

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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Worcester, MA 01610

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Protect Your Comfort



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

Service Plans

Service and Savings — *Guaranteed.*

These 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:

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

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.

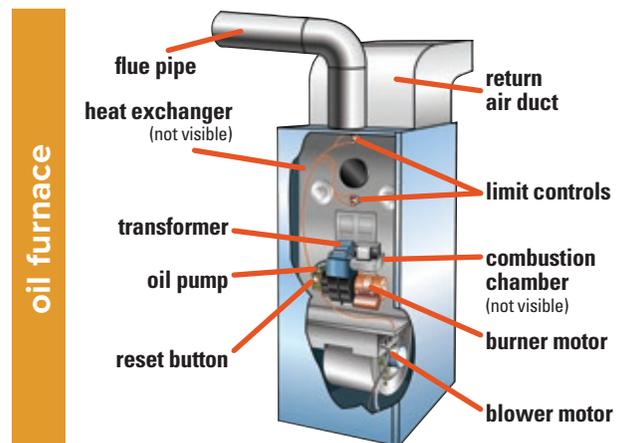
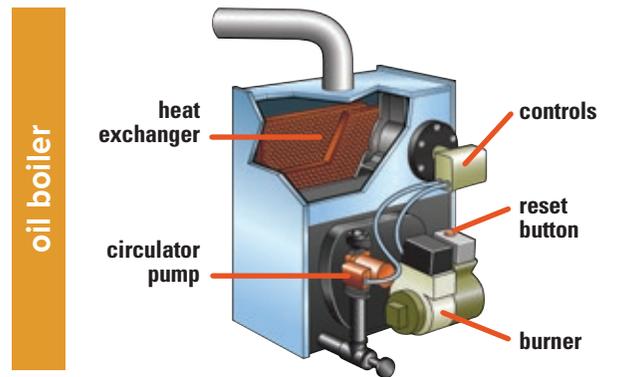
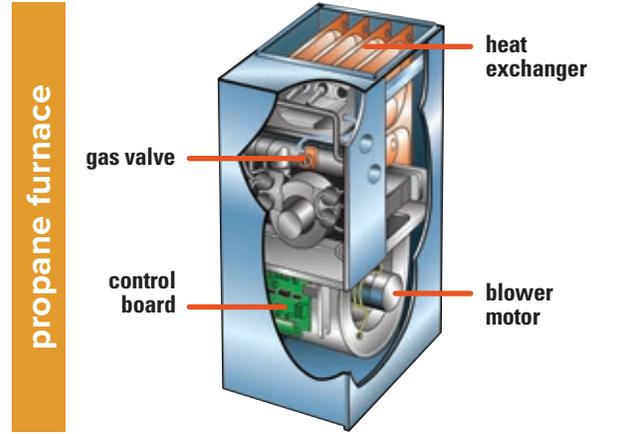
Q: Who will come to my home to do repairs?

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





Heating Oil

Efficient Comfort Plan

- annual tune-up
- 15% off all repairs
- priority service

Secure Comfort Plan

- annual tune-up
- no charge for listed repairs*
- priority service

CONTROLS

- CAD cell eye and harness
- Emergency switch
- Primary control
- Thermostat, non-programmable type

WARM AIR SYSTEMS

- Burner end cones
- Air filter (standard 1" non-pleated – one set at tune up)
- Blower fan belt
- Blower motor (up to 1/2 hp)
- Blower pulley
- Blower motor pulley
- Fan control
- Limit control

BURNER REPLACEMENT PARTS

- Burner drawer assembly
- Burner air tube
- Burner end cones
- Burner fan
- Burner coupling
- Burner motor

- Burner pump
- Burner relay
- Burner service switch
- CAD cell and harness
- Delayed oil valve
- Electrodes
- Ignition leads
- Ignition transformer
- Nozzle
- Nozzle adapter
- Porcelain insulators
- Primary control

HOT WATER SYSTEMS

- Circulator coupling
- Circulator motor (1)
- Circulator motor mounts
- Circulator flange gaskets
- Circulator flange bolt set
- Cartridge type circulator pump
- Air vent (excludes microbubble absorbers)
- Expansion tank (closed system)
- Zone valve, complete (1)
- Pressure-reducing valve

Comprehensive Heating Tune-up

- clean heating unit, vent pipe and chimney base
- adjust burner for maximum efficiency
- clean and adjust electrode and nozzle assembly
- lubricate all motors, bearings, fans and circulators
- replace oil nozzle and oil filter
- test and adjust all safety and operating controls
- inspect flue pipe, barometric damper and combustion chamber
- test oil pump operation
- change air filter(s), if applicable
- check oil tank and lines
- inform customer of equipment condition

Tune-ups are performed once during the service agreement term, during regular working hours.

- Boiler pressure regulator valve
- Circulator pump relay (up to 3 zones)
- Zone valve relay (up to 3 zones)
- Zone flow check
- Back flow preventer valve
- Boiler aquastat
- Boiler relief valve (not to exceed 30 psi)
- Low water cutoff safety switch for hydronic system (excludes steam systems)

FUEL SUPPLY PARTS

- Oil tank fill cap
- Fuel filter cartridge
- Fuel filter cartridge gasket
- Fuel pump
- Fuel pump bleeder
- Fuel pump couplings
- Fuel pump gasket
- Fuel pump strainer
- Oil valve coils
- Oil filter
- Oil line valve (in line)
- Fusible oil valve at the burner
- Oil tank vent cap

SERVICES

- Bleeding of radiators (one time)
- Purging of heating system (one time)

OTHER

- Flue pipe (galvanized jointed only)
- End cone
- Draft regulator (up to 7 inch)
- Thermal switch
- Fuses
- Electric oil valve
- Service switch
- Flue pipe (up to 7 inch)
- Blast tubes
- Bulkhead fittings
- Burner jet lines
- Pressure controls
- Retention heads
- Pump gasket
- Switches
- Transformers

*Applies to parts listed here; parts not listed may be eligible for a 15% discount.

Propane and A/C

Easy Comfort Plan

- 15% off all repairs
- priority service

We offer coverage for the following home comfort items:

- Central A/C systems
- Ductless A/C systems
- Propane: boiler or furnace, water heaters, pool heaters

The instant you need service work done for any of these systems, you'll recoup the cost of the Easy Comfort Plan and more.

Please note: This plan is not eligible for Loyalty Dollar\$.

TANK SECURE

Pioneer Annual Limited Tank Replacement Warranty

When your eligible aboveground steel heating oil tank (maximum capacity of 330 gallons) is covered by our warranty, Pioneer Oil and Propane provides the following limited warranty for one year from the receipt of your payment: if during this period your aboveground tank leaks from internal corrosion you will be eligible to receive a new standard single wall replacement tank per the details in Terms and Conditions. Leak verification is required.

Terms and Conditions

1. Efficient Comfort Plan covers scheduled tune-up and provides a 15% discount on diagnostic and repair charges.

2. Secure Comfort Plan covers scheduled routine maintenance, diagnostic charges and repair charges, including labor and parts listed in the plan. The Secure Comfort Plan also includes a 15% discount on all not-included parts.

3. Service plan customers receive priority scheduling, ahead of nonplan customers. Pioneer Oil and Propane will provide dependable prompt emergency service 24 hours a day, 7 days a week, 365 days a year.

4. Secure Comfort Plan is available only for customers on our automatic delivery program. It becomes effective only after inspection of equipment and systems by Pioneer Oil and Propane. All equipment must be brought up to standard before it is accepted for a service plan. Plan covers residential systems with a firing rate to not exceed 2.50 gallon per hour. Advance payment does not make a plan become effective. If unit becomes obsolete or is over 20 years old, it may become ineligible for continued coverage under the Secure Comfort Plan. Pioneer Oil and Propane will not be responsible for repair or replacement of parts or equipment that are obsolete or no longer available.

5. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates, unless either party cancels in writing within 30 days of the renewal date. Pioneer Oil and Propane will indicate its acceptance of a service plan by issuance of an invoice.

6. A service plan is transferrable to a new owner at the option of property seller, or the plan may be voided at seller's request, but there will be no refund of unused portion of the plan.

7. Pioneer Oil and Propane's responsibility under a service plan will automatically cease if fuel, service or any parts or equipment covered by the plan are procured from another source or if customer's account is past due.

8. To help hold down the price of service plans by eliminating unnecessary service calls, plan customers are expected to make sure thermostat is properly set and to check all switches, and circuit breakers or fuses. Customers are also expected to monitor condition of air filters. Filters will be cleaned/replaced, as needed, during scheduled routine maintenance.

9. Replacement of entire unit or the following systems and devices are not covered under either plan: flues, duct systems, radiators, registers and grills and heating system piping, other than piping near boiler. The following services are not covered: electrical service from circuit breaker to unit, gas and water leak repairs.

10. The following items are not covered under either plan: heat exchangers, complete burners or filters (other than standard 1-inch disposable filters). If heat exchanger is covered under a manufacturer's warranty, labor and materials for a replacement system are included.

11. Calls to replace dirty filters, balance heat to individual rooms and repair radiators will be considered chargeable calls.

12. Secure Comfort Plan includes only repair and replacement of parts that are specifically listed in the plan and that are defective due to ordinary use or wear and tear, based on the judgment of Pioneer Oil and Propane. Pioneer Oil and Propane shall be released from liability for failure or delay to provide, within a reasonable period, service called for under the plan when failure or delay results from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortage of electricity, gas or water; freezing or breaking of pipes; government regulations; extreme weather conditions; unavailability of parts; or improper operation, negligence or misuse of covered equipment. If such service is requested, it will be billed at prevailing rates. Plan does not cover parts, labor or loss or damage due to fuel flow programs, frozen heating systems and or pipes, fire, flood, lightning, acts of God, electrical interruption or power surges, turned off switches or lack of fuel (if not on automatic delivery).

13. Pioneer Oil and Propane reserves the right to cancel any plan without notice and refund the unused portion of the plan.

14. Plan allows coverage during normal working hours, which are Monday thru Friday from 7:30 a.m. to 4:00 p.m. After-hours service calls apply to "no heat" situations only. Other system malfunctions that do not cause the main heating system to malfunction will not be covered during nonbusiness hours.

15. Pioneer Oil and Propane will endeavor to render prompt and efficient service, but it is expressly agreed that Pioneer Oil and Propane shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this plan.

16. The obligation to furnish replacement parts is subject to availability through normal supply sources.

17. Annual tune-ups may be scheduled at any time during the service plan year, except between Sept. 15 and Dec. 15. Through a regular program of postcard reminders and follow-up phone calls, Pioneer Oil and Propane will make every attempt to schedule the tune-up; however, this responsibility is shared with the customer. Customer must also make the unit accessible during normal working hours.

18. Tank Secure Coverage: Pioneer Oil and Propane will replace the tank and remove the old one. Near tank fittings, tank legs and flanges will also be included. (Permitting and disposal fees are not included.) The costs for other changes required by current safety codes (such as double wall tanks, protective diking or barriers, cement pods, new fill and vent etc.), relocating the tank, difficult access or other unusual circumstances will be billed to you. You will be responsible for providing access to a tank which has been enclosed or built in, or where there is not adequate clearance to move the tanks in or out of the building. Permit charges are not included and will be billed to you. Leak verification will be made by Pioneer Oil and Propane prior to replacement.

Warranty Exclusions: The above is your exclusive remedy. Leaking tanks, tanks which have been repaired and underground tanks are not eligible and are excluded. Pipe or fitting leaks are not covered.

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water heater	\$100
propane log sets	\$100

Costs for emergency response services are excluded. Pioneer has no liability for environmental cleanups or for any indirect, incidental, special, consequential or punitive damages. To the extent permitted by law, Pioneer disclaims any implied warranties, including without limitation the implied warranty of merchantability or other implied warranty. Any claim for breach of warranties must be brought within 90 days of the one-year warranty period.

**Inspection required. Ask us for full program details.*

Regular service hours:

Monday through Friday, 7:30 a.m. to 4:00 p.m.

24-hour emergency service:

Available 365 days a year; applies to loss of heat, severe smoke or oil leak.