



RITTENHOUSE

"Not Just an Oil Company"

1759 E. JOPPA ROAD
BALTIMORE, MD 21234
410-665-1660
1-888-665-1660

COMFORT CARE SERVICE AGREEMENTS

• Periodic Analysis • Adjustment • Lubrication • Repair

FOR TOP HEATING / AIR CONDITIONING RELIABILITY & EFFICIENCY

Name: _____

Street: _____

City: _____ Zip: _____ Phone: _____

TERMS: The Contract will begin on _____.
This contract is automatically renewed each year on the first day that it began.

SYSTEM INVESTMENT OPTIONS

(Please Check Box For Desired Plans)

ANNUAL PLANS

- Gold Oil Heating Plan.....\$234.00
- Silver Oil Heating Plan.....\$194.00
- Oil Fired Water Heater.....\$164.00
- Add Oil Fired Water Heater
to Gold or Silver Plan.....\$134.00
- Air Conditioning / Heat Pump.....\$224.00
- Preventative Maintenance Plan.....\$179.00
- Enrollment Tanksure Program.....\$44.95

DISCOUNT PLANS

- | | Savings | |
|--|---------|----------|
| <input type="checkbox"/> 3 Year Discount Cost..... | (\$141) | \$561.00 |
| <input type="checkbox"/> 3 Year Discount Cost..... | (\$117) | \$465.00 |
| <input type="checkbox"/> 3 Year Discount Cost..... | (\$99) | \$393.00 |
| <input type="checkbox"/> 3 Year Discount Cost..... | (\$81) | \$321.00 |
| <input type="checkbox"/> 3 Year Discount Cost..... | (\$135) | \$537.00 |
| <input type="checkbox"/> 3 Year Discount Cost..... | (\$108) | \$429.00 |
| <input type="checkbox"/> 3 Year Discount Cost..... | (\$27) | \$107.00 |

MULTIPLE SAME PLAN DISCOUNTS AVAILABLE
1st Plan at Prevailing Rate. Duplicate Plans @20% discount.

USE OF THIS "COMFORT CARE" SERVICE PLAN IS AVAILABLE FOR "AUTOMATIC OIL" DELIVERY CUSTOMERS ONLY.

All options include Annual inspection of system plus labor cost of covered replacement parts. Details of covered parts and conditions on reverse side of this form. Out of Plan parts & labor will be offered at a discount of 20% off of service work. Replacement air filters are not included. We can sell you a case of filters (prior notice needed) and replace when necessary during inspection.

AUTHORIZED BY: _____

CUSTOMER _____ DATE _____

(SIGN AND RETURN TOP COPY • KEEP HARD COPY FOR YOUR RECORDS)

THE BENEFITS OF YOUR COMFORT CARE AGREEMENT

Peace of Mind — Periodic inspection, lubrication, adjusting, and cleaning (when necessary) heating and cooling systems keep them running at peak performance.

Competent Experts at your Service — A competent, trained, dependable staff of experts look after your equipment and its performance. We will work with you to schedule calls when convenient.

Preferred Treatment — "Comfort Care" increases system reliability, but should you need emergency service, "Comfort Care" entitles you to preferential treatment.

Labor — You receive free labor on covered parts. Your permission is always sought before proceeding with any major repairs.

Price Protection — Your agreement price cannot be raised during the effective dates.

Service You Can Trust — Our skilled experts know their business. Rely on them and our fair service.

Did you know we also offer installation Services of:

- Hot Air Furnaces
- Hot Water Boilers
- Water Heaters
- Humidifiers
- A Full Line of Indoor Air Quality Products
- Pool Water Delivery

GOLD OIL HEATING PLAN

INCLUDES ONE (1) ANNUAL INSPECTION

BURNER COMPONENTS:

- MOTOR
- NOZZLE
- NOZZLE ASSEMBLY
- IGNITION ASSEMBLY
- IGNITION TRANSFORMER
- BURNER DRAFT TUBE
- END CONE
- FUEL UNIT
- COUPLING
- OIL DELAY VALVE
- OIL SAFETY VALVE

BLOWER COMPONENTS:

- MOTOR (UP TO 3/4 HP/NON ECM)
- SHAFT
- FAN WHEEL
- CAPACITOR
- BELTS
- PULLEYS
- BEARINGS

CONTROLS:

- LIMITS
- BLOWER CONTROL
- LWCO SWITCH (STEAM)
- COMBUSTION SAFETY
- CIRCULATION RELAY
- STEAM PRES SWITCH
- THERMOSTAT (NON-PROGRAMMABLE)
- ZONE VALVE POWERHEAD

CIRCULATOR COMPONENTS:

(REPLACEMENT OF COMPLETE CIRCULATOR NOT COVERED)

- MOTOR (UP TO 1/6 HP)
- COUPLING

OIL STORAGE:

(ABOVE GROUND)

- TANK GAUGE
- TANK WHISTLE
- VALVES
- EXPOSED OIL LINES
- ACCESSIBLE FILL & VENT
- OIL FILTER
- OIL FILTER CARTRIDGE
- FREE ENROLLMENT IN TANKSURE PROGRAM (Tank must be inspected to qualify for Tanksure certification.) Without a valid Tanksure Certificate we will provide \$275 toward the replacement of one above ground 275 gallon fuel tank, not encased in any manner. ***Tank must be accessible.**

MISCELLANEOUS:

- DRAFT REGULATOR
- FLUE PIPE
- PURGING AIR
- POWER VENT MOTOR (UP TO 1/4 HP)
- DRAIN EXPANSION TANK (WHEN ACCESSIBLE)
- REPAIR OR REPLACE COMBUSTION CHAMBER (WHEN ACCESSIBLE & AVAILABLE FOR PURCHASE. BRICK CHAMBERS NOT COVERED.)

SILVER OIL HEATING PLAN

INCLUDES ONE (1) ANNUAL INSPECTION

BURNER COMPONENTS:

- MOTOR
- NOZZLE
- NOZZLE ASSEMBLY
- IGNITION ASSEMBLY
- IGNITION TRANSFORMER
- BURNER DRAFT TUBE
- END CONE
- COUPLING

BLOWER COMPONENTS:

- MOTOR (UP TO 3/4 HP/NON ECM)
- BELTS

CONTROLS:

- LIMITS
- BLOWER CONTROL
- LWCO SWITCH (STEAM)
- COMBUSTION SAFETY
- STEAM PRES SWITCH
- THERMOSTAT (NON-PROGRAMMABLE)

OILED FIRED WATER HEATER

INCLUDES ONE (1) ANNUAL INSPECTION

BURNER COMPONENTS:

- MOTOR
- NOZZLE
- NOZZLE ASSEMBLY
- IGNITION ASSEMBLY
- IGNITION TRANSFORMER
- BURNER DRAFT TUBE
- END CONE
- FUEL UNIT
- COUPLING

- OIL DELAY VALVE
- OIL SAFETY VALVE

CONTROLS:

- COMBUSTION SAFETY
- LIMITS
- INSPECTION OR REPLACEMENT OF ANODE RODS IS NOT COVERED AND MUST BE REQUESTED.

PREVENTIVE MAINTENANCE PLAN

- ANNUAL INSPECTIONS (2 PER YEAR: 1 HEAT/1 AC)
- 20% DISCOUNT ON ALL PARTS
- 20% DISCOUNT ON LABOR FOR SERVICE REPAIRS

TANKSURE PROGRAM

Heating oil tanks typically corrode from the inside out. Your tank may look perfectly fine from the outside but it could be wearing excessively thin. The testing similar to a medical ultrasound will allow us to give you a sense of security—or advance warning that a problem is on the horizon.

PROACTIVE \$1,000 REPLACEMENT WARRANTY:

- ✓ Warranty covers \$1,000 towards the replacement of your tank
- ✓ Proactive replacement of tanks before the leak
- ✓ Reduces unexpected costs

ULTRASONIC INSPECTION:

- ✓ Technicians use ultrasonic equipment to test tank thickness
- ✓ Ultrasonic equipment detects the level of corrosion accruing inside your tank

TANK INSPECTION CERTIFICATE:

- ✓ You may be eligible for a discount on your home insurance policy. Present your Tank Inspection Certificate to your broker and request a discount.
- ✓ Important documentation if you are selling your home

AIR CONDITIONING / HEAT PUMPS

INCLUDES ONE (1) ANNUAL INSPECTION

- A/C BLOWER CONTROL
- CAPACITORS
- CONTRACTOR
- CONDENSATE LINE OR PUMP
- CONDENSER FAN MOTOR (UP TO 1/3 HP SINGLE SPEED/ NON ECM)
- FAN BLADE
- FAN CONTROL RELAY
- FREON (UP TO 2 LBS. PER PLAN YEAR)
- LEAK CHECK (UP TO 1 HOUR)
- TIME DELAY
- THERMOSTAT (NON-PROGRAMMABLE)
- SEAL CAPS

GENERAL CONDITIONS

“ANY PRE-EXISTING CONDITIONS WILL BE SERVICED AT OUR PREVAILING RATES. • Acceptance of your equipment under this Agreement Plan is subject to inspection by our service department and contingent upon the purchase of ALL of your fuel requirements from THE RITTENHOUSE FUEL COMPANY. • The coverage and renewal of these services are conditioned on an account balance that is within our credit limits. • The Company’s accountability for the replacement of parts is based on availability of such parts. All equipment covered by policy must be readily accessible. • This plan does not cover buried storage tanks and/or piping. • This plan does not cover removal of water in oil tank or oil lines. • “Heating only” plans do not cover repairs or parts during cooling season. • This plan does not cover direct or secondary damage to or loss of property caused by conditions beyond our control, nor does it cover the cost of labor and parts made necessary by fire, floods, water damage, tank leakage, frozen oil lines, or other abnormal conditions. • This plan does not cover air filters in warm air systems, turning switches on, any part which holds water; including circulator, low water cut-offs, automatic water feeders, pipes, valves, zone valves, dampers or anything else considered to be plumbing related to your system. • This plan does not cover service labor or parts created by suspended or will call delivery. • (Air Conditioning Service will be performed, weather permitting.) • We will perform annual inspections during our normal business hours. Your right to this service expires at the end of each covered year. We will not issue a credit for its value if not performed nor will we carry over this service to any subsequent year. • IT IS YOUR RESPONSIBILITY TO CONTACT US TO ARRANGE AN APPOINTMENT. • It would be in your best interest to schedule this service during the non-heating season. • This plan is not a warranty or guarantee that your heating system will operate without defect or failure. We will not issue any credit for unused portion of this agreement. • This plan automatically renews at our prevailing rate at the end of its period unless it is cancelled by either party.”