



Rinnai/Empire Wall Furnace Service Insurance Program

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

This 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. **The Policy entitles the customer to “on-call” emergency heating service during the period of 7:30 a.m. to 4:00 p.m. Monday through Friday, excluding locally observed White Mountain Oil & Propane holidays.** If service is required outside these normal business hours, the service will be furnished on a best-efforts basis at White Mountain Oil & Propane’s per-call day-rates and terms then in effect. This Policy will also include a tune-up and efficiency adjustment to be completed during the policy year.

Annual Burner Tune-Up

White Mountain Oil & Propane will inspect the venting, inspect the combustion chamber, clean the flame sensor, adjust the burner, and check the delivered gas pressure. Manufacturer’s recommendations for annual maintenance will be used as a guide, as well. This Service Insurance Program also includes an inspection of regulator supply pressure and piping.

GENERAL CONDITIONS

1. All calls resulting from failure due to fire, flood, lightning, power failure, blown fuses, power surges, switches off, improper setting of thermostat or warning device (including WiFi), 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 related labor will be charged at our prevailing day rates. Freeze damage caused by heat failure is not covered by this service insurance program.
2. Not covered are heat exchangers, jackets, venting and associated labor. **In situations where there are multiple Rinnai units, this service program covers the designated Rinnai wall furnace only.**
3. **This program is only available for Rinnai and Empire propane wall furnaces, and does not cover floor furnaces, Rinnai boilers or on demand water heaters.**
4. Upon change of ownership this contract can be transferred for a nominal registration fee of \$50.
5. Policy requires White Mountain Oil & Propane to be the exclusive provider of fuel to the covered appliance.
6. Policy automatically renews each May, unless canceled by customer or White Mountain Oil & Propane.
7. Policy renewals may be canceled 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.