



Total Comfort Plans

Heating & Cooling Maintenance Program

2017 - 2018

2017-2018 Total Comfort Heating & Cooling Plans

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Bedford Valley's Petroleum's Total Comfort Plans are designed to prevent breakdowns and extend the equipment life of your heating and cooling systems. Regardless of the prevention plan you choose, you will get complete peace of mind knowing your system will have fewer failures and a longer life. In addition, customers who enroll in the plan will be able to earn loyalty credits towards the purchase of their next system.

Bedford Valley Petroleum has a 24 hour answering service to assist you anytime you need us after regular business hours. When you call after regular hours, you will speak to a 'real person' who will then contact our on-call technician that will be happy to solve your heating or cooling problem. You can save money with a Total Comfort Plan with BVP.

We are now offering our customers the option to include their air conditioning system as part of their annual tune-up and inspection. For just a few more dollars you can ensure your entire HVAC system is running at optimum performance all year long.

Build Loyalty Credits

We are now offering loyalty credits to anyone participating in a Total Comfort Plan starting in 2016. These credits are our special way of thanking you for choosing our Preventative Maintenance Program. For each consecutive year you are enrolled in the BVP Gold, Silver or Bronze plans, you earn a certain amount of loyalty credits. You can accumulate up to \$500 in credits and apply them to the following equipment purchased and installed by Bedford Valley Petroleum.

ELIGIBLE EQUIPMENT	CREDIT LIMIT
Oil/Gas Furnace	\$350
Oil/Gas Boiler	\$500
Central AC System	\$250
Heat Pump	\$350

*A maximum of \$25-Bronze, \$40-Silver, \$70-Gold in Loyalty Credits is awarded each year regardless of how many service plans you have.

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Three Levels of Plans

Bedford Valley offers three levels of our Total Comfort Plans to give our customers worry free operation of their equipment year after year.

Bronze Comfort Plan

- 1-Furnace Tune-Up
- Priority Service Status
- No \$20.00 Trip Charge
- 1-Air Conditioner Tune-Up (If Applicable)
- 10% Discount on any parts

Yes, Bedford Valley Petroleum still offers the Annual Tune-Up as we have done in the past. This plan includes up to two (2) hours of labor. Additional time will be billed at our standard service rates. Parts are not included. As part of this plan, BVP agrees to perform the following

Vacuum:

Furnace
Smoke Pipe
Blower Fan
Adjust Burner Efficiency Equipment
Lubricate Motors
Clean Furnace Jacket

Inspect

Burner Efficiency
Pump Screen
Burner Head
Electrodes
Combustion Chamber
Expansion Tank
Water Feeder
Controls

Gas Furnace Only \$159.99

with Air Conditioning \$209.99

Oil Furnace Only \$174.99

with Air Conditioning \$224.99

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Silver Comfort Plan

- 1-Furnace Tune-Up
- Priority Service Status
- No \$20.00 Trip Charge
- No Emergency Call-Out Fee after Hours
- No overtime Charges After Regular Business Hours
- Standard Parts Warranty (Parts list provided at inspection)
- 1-Air Conditioner Tune-Up (If Applicable)
- 15% Discount on any parts
- No \$40.00 Refrigerant Recovery Fee

The Silver Comfort Plan covers many of the parts that are most likely to have problems. It also includes our Annual Tune-Up to make your system last longer and save you money! During the life of this agreement, Bedford Valley Petroleum will repair or replace, at no extra charge, any of the following parts which may become defective due to normal use. This agreement will cover 12 months from the date of system inspection and successful payment.

Controls

Cad Cell Control
Circulator Control
Draft Regulator
High Limit Control
Low Limit Control
Primary Control
Thermostat (Man)
Thermostat (Exp)
Emergency Switch

Warm Air Systems

Blower Belt
Fan Control
Limit Control

Hot Water Systems

Circulator Coupling
Circulator Motor Mount
Circulator Working

Oil Burner Parts

Burner Tube
Burner Coupling
Burner Fan
Burner Flange Gasket
Burner Motor

Cad Cell Assembly
Cad Cell Eye
Delayed Oil Valve
Electrodes
Ignition Transformer
Low Volt Transformer
Nozzle
Nozzle Adapter
Nozzle Line
Oil Lines (Exposed)
End Cone
Fuel Supply Parts
Flare Fittings
Fuel Filter Cartridge
Fuel Filter Complete
Fuel Pump Bleeder

Other

Anti-Hum Device
Fill Cap
Gauge Glass
Tank Vial
Vent Cap

Gas Furnace Only \$209.99

with Air Conditioning \$284.99

Oil Furnace Only \$224.99

with Air Conditioning \$299.99

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Gold Comfort Plan

- 1-Furnace Tune-Up
- Priority Service Status
- No \$20.00 Trip Charge
- No Emergency Call-Out Fee after Hours
- No overtime Charges After Regular Business Hours
- Extended Parts Warranty
- 1-Air Conditioner Tune-Up (If Applicable)
- 20% Discount on any parts
- No \$40.00 Refrigerant Recovery Fee

The Gold Comfort Plan includes everything in the Silver Comfort Plan plus the significant addition of the following parts. During the life of this agreement, Bedford Valley Petroleum will repair or replace, at no extra charge any of the parts included in the Silver Plan, plus any of the following parts which may become defective due to normal use. This agreement will cover 12 months from the date of system inspection and successful payment.

Baffle	Combustion Control	Relief Valve
Blower Bearing	Expansion Tank	Triple Aquastat
Blower Complete	Feed Valve	Zone Valve Complete
Blower Motor (Up to 1.3 HP)	Flue Pipe	Zone Valve Motor
Blower Pulley	Fuses	Zone Valve Relay
Blower Shaft	Low Water Cut-Off Switch*	Zone Valve Stem
Blower Wheel	Low Water Cut-Off Complete	Combustion Chamber*
Circuit Breaker	Purge Valve	Diffuser*
Non-Commercial Circulator Motor		

*Please see service conditions for complete details

Gas Furnace Only \$284.99 **with Air Conditioning \$359.99**

Oil Furnace Only \$299.99 **with Air Conditioning \$374.99**

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Service Terms and Conditions

Bedford Valley Petroleum, herein called company, reserve the right to inspect all heating systems before acceptance of the service agreement. Any parts and labor needed to bring unit up to contract standards will be billed at prevailing rates. Company has the right to cancel said agreement without liability against any party. All service must be performed by company representatives or this agreement will end without a refund.

If for any reason the company is not supplying fuel to contract holder during the effective period, the company's charge shall be for all parts and labor supplied by company during the time the contract had been in forced. Such parts and labor shall be charged at company's prevailing rates, and in any event these charges may not be less than the contract price.

REPAIRS AND DAMAGE NOT INCLUDED THAT WILL BE BILLED AT PREVAILING RATES:

- Insufficient fuel in tank due to automatic deliveries being withheld by the credit department.
- Insufficient fuel in tank on a will call basis delivery.
- No heat in an unoccupied building.
- Failure to maintain proper water level and pressure in a hot water system.
- Plumbing parts and piping repairs not related to the heating system and domestic coils.
- Blown fuse.
- Emergency switch breaker tripped or turned off.
- Thermostat turned down too low.
- Air in heating system piping.
- Parts and controls for supplemental heating and cooling (includes but is not limited to)
coal furnaces, wood furnaces and air conditioning.
- Manufacture defects.

This agreement excludes discontinued or obsolete parts, special control systems and electronic controls installed for the purpose of energy conservation. Damages or repairs due to water, freezing, storms, power outages, strikes embargoes, and other causes beyond the control of the company are not be covered by this agreement.

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RENEWAL:

This agreement shall automatically renew itself annually, unless companies are notified in writing within 30 days of said cancellation. Prices and conditions subject to change without notice at the time of renewal. If contract is not paid for, it will be cancelled.

CREDIT TERMS:

All invoices must be paid within credit terms or this agreement will be cancelled without a refund.

SERVICE HOURS:

During the term of this agreement, company provides emergency service 24 hours a day 7 days a week 365 days a year. Emergency service includes: NO HEAT, SERIOUS FUEL LEAKS OR DANGEROUS SITUATIONS. All other services will be performed during normal business hours.

DATE: _____

By signing this agreement I acknowledge I have read and accept all terms and conditions contained in this agreement.

CUSTOMER SIGNATURE: _____

TECHNICIAN SIGNATURE: _____