

# Guarantees for dependable service

- We guarantee you priority repair service, 24 hours a day, 7 days a week. When you call us, you will always speak with a live person, not a machine.
- We will always leave your house as clean as we found it.
- All parts replaced by Pioneer Oil and Propane are covered by a one-year warranty, as long as your service plan remains in effect. If the part needs to be replaced before the warranty expires, you pay nothing for the repair.
- We stock our vehicles with thousands of dollars' worth of parts so we can fix most problems in one visit.
- We always use new parts for repair and professional testing equipment, not guesswork, to evaluate your system.
- If another service call delays us from getting to your home for an appointment, we'll always call and let you know.



**Pioneer Oil and Propane**  
Service, Quality and Value—*Guaranteed.*

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# Protect Your Comfort



**Pioneer Oil and Propane**  
Service, Quality and Value—*Guaranteed.*

## Service Plans

# Service and Savings — *Guaranteed.*

**T**hese days, very few people can afford the time or inconvenience that comes with a broken heating system. Most repairs can cost hundreds of dollars, and the breakdowns seem to happen at the worst times.

That's why most of our customers choose one of our service plans to protect their comfort—and to save money.

We give you a range of options designed to fit your needs and budget. All you have to do is choose the level of protection that makes you feel most comfortable.

Once you're enrolled, you can depend on us to:

- ▶ **help protect you against big, unexpected bills**
- ▶ **get to you fast if you have a problem**
- ▶ **fix your equipment right the first time**
- ▶ **keep your system running at its peak efficiency**

***So choose your plan and rest easy. You'll have the security of knowing we're just a phone call away.***

### Loyalty Dollar\$

Each year you purchase a plan, you earn \$25 dollars toward the replacement of your home comfort equipment, up to \$500. So you're not just helping yourself now, you're investing in your future comfort. Here's how much you can save:

<b>boiler</b>	<b>\$350</b>	<b>air handler</b>	<b>\$200</b>
<b>furnace</b>	<b>\$350</b>	<b>heat pump</b>	<b>\$200</b>
<b>generator</b>	<b>\$250</b>	<b>oil burner</b>	<b>\$100</b>
<b>oil tank</b>	<b>\$200</b>	<b>water heater</b>	<b>\$100</b>
<b>a/c ductless</b>	<b>\$200</b>	<b>propane log sets</b>	<b>\$100</b>

# Questions you may have:

**Q: What's the biggest reason for having a service plan?**

**A:** For peace of mind and savings. All service plan customers receive priority service. If you ever have a problem, we'll be there fast, and we'll get you up and running quickly for much less than it would have cost otherwise. Depending on the plan you choose, you can save 15% on all covered repairs or get free repairs on covered items. And when your system is tuned up, it will prevent many breakdowns and guarantee top efficiency.

**Q: Which plan is best for me?**

**A:** Our **Efficient Comfort Plan** is perfect for oil customers who want good protection, but who are willing to cover much of the cost if they need a repair. Generally we see customers with newer systems choose this. Our **Secure Comfort Plan** is best for oil customers with somewhat older



## Choose the plan that's best for you

Benefit:	Heating Oil		Propane/AC
	Efficient Comfort Plan	Secure Comfort Plan	Easy Comfort Plan
Tune-up	✓	✓	
Savings	15% discount on all repairs	FREE repairs*	15% discount on all repairs
Priority Service	✓	✓	✓

\*On all covered items; all others receive 15% discount.

systems who want to eliminate the cost of most repairs. Both plans include a comprehensive tune-up.

**Q: How do I save?**

**A:** Consider this: If you get an oil tune-up alone, it would be \$189 + parts. If you need a repair, it would typically cost you \$300-\$500 for most problems—even more if we come after hours. Your plans either save you part or all of this money on covered items.

**Q: How does your Easy Comfort Plan work?**

**A:** If you have a propane system or central A/C, this is a great value. For very little money, it gives you priority service and 15% off any repairs. You can still get a tune-up separately.

**Q: Who will come to my home to do repairs?**

**A:** We send only our own team of expert technicians. They are skilled at repairing all types of heating equipment. Our technicians receive ongoing training and have all the resources they need to solve the most complicated problems. Their credentials are among the best in the industry.

**Q: How do I get started?**

**A:** Call our office and we can go through your options. If you choose the Secure Comfort Plan, an inspection is required before coverage goes into effect the first time.

## Understanding Your System

