



Premium Heating Service Insurance Program

P.O. Box 690
North Conway, NH 03860-0690
1-800-600-4728
www.whitemountainoil.com

This Premium Heating Service Insurance Program includes the repair or replacement, at the option of White Mountain Oil & Propane, of any covered part failure and related labor charges for one full year, commencing May 1st. **This Premium Policy entitles the customer to “on-call” emergency heating service, 24 hours a day 7 days a week.** This policy will also include a thorough tune-up and efficiency adjustment to be completed during the policy year.

Annual Burner Tune-Up

White Mountain Oil & Propane will clean the combustion chamber and boiler or furnace flues. We will clean and inspect the chimney connector in the furnace/boiler area. Where applicable, we will clean and oil the blower or circulator motor, inspect and replace air filters (up to 1”) and oil filters. On oil systems we will clean, inspect and replace when needed: nozzle, strainer, cad cell, and adjust air and fuel pressures for economical and efficient operation. On propane systems we will clean and test the ignitor assembly and adjust gas/air mixture for maximum combustion efficiency. Manufacturer’s recommendations for annual maintenance will be used as a guide, as well.

GENERAL CONDITIONS

1. All calls resulting from failure due to fire, flood, lightning, power failure, blown fuses, power surges, switches off, low water or low water pressure in boiler, improper setting of thermostat or warning device, occupant’s neglect or accident pertaining to the heating system or other conditions deemed acts of God or beyond our control will not be covered and labor will be charged at our prevailing day rates. Freeze damage caused by heat failure is not covered by this service insurance program.
2. This Premium Policy includes the coverage of the Basic Policy as well as components outside the heating appliance jacket to include:

One Basic 24 Volt Thermostat - Wi-Fi thermostats are not covered	
Circulators	Circulator Control Relays
Zone Valves Power Heads	Heating Expansion Tank
Transformers (24V)	Air Vents
Boiler Water Feeders	Low Water Cut-Offs
Boiler Backflow Preventer	Domestic Hot Water Tempering Valves
Zone Control Relays	

Power venters, draft inducers, stack relays, or any vent material are excluded from this policy. Also excluded are the boiler sections, combustion chamber, heat exchanger, domestic hot water coil, and the jacket itself. Addition of anti-freeze to hydronic systems is not covered but is available at an extra charge. (Please see Hydronic Antifreeze Option Form). **In situations where there are multiple heating systems, this policy covers the designated heat source in the main space only.**
3. Contract is valid for all residential units and limited commercial units up to 200,000 BTU individually.
4. Upon change of ownership this contract can be transferred for a nominal registration fee of \$25.
5. Policy requires White Mountain Oil and Propane to be the exclusive provider of fuel to customer.
6. Policy renewals may be cancelled by customer by July 31st after the contract’s inception, and cannot be refunded after August 1st or after any usage of the insurance plan.
7. Policy automatically renews each May, unless cancelled by customer or White Mountain Oil & Propane.