

CROWLEY FUEL SERVICE CONTRACT 2011-2012

General Conditions:

It is the intention of Crowley Fuel Company to provide a reasonably priced service contract to their customers who purchase their fuel oil and heating system service exclusively from Crowley Fuel Company during the term of this contract and whose payments are in good standing (no debt older than 30 days). This contract becomes effective when it has been signed by both the customer and the president of Crowley Fuel. It may be necessary for Crowley Fuel to inspect your heating system before signing of the contract can occur. Crowley Fuel reserves the right to approve or disapprove systems for service contracts.

The cost for each service contract will be \$249.99 (which includes \$45.75 for the Tank-Guard Program) for one heating system, \$240.00 each for 2 or more heating systems. The fee for a service contract without Tank Guard will stay be \$205.00. Oil-fired hot water tanks are covered for an additional \$50.00. These prices include an annual tune-up of the heating system or hot water heater and the Tank-Guard Program.

The term for this contract is from June 1, 2011 to May 31, 2012 and will be renewable every year if agreeable to Crowley Fuel and the customer. The contract automatically terminates if the customer stops buying oil from Crowley Fuel Company and no credit will be issued if the contract is canceled before the expiration date.

Under the service contract, labor and parts are provided free of charge to the customer for repair or replacement of the heating system parts and repairs described as being covered on the accompanying page listing parts covered. Most of the parts and repairs not covered by the contract are also listed. Repairs or services not covered by the contract will be performed and charged to the customer at prevailing rates. Repair for pre-existing conditions identified prior to this service contract will not be covered. Environmental clean-up, cleaning services, and waste disposal services are not covered by this contract.

This service contract does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect such as having a heating system switch in the off position, unrepaired conditions or conditions that do not comply with applicable codes, or running out of oil (Automatic Delivery customers excluded). This contract does not cover damage to the customer's property, however caused.

Crowley Fuel will provide service as soon as practical for emergency calls and during regular business hours for non-emergency calls. Crowley Fuel will not be liable for any delay or failure to provide service due to conditions beyond their control.

The customer's heating system (including oil tank and fuel line) is the property and responsibility of the customer. The customer agrees to release and hold Crowley Fuel Company harmless from all claims related to loss or damage to personal or real property except as caused by Crowley Fuel's sole negligence. The Customer agrees that Crowley Fuel shall not be liable for any incidental, special or consequential damages.

In addition, the Service Plan includes the Tank-Guard Program which provides a chemical solution to prevent corrosion in your tank. We recommend that an annual inspection of your fuel tank be performed and we always do that during an annual tune-up of your heating system. If a tank leak occurs due to corrosion after Tank-Guard is installed, Lincoln Laboratory will pay for the replacement of your tank in accordance with the terms of the Tank-Guard Program Limited Warranty. You must read the Warranty Certificate enclosed if you are signing up for Tank-Guard coverage.

This service contract can be transferred to new homeowners who purchase oil from Crowley Fuel Company in the event that the residence serviced by the plan is sold.

CROWLEY FUEL COMPANY SERVICE CONTRACT 2011-2012 AGREEMENT

I have read the conditions for the Crowley Fuel Co. Service Contract, the Tank-Guard Warranty Certificate and the Parts Covered and Not Covered and agree to them. I have enclosed my payment for \$_____ for the coverage of service and Tank Guard until May 31, 2012.

ii do not wish to enroll my tank in the Tank-Guard Program. I am aware that I will be responsible for all financial obligations associated with changing my tank if it leaks or should need to be replaced. I am enclosing my payment for \$_____ for the coverage of service until May 31, 2012.

Customer Signature («FirstName» «LastName»)

Account Number:

Date

Robert A. LaFlamme, Crowley Fuel Co. President

Date Sent: «LetterDate»

SIGN 2 COPIES OF SERVICE CONTRACT & MAIL 2 COPIES BACK WITH PAYMENT AS WELL AS
1 COPY OF SIGNED PARTS COVERED LIST. WE WILL RETURN A SIGNED COPY TO YOU FOR YOUR RECORDS.

CROWLEY FUEL COMPANY SERVICE CONTRACT 2011 - 2012

PARTS & LABOR COVERED

This contract includes a complete tune-up, inspection, and heating system evaluation that replaces the following parts: nozzle, oil filter cartridge, oil pump strainer, and fiberglass air filter (when applicable). The replacement of the following parts is covered by this service contract:

Air Filters (Standard fiberglass)	Firomatic switch	- Electrodes
Aquastat	Firomatic valve	- Head or end cone
Blower motor	Oil filter cartridge	- Ignitor
Blower wheel	Oil Tank(* only if Tank-Guard is selected and paid for)	- Motor
Boiler drain valve	Oil tank whistle	- Nozzle
Boiler feed valve	Pressure relief valve	- Nozzle line
cartridge circulator	Pressurrol	- Nozzle line heater
Chimney Connector (flue) Pipe	Primary Control	- Oil pump
Circulator bearing assembly	Oil Burner Parts:	- Oil pump strainer
Circulator coupling	- Air Tube	- Oil valve
Circulator flange gaskets	- Blower wheel	Steam gauge glass
Circulator motor	- Cad cell	Thermostat (HoneywellT87 or equivalent)
Extrol tank	- Coupling	Toggle switch
Fan belt	- Drawer Assembly	Zone valve power head
Fan-limit control		

**The Tank-Guard Program is designed to protect, and warranty your aboveground fuel oil tank. The protection comes from a chemical solution specifically designed to stop your tank from corroding. Should any tank that meets the criteria in the warranty certificate leak, the Tank-Guard Program will replace that oil tank.*

PARTS & LABOR NOT COVERED

Air Conditioning	Frozen or air-bound oil line	Power vent (full or parts)
Air filters (pleated, stainless steel, etc.)	Furnace / heat exchanger	Mixing or tempering valves
Anode rods	Hot water tanks	T & P valve
Baseboard cover & element	Multi-zone relay	Radiators
Bleed oil line (non- Auto customer)	Oil burner (complete)	Steam boiler & piping
Blower unit	Oil line	Steam vents
Ductwork	Oil line de-aerator	Tankless coil + gasket
Forced hot water boilers	Oil tanks*	Anti-siphon device
Frozen pipes	Plumbing or Pipe Repair	Programmable Thermostat

*Unsafe or unsanitary conditions such as those caused by improperly stored chemicals or sewage overflows not covered.

*Unless your oil tank is eligible and covered by the Tank Guard Program. Underground tanks, plastic-lined oil tanks, and tanks that fail the initial inspection cannot be covered by Tank Guard's warranty program. Tanks that are covered will receive an annual inspection and be referred to Tank Guard if any leaks are detected. To minimize pollution damage, it is the responsibility of the customer to alert Crowley Fuel if any leaks are detected either by sight or by smell. Oil lines in contact with cement or the floor must be sleeved or have anti-siphon device installed.

I have read the above information listing which parts & labor are covered and which are not and have read the Tank-Guard Annual Limited Warranty Certificate. Please sign & return 1 copy of Parts Covered List with 2 copies of the signed Service Contract.

Signature

Date