

OIL HEATING PREVENTIVE MAINTENANCE PLAN

We have recently added the TankSure® Program as an included component of both of our service plans. Please see below for more information on this valuable coverage.

11 POINT OIL BURNER TUNE-UP


Professional preventive maintenance is strongly recommended annually for all heating systems. Maintaining and adjusting your oil burner will help save over 10% on heating costs and add years to the life expectancy of this expensive equipment.


1. Clean interior of heat exchanger, flue pipe, and base of stack (if possible).
2. Replace oil filter cartridge.
3. Replace oil burner nozzle.
4. Replace air filter.
5. Check combustion chamber.
6. Clean electrodes and set proper gap.
7. Check and test operating and safety controls.
8. Check and lubricate motors.
9. Check and adjust fan belt.
10. Adjust heating unit to maximum efficiency.
11. Perform an efficiency check.

Nozzle, pump strainer, and oil filter are included with tune-up.

THE TANKSURE PROGRAM


Paying for an oil tank replacement or having an unexpected leak is something that everyone would like to avoid. Our TankSure Program is designed to eliminate that worry by providing a recommended annual preventive maintenance practice. The Program is designed to monitor and protect your fuel oil tank plus give you the added peace of mind that if your tank needs to be replaced, it will be covered by our \$1,000 proactive tank replacement payment.


 **Qualifying tanks receive a valuable tank replacement payment.**

 **Uses an EPA-approved testing technology.**

 **Helps protect your home and property.**

 **Proactive replacement versus reactive clean-up**

 **Helps avoid costly remediation expenses.**

 **Inspects other tank components such as; tank legs, feed line, fill and vent pipes, vent whistle and tank seams.**

EMERGENCY SERVICE

If your heating system needs repairs give our office a call and we will take care of the rest.

20% PARTS & LABOR COVERAGE

Receive a 20% discount off all parts and labor charges related to repair work of your system that are not included in the tune-up.

OIL HEATING COMPREHENSIVE MAINTENANCE PLAN

Our Comprehensive Maintenance Plan offers all of the benefits of the Preventive Maintenance and more!

11 POINT OIL BURNER TUNE-UP

THE TANKSURE PROGRAM

EMERGENCY SERVICE

50% PARTS & LABOR COVERAGE

Receive a 50% discount off all parts and labor charges related to repair work of your system that are not included in the tune-up.

There is an additional fee of \$75 for any service after normal business hours (e.g. – nighttime, weekends, holidays, etc.) with the Comprehensive Maintenance Plan. There is an additional charge of \$25 for each additional tank on the TankSure Program.

HOT WATER HEATER WATER HEATER COVERAGE PLAN

OIL

ANNUAL SYSTEM TUNE-UP

Burner, smoke pipe, and lubrication of all bearing and motors.

EMERGENCY SERVICE

If your heating system needs repairs, give our office a call and we will take care of the rest.

50% PARTS & LABOR COVERAGE

Receive a 50% discount off all parts and labor charges related to repair work of your system that are not included in the tune-up.

GAS & ELECTRIC

ANNUAL SYSTEM TUNE-UP

Burner, smoke pipe, and lubrication of all bearing and motors

EMERGENCY SERVICE

If your heating system needs repairs give our office a call and we will take care of the rest.

50% PARTS & LABOR COVERAGE

Receive a 50% discount off all parts and labor charges related to repair work of your system that are not included in the tune-up.

Coverage is for Free Standing Water Heaters 80 gallons or less. Does not cover Indirect Fired Domestic Hot Water Tanks, Tankless Water Heaters, and Heat Pump Water Heaters.

Loyalty Credits

It is our goal to reward our loyal customers with Loyalty Credits. You can earn \$50 in Loyalty Credits for each year you purchase a service plan. You can use a portion of these credits toward the purchase of a variety of heating and cooling equipment. The figure below shows how much can be used for any one item.

Credits are not transferable to other persons or properties. They have value only as a credit toward the following equipment purchased from R.M. Crossan by its customers.

Up to \$500 worth of Loyalty Credits can be used for a complete heating and air conditioning change-out. Limited to \$250 for each system per customer.

Oil Fired Boiler/Furnace.....	\$250
Gas Furnace/Boiler.....	\$250
Propane Fired Furnace	\$250
Central A/C System	\$250

REFER A FRIEND
AND RECEIVE

\$50!

As an existing customer, you will receive a \$50 credit toward your next oil or propane delivery when you refer a new oil heat or propane customer to R.M. Crossan, Inc. Simply have your friend mention this ad when they call our office to become customer and we will credit your account \$50 for each referral!*

**Offer valid when new customer enrolls in automatic fuel delivery. Not to be combined with any other offers.*

R.M.
Crossan INC.

Family Owned & Operated Since 1946

Term & Conditions

This Service Plan is available to automatic delivery customers who purchase their fuel oil and all heating system 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 renew automatically every year unless terminated by either the Customer or the 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 toward the replacement of your tank, once tested and qualified for the TankSure® Program, if a tank leak occurs subsequent to this test due to internal corrosion, 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 the TankSure Program. The TankSure 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 TankSure 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 the Customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.

6. The discount coverage for parts and labor is not eligible toward new equipment installations.

7. The Customer agrees to release and hold the 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. The Customer agrees that the Company shall not be liable for any incidental, special, or consequential damages incurred by the Customer or by third-parties, including environmental clean-up 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. The Company may amend or change the terms of this Agreement at any time. The Customer 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. The Company 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.

Other Services Provided

BUDGET 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: a plan that lets you spread your heating costs into smaller predictable payment over 10 months.



AUTOMATIC DELIVERY

With a sophisticated monitoring system, we can track your fuel usage and predict your needs based on weather patterns. Utilizing this system, we are able to automatically deliver your fuel when you need it. We will keep you supplied with heating fuel without worry!

Thinking of a spring top-off of your fuel tank?

No problem! Please be aware that when you request less than 100 gallons of fuel as an automatic delivery customer that you are not scheduled to receive, the price per gallon will be the daily cost rather than your agreement cost.

LOCK-IN PRICING*

The unpredictable nature of the oil market can leave you guessing. No matter how high the actual price may go during the winter, you will receive oil at your locked-in price. This is a great way to avoid sudden price spikes.

*Automatic delivery required.

(610) 268-8548

**CALL R.M. CROSSAN
TODAY TO ENROLL IN ONE
OF OUR SERVICE PLANS!**

Home Comfort Service Plans

R.M. **Crossan** INC.

Family Owned & Operated Since 1946



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