

MAUGER ENERGY

KEEPING YOU COMFORTABLE ALL YEAR ROUND

ANNUAL HVAC SERVICE AGREEMENT

*BOILERS • FURNACES
AIR CONDITIONING / HEAT PUMP
WATER HEATERS*



*We're more than just
your average oil company.*

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MAUGER ENERGY
KEEPING YOU COMFORTABLE ALL YEAR ROUND

AABBOTS
HEATING OIL

About Us

A family-owned and operated business since 1964, we realize that our success and growth are the results of meeting our customers' needs with quality products and efficient, courteous service. We take pride in our long-lasting customer relationships that are built on trust, a strong commitment to service and dedication to excellence.

Mauger & Co uses a premium oil additive in all of our home heating oil at an additional cost to our customers. Every drop of our heating oil is blended with "PMT-2700", developed by petroleum experts and formulated to help ensure trouble free performance throughout the heating season. What does this mean for you? You save on unexpected service calls!

Over the years, we have remained committed to supplying a superior product and reliable service. As further proof of this commitment, the advanced protection now gained through the use of an additive comes to you AT NO EXTRA COST!! So if your oil heat system seems to be operating better than ever, you can thank modern science and Mauger & Co., your concerned, progressive oil dealer!

Mauger's Premium Heating Oil means:

- Your stored fuel will remain stable
- You now get more heat for your dollar
- Your combustion system will burn cleaner
- Helps protect your tank against corrosion

We hope you will acquaint yourself with the products and services we provide and look forward to serving you.

We are not just an oil company!

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It is the customer's responsibility to schedule the appointment for heater maintenance and efficiency testing. You will add years to the life expectancy of your heater by keeping the unit maintained and serviced on a yearly basis. You will also save up to 10% on heating costs from the yearly maintenance. The service agreement covers up to two hours of labor for the cleaning and efficiency test. Additional time will be billed at prevailing rates.

Service Agreements

MA-Bronze: Includes an annual cleaning and efficiency test of one oil heating unit. Also provides a 10% discount on labor and materials for 12 months.

MB-Silver: Includes an annual cleaning and efficiency test of one oil heating unit, and a 10% discount on labor and materials for 12 months on non contract parts. This plan includes all parts listed below. Service is provided during normal business hours and would not include 24 hour emergency service. Discounted rate for after hours service.

MC-Gold: Includes an annual cleaning and efficiency test of one oil heating unit, 10% discount on labor and material not covered under contract, and a 10% discount on HVAC services. This plan includes all parts listed below. It will also include 24 hour priority emergency scheduling.

Money Saving Combos

MD: Oil heat and A/C system. Combines Plans MC and MJ.

ME: Oil heat and oil fired water heater. Combines Plans MC and MG.

MF: Heat pump with oil backup. Combines Plans MC and MK.

MG: Oil fired water heater.

The following items are covered under Agreements MB-Silver & MC-Gold:

- Non-Variable Speed Blower Motor (Up to 1/2 H.P.)
- Blower Pulley
- Burner Coupling
- Burner Fan
- Burner Motor (Residential)
- Buss Bar
- CAD Cell Eye and Leads
- 3-Piece Circulator Motor (Residential Only) - Limit One
- Circulator Coupling
- Electrodes
- Emergency Switch (If existing)
- End Cone
- Fan Belt
- Thermostat (Standard) heat only - 1per year
- Fan Limit Control (Heat Only)
- Fan Relay Switch
- Fuel Pump
- Ignition Transformer
- Inter Control Wiring
- Nozzle
- Nozzle Adapter
- Nozzle Line
- Oil Filter Cartridge
- Oil Filter (If existing)
- Porcelains
- Pressuretrol Switch
- Primary Control (heating)
- Single Aquastat
- Thermostat Heat/Cool (with combo contract)

The following items offer a \$50.00 allowance

- Dual or Triple Aquastat
- Combustion Chamber
- Aquasmart
- Hydrolevels
- Circuit Board
- Variable Speed Blower Motor
- Taco 007

You must be an oil customer on automatic delivery to purchase a contract.

Additional Service Options

With the purchase of a heating agreement the following options are now available.

Water Heater Service Agreement Plan MG (oil fired

water heater): Under the Water Heater Service Agreement the unit is fully covered with the exception of water leaks, smoke pipe and connecting piping and/or wiring. All normal maintenance is included. Emergency service included.

Air Quality Service

With the purchase of a heating agreement the following options are now available.

Air Cleaner Service & Humidifier Service: UV lights done on a time and material basis.

Mauger Energy Tank Program

- Effective October 1, 2010 any Mauger & Co. heating oil customer enrolled in heating service contracts options B or C will automatically be enrolled in our Tank Program. Each year that you are on the program we will bank \$50.00 into your oil tank replacement account. In the event your oil tank fails inspection and needs to be replaced this money is yours to be used towards a tank replacement. A yearly inspection will be conducted at the same time as your annual maintenance of your heater. A \$1,000.00 limit applies.

Mauger Energy Loyalty Program

- Effective October 1, 2010 those customers enrolled in service contracts options B or C will also be automatically enrolled in our Loyalty Program. For each year you are with Mauger & Co. and enrolled in the service contract program, \$100.00 will be added to a separate account to be used towards new equipment purchases. As a way of saying "Thank You" for years of service. In the event that you need to replace your heating or air conditioning equipment this money can be used towards the purchase.
- ***Not redeemable for cash or account credits*
- ***Effective October 1, 2010*
- ***Some restrictions may apply*
**Must be installed by Mauger & Co.*

Heating Maintenance Checklist - Oil Heat

The following 25 point maintenance checks are performed annually:

OIL

- Replace nozzle
- Replace oil filter
- Clean or replace fuel pump strainer
- Check /adjust electrodes
- Check burner head
- Check fuel pump
- Check fuel connections for leaks
- Check ignition system for proper operation
- Check primary control
- Check safety limits
- Check Aquastats settings
- Check wiring connections
- Check operating limits
- Check flue piping
- Check draft regulator
- Inspect chimney for drafts /condition
- Inspect oil tank
- Inspect fuels supply lines
- Clean/vacuum system per manufacturer's spec
- Combustion analyzer test for peak efficiency
- Inspect air filters
- Lubricate all necessary parts
- Check proper water levels and pressures
- Inspect for water leaks - boiler systems
- Check thermostat operation



Cool Cat says:
*“Want to save on energy costs?
Upgrade now and SAVE!
Rebates and financing
AVAILABLE!
Be a Cool Cat in your
neighborhood!!”*

Heating Maintenance Checklist - Gas Heat

The following 25 point maintenance checks are performed annually:

GAS

- Clean and check burners
- Check pilot light
- Check flue baffle
- Check igniter gap
- Check safety controls
- Set air adjustments
- Inspect gas valve
- Check interlock switch
- Clean/vacuum per manufacturer's specs
- Check thermocouple
- Set gas pressure
- Inspect draft inducer motor
- Check flue venting system
- Check safety limit settings
- Inspect draft inducer motor
- Lubricate all necessary parts
- Inspect gas connection
- Inspect wiring connection
- Inspect gaskets
- Combustion analyzer test for peak efficiency
- Inspect air filters
- Inspect blower motor
- Set proper water levels and PSIG - boilers systems
- Inspect for water leaks - boiler systems
- Check thermostat operation



Gas Heat Options

Plan MH-Choice: Includes an annual cleaning and efficiency test of one gas heating unit. Also provides a 10% discount on labor and materials for 12 months.

Plan MI-Premium: Includes an annual cleaning and efficiency test of one non-condensing gas heating unit or one condensing gas heating unit, and a 10% discount on labor and materials for 12 months on non-contract parts. This plan includes all parts listed below. Service is provided during normal business hours and would not include 24 hour emergency service.

The following items are covered under Agreement MI (labor included):

- Main Burners
- Gas Valve
- Roll Out Switch
- Igniter
- Pilot
- Fan Limit
- Flame Rod
- Pilot Burners
- High Limit
- Internal Wiring
- Non-Variable Speed Blower Motor (Up to 1/2 H.P)

The following items offer a \$50.00 allowance (labor not included):

- Aquastat
- Variable Speed Blower Motor
- Main Circuit Boards
- Inducer Motors

Business Hours

Normal business hours are Monday - Friday 8am-4:30pm. Any service provided after these hours, with the exception of Plan MC contract customers, will be billed at the prevailing rates. 24 hour emergency service is provided to Comprehensive Plan MC and Combo Plan customers from September 15th - May 15th for covered parts.

AC / Heat Pump Options

With the purchase of a heating agreement the following options are now available. The Heat Pump Plan MK with electric or gas backup can be purchased as a standalone service.

A/C Service Agreement Plan MJ: Includes an annual air conditioning maintenance. See below for a list of parts covered. Labor is included during normal business hours.

Heat Pump Combo Plan MK (with electric or gas back up): Includes heat pump maintenance twice yearly. See below for a list of parts covered. Includes Plan MI for gas furnace.

Heat Pump Combo Plan ML: Gas heat and AC system includes Plans MJ and MI Premium.

The following parts are covered under the Air Conditioning and Heat Pump Plans

- Blower Motor (indoor non-variable speed only)
- Blower Motor Capacitor
- Compressor Capacitor
- Condensate Pump
- Condenser Capacitor
- Condenser/Fan Relay
- Condenser Motor (outdoor non-variable speed only)
- Disconnect Switch (if existing)
- Fan Belt
- Fan Relay
- Heat/AC Relay
- Low Voltage Wire in Condenser
- Rainshield
- Time Delay Relay
- Transformer
- Thermostat (non-programmable only)

The following items offer a \$50.00 allowance (labor not included):

- Blower Circuit Board
- Programmable Thermostat
- Defrost Board
- Variable Speed Blower Motor

Oil Heating Terms and Conditions

In order to purchase a service contract, you must already be an oil customer who is enrolled in our auto delivery service. By selecting a service plan, the customer agrees to the following:

All heating oil requirements are to be purchased from the company during the term of the agreement. To retain coverage, all accounts must be kept current. Minimum purchase of fuel oil per year to qualify is 400 gallons.

This burner service agreement applies to the ordinary residence or comparable size commercial installations up to 3 G.P.H. (excluding G.E., Low Pressure and Rotary burners and other obsolete equipment) and is only available to customers who purchase the ENTIRE FUEL OIL REQUIREMENTS from the Company.

The effective period of the Agreement shall be for one year commencing from the date of payment, subject to pre-inspection and approval of heating equipment. Equipment must be vented to an approved chimney.

This Agreement covers only those repairs and replacement of parts specified herein whose failure results from normal operation. Any person other than our technicians rendering repairs or adjustments will void this Agreement.

This agreement does not cover water leaks, water damage, damage caused by excessive basement dampness, frozen oil lines from storage tanks, frozen pipes or water in tanks.

The company shall not be liable for failure or delay to provide the service if failure or delay results from availability at the source of supply.

The Company shall also not be liable for customer failure to use ordinary care in equipment operation, including but not limited to: failure to keep adequate water in boiler, oil in tank, (if applicable), blown fuses, failure to turn on emergency switch, thrown circuit breakers or any other causes unrelated to normal operation.

Under this agreement, emergency service required other than regular weekday hours (8am-4:30pm) must be due to complete system failure resulting in no heat and/or hot water. Any other service calls responded to during off hours will be billed at the overtime rate in effect. Emergency service calls will receive priority scheduling.

If/when due to age or obsolescence, it is no longer practical to continue to service a customer's equipment; the company reserves the right to rescind this agreement.

All parts, equipment and/or labor not covered under this agreement will be charged to the customer at the prevailing rate.

The following boilers or furnaces cannot be covered under this Agreement due to parts availability: Winkler, Oil-O-Matic, GE, Timpkin, Dynotherm, any pot type, vaporizing burners, Iron Fireman, mobile home furnaces, Blue Ray or furnaces or boilers that can alternatively burn other fuels such as coal or wood.

This agreement covers residential units (up to 3 G.P.H.) that have a chimney, not including mobile homes. Business and industrial quotes available upon request.

Failure to comply with this agreement renders it null and void nor shall the Company be required to refund in full or part any payment for this agreement.

THIS AGREEMENT WILL BE AUTOMATICALLY RENEWED FOR A LIKE TERM UNLESS A 30 DAY WRITTEN NOTICE IS GIVEN BY EITHER PARTY. SUCH RENEWAL SHALL BE SUBJECT TO ANY PRICE CHANGES MADE BY THE COMPANY AND THE PREVAILING AT THE TIME OF RENEWAL. THIS AGREEMENT IS NOT WRITTEN ON A PRO-RATED BASIS, AND NO REFUND WILL BE MADE IF CANCELLED PRIOR TO NORMAL EXPIRATION DATE.

AC / Heat Pump / Gas Terms and Conditions

Mauger & Co., Inc. reserves the right to inspect and approve the equipment covered before accepting this Service Agreement. Initial repairs required to put the A/C (up to 5 ton residential unit) in an acceptable condition are not covered. All plans will automatically be renewed from year to year unless terminated by either party giving 30 days notice. Service under any plan will be suspended if customer's service charges are not paid when due.

If buyer permits any persons other than our employees to render repairs to the equipment except as instructed by us, the plan is void.

Plans include only the repair and replacement of parts specifically listed herein, which are defective due to ordinary wear. They do not cover any part not specified in the plan.

We are not responsible for replacement parts that are obsolete or not obtainable. We do not guarantee the availability of any repair or replacement parts.

We shall not be liable for any loss, damage or injury arising from the service performed or parts supplied under this agreement unless the loss or damage is caused directly or solely by our own negligence.

This agreement contains the entire Agreement of the parties hereto and there are no promises, terms, conditions or obligations other than printed herein.

This agreement covers only electrically operated units inside the equipment and does not cover electrical or plumbing work or balances beyond the units, or any work required because of negligence, misuse of equipment or because of fire, flood, acts of God, shortages, or electrical or water supply, sabotage, or damage caused by freezing, thermostat nor calling for cooling.

There will be no refunds on any unused portion of the plan.

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