
- ...if the fuse is good**

Service calls made to correct these problems listed above are not covered by this Agreement and will be charged for at the current hourly rate.

Due to the difficulties of contacting the modern homeowner, we a T.H. Malloy & Sons recommend that the customer call to arrange the appointment for this annual servicing.

I. COMPREHENSIVE PLAN \$109.00

This Plan covers primarily warm air and steam systems. Under this Plan we will:

- Tune-up your burner and inspect your boiler or furnace.
- Inspect the interior flue surfaces of your boiler or furnace for soot accumulation and we will remove any excessive soot or scale via mechanical or chemical means.
- Repair or Replace the following parts with no additional parts or labor charge:

Air Filters (1 set)	High Limit Control
Aquastat	Ignition Transformer
Basement Oil Storage Tank*	Ignitor Assembly
Blast Tube	Low Limit Control
Blower Fan Belt	Low Water Control
Blower Motor	Motor Fan Belt
Boiler Gauge Glass	Nozzle Adapter
Burner Cables	Nozzle Assembly
Burner Switch	Nozzle Line
Cad-Cell	Oil Burner Coupling
Cad-Cell Relay	Oil Burner Fan
Circulator Motors	Oil Burner Motor
Circulator Relay	Oil Burner Nozzle
Combustion Chamber**	Oil Burner Pump
Delayed Oil Valve	Oil Cartridge
Draft Regulator	Pressure Control
Electrode Assembly	Primary Relay
Emergency Shut-OffSwitch	Reverse Acting Aquastat
End Cone	Solenoid Valve
Fan Control	Stack Relay
Firomatic Switch	Summer & Winter Control
Firomatic Valves	Thermostat (plain)
Fuel Oil Filter	Tranformers
Fuel Oil Line	Vent Alarm
Fuel Tank Gauge	Vent Cap
Fuses	

Direct Fired Hot Water Tank \$30

* T.H. Malloy & Sons, Inc. will pay the first \$200.00 towards repair or replacement oil tank.

** T.H. Malloy & Sons, Inc. will pay the first \$100.00 towards repair or replacement of combustion chamber.

Under the terms of this Agreement we are not liable for the inability to supply parts that are no longer available due to obsolescence. Nor does this agreement cover the replacement of the complete oil burner.

This agreement does not cover oil tank leaks. Any environmental damages that are incurred are not the responsibility of T.H. Malloy & Sons.

NOTE:

This Plan does not include labor or materials used in the performance or, repairing or replacing of any of the following: water testing, boiler and system flushing, piping, duct work, duct work cleaning, heat exchangers, direct or indirect water heaters (tankless or bottle), water storage tanks, boilers, furnaces and their component parts and accessories, service to or replacement of expansion tanks, flow valves, relief or reducing valves, radiators, radiator valves, circulator seals and circulator bodies, zone valves, humidifiers, faucets, type of radiation, automatic water feeders, blower fans and bearings, chimney and flue pipes, venting system.

T.H. Malloy will replace parts as deemed necessary which may or may not be covered.

II. ULTIMATE PLAN \$149.00

This Plan was designed to cover virtually all problems on warm air, steam, and forced hot water type heating systems, including 76 parts and all of the labor needed to replace or repair those parts. The following parts (specified below) will be repaired or replaced with no additional charge for parts and labor.

Air Filters (1 set)	Fuel Tank Gauge
Air Scoop	Fuses
Aquastat	Gate Valves
Basement Oil Storage Tank *	Globe Valves
Blast Tube	High Limit Control
Blowers Complete	High Vents
Blower Fan Belt	Ignition Transformer
Blower Motor	Low Limit Control
Blower Pulley	Low Water Control
Boiler Drains	Mixing Valve
Burner Cables	Motor Fan Belt
Burner Switch	Nozzle Adapter
Cad-Cell	Nozzle Assembly
Cad-Cell	Relay Nozzle Line
Check Valves	Oil Burner Coupling
Circulator Brackets	Oil Burner Fan
Circulator Couplings	Oil Burner Motor
Circulator Impellers	Oil Burner Nozzle
Circulator Motors	Oil Burner Pump
Circulator Relay	Oil Cartridge
Circulator Complete (Cartridge)	Pressure Control
Combustion Chamber **	Pressure Reducing & Relief Valve
Delayed Oil Valve	Primary Relay
Draft Regulator	Purging Valves
Electrode Assembly	Relief Valve
Emergency Shut-Off Switch	Reverse Acting Aquastat
End Cone	Solenoid Valve
Expansion Tank	Stack Relay
Extrol Tank	Summer & Winter Control
Fan Control	Thermostat (Plain)
Feed Valve	Transformers
Firomatic Switch	Transformer LowVolt
Firomatic Valves	Vent Alarm
Flow Control Valve	Vent Cap
Flue Pipe Zone	Valve Body
Fuel Oil Filter Zone	Valves Complete
Fuel Oil Line Zone	Valve Powerheads

Direct Fired Hot Water Tank \$30

This Plan covers only the parts connected to the main thermostat zone.

Each Additional Zone \$10.00 (Ultimate Plan Only)

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Under the terms of this Agreement we are not liable for the inability to supply parts that are no longer available due to obsolescence. Nor does this agreement cover the replacement of the complete oil burner.

This agreement does not cover oil tank leaks. Any environmental damages that are incurred are not the responsibility of T.H. Malloy & Sons.

NOTE:

This Plan does not include labor charges for work involving water testing, boiler compounds, boiler and/or system flushing or venting, piping, duct work and duct work cleaning, heat exchangers, direct or indirect water heaters (tankless or bottle), hot water maker, water storage tanks, boilers, furnaces and their component parts and accessories, motorized zone valves, faucets, all types of radiation, chimneys or any part not listed in parts covered above. Service labor will be rendered for these excluded items at the company's normal rates.

T.H. Malloy will replace parts as deemed necessary which may or may not be covered.

General Conditions

It is mutually agreed that the general conditions printed below are a part of this order.

During the effective period of the order, customer agrees to purchase a minimum of 500 gallons and oil burner service from T.H. Malloy & Sons, Inc. Responsibility under this order shall automatically cease if customer procures fuel oil or burner service from any other source.

All charges are payable with 10 days of billing. Interest incurred after 30 days at a rate of 1.5% per month.

Contract conditions will not apply if payments are not current. Contract payable within 30 days of billing date. There will be no ProRated contracts.

The two Service Plans are available only to our oil customers, and will remain in effect for a period of one year from date on contract, and from year to year thereafter unless cancelled in writing by customer with 30 days of written notice. Also, no refund will be made if it is cancelled by the customer prior to its normal expiration date.

T.H. Malloy & Sons, Inc. reserves the right to reject any fuel oil or burner service Agreement after inspection of the property.

Please note that the burner Service Agreement does not cover service or the repair or replacement of oil burner parts required as the result of abnormal conditions such as war, flood, fire, hurricane, explosion, freezeups, vandalism, acts of God, or causes beyond the control of T.H. Malloy & Sons, Inc.

Furthermore, T.H. Malloy & Sons, Inc. shall not be held responsible for damage or losses resulting if the fulfillment of either Agreement shall be delayed or prevented by acts of enemies, wars, strikes, inability to secure mechanics, parts, materials, or transportation or by any other condition not reasonably within its control. Also, T.H. Malloy & Sons, Inc. shall not be responsible for damages or losses resulting from its failure to supply fuel oil (run out) or service.