



# Standard Heating Service Insurance Program

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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. **This 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 emergency heating service is required outside these normal business hours, the service will be furnished on a best-efforts basis at White Mountain Oil & Propane 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 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 (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 labor will be charged at our prevailing day rates. Freeze damage caused by heat failure is also not covered by this insurance program.
2. This program covers replacement parts within the heating appliance jacket (such as nozzles, electrodes, ignitors, burner assembly, pilot assemblies, burner and aquastats) with the following exceptions: the boiler sections, combustion chamber, heat exchanger, domestic hot water, coil, and the jacket itself. Not included are parts and labor outside the boiler or furnace jacket (for example: circulator, thermostat, zone valve). Domestic hot water tanks or heaters, power venters, draft inducers, stack relays or any vent materials are also excluded from this policy. Addition of anti-freeze to hydronic systems is not covered but is available at an extra charge. (Please see Hydronic Anti-Freeze Option form).  
**In situations where there are multiple heating systems, this insurance policy covers the designated heat source in the main living space only.**
3. Program is valid for all residential units and limited commercial units up to 200,000 BTU individually.
4. Upon change of ownership, this policy 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.