



Basic Comfort Plan



Our Basic Comfort Plan covers many things that typically can go wrong with your system and includes an annual tune-up to increase your system's longevity and performance!

Tune-Up

Your boiler or furnace will be tuned up annually to ensure that your heating system operates at maximum efficiency. We will:

- ◆ test and adjust oil burner for maximum efficiency, using combustion testing equipment.
- ◆ inspect combustion chamber.
- ◆ oil all motors on burner, fans and circulators.
- ◆ clean and check electrodes and nozzle assembly.
- ◆ install air filters, supplying oil filter cartridge and burner nozzle, if necessary.
- ◆ check all safety and operating controls.
- ◆ check oil tank and oil lines.
- ◆ vacuum furnace and flue pipe, including chimney base (where accessible).

Wilson will repair or replace, during the life of this agreement, with no charge for parts or labor, any of the following items that may become defective due to normal use or wear and tear.

Controls

- ◆ aquastat
- ◆ cad cell control
- ◆ circulator control
- ◆ combination control
- ◆ draft regulator
- ◆ emergency switch
- ◆ fuses
- ◆ high limit control
- ◆ low limit control
- ◆ primary control
- ◆ reverse aquastat
- ◆ stack control
- ◆ temperature gauge
- ◆ thermostat (manual or non-programmable digital)
- ◆ triple aquastat

Other

- ◆ anti-hum device
- ◆ flue pipe (first 10', up to 9" diameter)
- ◆ low water cutoff switch
- ◆ tank gauge
- ◆ tank whistle

Furnace Systems

- ◆ air cones
- ◆ air diffuser
- ◆ air filter, standard (one set)
- ◆ air regulator
- ◆ air stat
- ◆ blower bearings
- ◆ blower belt
- ◆ blower complete
- ◆ blower motor (up to 1/3 hp)
- ◆ blower pulley
- ◆ blower shaft
- ◆ blower wheel
- ◆ fan control
- ◆ limit control

Burner Replacement Parts

- ◆ burner blast tube
- ◆ burner coupling
- ◆ burner fan
- ◆ burner flange gasket
- ◆ burner motor
- ◆ buss bar transformer leads

- ◆ cad cell assembly
- ◆ cad cell eye
- ◆ delayed oil valve
- ◆ delayed oil valve coil
- ◆ electrode assembly
- ◆ electrodes
- ◆ end cone
- ◆ ignition transformer
- ◆ ignition wiring
- ◆ low voltage transformer
- ◆ low voltage wiring (exposed)
- ◆ nozzle
- ◆ nozzle adapter
- ◆ nozzle line

Boiler Systems

Main Zone

- ◆ bearing assembly
- ◆ circulator complete
- ◆ circulator coupling
- ◆ circulator impeller
- ◆ circulator motor
- ◆ circulator motor mounts
- ◆ circulator switch

- ◆ circulator wicking
- ◆ zone valve complete
- ◆ zone valve motor
- ◆ zone valve relay
- ◆ zone valve stem

Fuel Supply Parts

- ◆ Firematic valve
- ◆ flare fittings
- ◆ fuel filter cartridge
- ◆ fuel filter complete
- ◆ fuel pump
- ◆ fuel pump bleeder
- ◆ fuel pump seal
- ◆ fuel pump strainer
- ◆ oil line (exposed)
- ◆ oil line fittings

Services

- ◆ adjusting boiler pressure
- ◆ adjusting water level
- ◆ venting baseboard radiators



Maximum Protection Plan



Our Maximum Protection Plan includes everything in our Basic Comfort Plan **plus** the significant addition of the following major parts and services to give you maximum protection and peace of mind.

Parts/Services

- ◆ air vents
- ◆ automatic water feeder
- ◆ baffle
- ◆ blower motor (up to 3/4 hp)
- ◆ boiler valves
- ◆ circuit breaker
- ◆ circulators and zone valves (unlimited)
- ◆ thermostat (clock or programmable digital)
- ◆ combustion chamber
- ◆ ductwork (existing)
- ◆ Ecomatic control
- ◆ expansion tank
- ◆ exposed heating pipes (copper only)
- ◆ Extrol tank
- ◆ feed valve
- ◆ flow valve
- ◆ gauge glass set
- ◆ humidifier fan
- ◆ humidifier motor
- ◆ humidifier pad
- ◆ low water cutoff
- ◆ mixing valve element
- ◆ PressureTrol
- ◆ purge valve
- ◆ purging of complete system (if necessary)
- ◆ Pyrostat
- ◆ radiator valves
- ◆ relief valve
- ◆ solenoid valve
- ◆ Space-Gard air cleaner element
- ◆ System 2000 Manager



Tank Protection Program



The TankSure program, available for aboveground tanks with a capacity of 330 gallons or less, is a valuable addition to your service plan coverage. It includes the following:

- ◆ An annual, EPA-approved **ultrasonic test** to check the thickness of the walls of your tank.
- ◆ A **\$1,000 replacement warranty**. If we detect a problem, we immediately send a letter recommending that you replace the tank—before you have a bigger problem on your hands. You can then use the warranty towards the cost of replacing the tank.
- ◆ Our **PurFlow corrosion-protection additive** for your oil.
- ◆ A **tank inspection certificate** to document the annual inspection and testing of your tank, which may entitle you to a discount on your homeowner's insurance. Plus, if you sell your home, the certificate can make a sale easier.

(See other side for Water Heater Plans, Loyalty Credits and General Conditions.)



Water Heater Plans



Coverage for **electric and gas water heaters** is included in the Basic Comfort Plan and the Maximum Protection Plan (see reverse side). There is no extra charge for this coverage. Your residential electric or gas water heater will be thoroughly inspected, and all parts listed below will be repaired or replaced, labor costs included.

Electric Water Heater

- ◆ aquastat, single
- ◆ drain valves
- ◆ heating element
- ◆ limit control
- ◆ pressure relief valve
- ◆ temperature relief valve
- ◆ primary control
- ◆ safety control
- ◆ thermostat control

Gas Water Heater

- ◆ aquastat, single
- ◆ draft hood
- ◆ drain valves
- ◆ gas valves
- ◆ flame spreader
- ◆ ignition device
- ◆ limit control
- ◆ manifold
- ◆ pilot burner

- ◆ pressure relief valve
- ◆ temperature relief valve
- ◆ primary control
- ◆ safety control
- ◆ smoke pipe
- ◆ thermocouple
- ◆ thermostat control

Coverage for **oil-fired water heaters** is additional. Your residential, oil-fired water heater will be thoroughly inspected, and all parts listed below will be repaired or replaced, labor costs included.

Oil-Fired Water Heater

- ◆ aquastat
- ◆ barometric damper
- ◆ burner coupling
- ◆ burner end cone
- ◆ burner fan
- ◆ burner motor
- ◆ cad cell

- ◆ cad cell control
- ◆ emergency switch
- ◆ Firomatic oil valve
- ◆ Firomatic thermal switch
- ◆ fuel oil filter
- ◆ fuel oil line
- ◆ fuel oil pump

- ◆ nozzle
- ◆ smoke pipe
- ◆ temperature/pressure relief valve
- ◆ vacuum breaker

Parts not covered: water heater tank, piping and fire chamber



Loyalty Credits



It is our goal to reward our loyal customers. You earn \$75 in Loyalty Credits each year you purchase a service plan, up to a total of \$500 during your lifetime as our customer. You can use a portion of these credits toward the purchase of a variety of heating and cooling equipment. (The figures below show how much can be used for any one item.) Credits are not transferable. They have value only as a credit toward the following equipment purchased from Wilson by its customers.

boiler	\$300	combustion chamber	\$150	furnace	\$300
central a/c system	\$250	burner	\$100	oil tank	\$225
oil-fired water heater/indirect tank	\$250	domestic hot water coil	\$150	gas or electric water heater	\$75
HEPA central air purifier	\$100	germicidal ultra-violet light	\$50	programmable digital thermostat	\$25



General Conditions



1. Emergency service is defined as no heat, no hot water, oil odor, oil leak or smoke. If nonemergency service calls are made at night or on Saturdays, Sundays or holidays, the customer agrees to pay a per-call charge based on the company's current surcharge rates.
2. **Wilson** agrees to render service to the customer's oil burning equipment for one year from the month in which the agreement began. If customer does not have service plan protection, he/she will be charged at the prevailing rate. Customer agrees to purchase his/her entire fuel oil supply from **Wilson**. A yearly minimum usage of 450 gallons is required. This agreement will be renewed automatically each year unless terminated in writing by either party.
3. This agreement is not written on a prorated basis and no refund will be made if it is cancelled by the customer before its normal expiration date.
4. Should you sell your home within the coverage period, the plan can be transferred to the new owners for the remainder of the plan year.
5. The service plans at prices quoted are for ordinary residential or comparably sized commercial heating systems that fire up to a rate of 4 gph and are **ONLY AVAILABLE TO CUSTOMERS WHO PURCHASE THEIR ENTIRE FUEL OIL REQUIREMENTS FROM Wilson.**
6. **Wilson** shall not be held liable for inability to supply or obtain obsolete parts that are no longer available through normal supply channels. **G.E. AND ROTARY BURNERS AND BLUE RAY BURNERS, FURNACES OR BOILERS WILL NOT BE COVERED UNDER SERVICE AGREEMENTS.** This agreement does not cover replacement of a complete boiler, furnace, burner or humidifier, piping, domestic water, hot water bottles, Space-Gard air filters, electronic air filters, boiler compounds, indirect hot water tanks, energy-saving devices, frozen oil lines or any parts not mentioned in the agreement.
7. A finance charge of 1-1/2% per month—an annual percentage rate of 18%—will be charged on items not paid 30 days from invoice date. If customer's account is referred to an attorney for collection, a charge for interest and attorney fees will be included. Said fee will be 33-1/3% plus interest. **SERVICE AGREEMENTS ARE NOT IN FORCE IF ACCOUNT IS 90 DAYS OVERDUE.**
8. It is agreed that if any tax or other charges are imposed by a governmental authority with respect to the sale, delivery or use of the products covered hereby, it will be added to the price to be paid by the customer. This service agreement does not cover service or the repair or replacement of oil burner parts required as the result of abnormal conditions such as war, fire, flood, hurricane, explosion, acts of God or other causes beyond the control of **Wilson.**
9. **Wilson** shall not be held responsible for damage or losses resulting from its failure to supply fuel oil (runout) or if the fulfillment of this agreement shall be delayed or prevented by wars, acts of enemies, strikes, inability to secure mechanics, parts, materials or transportation, or by any other conditions not reasonably within its control.
10. **Wilson** reserves the right to reject any service agreement after inspection of the customer's burner. The bill for service to be rendered under this agreement shall be considered final acceptance of this agreement.
11. **Wilson** cannot assume responsibility for loss of heat or any damage resulting from a freeze-up in an occupied or unoccupied dwelling. It is the customer's sole responsibility to arrange for a daily house check if customer is away from the premises.
12. "WILL-CALL" customers for fuel oil deliveries will be charged for after-hours delivery service at the current hourly rate.
13. **Wilson** will not be responsible for runouts when customer's account is delinquent after notification from our credit department.
14. The Basic Comfort and Maximum Protection plans do not cover oil tanks. However, you may use your Loyalty Credits toward the purchase of a replacement tank; also, our Tank Protection coverage includes a \$1,000 tank replacement warranty for tanks that qualify for the TankSure program.
15. **Wilson** is not liable for any environmental pollution or pollution cleanup due to tank rupture or oil leak of any sort.
16. There shall be no liability for any reason on the part of **Wilson** for work performed by anyone else, unless such person or persons are authorized in writing by **Wilson** to perform a specific service.
17. Blower motors and all related blower components are not covered during the cooling season (April 15 – Oct. 1) unless customer has a **Wilson** air conditioning service plan.
18. Light commercial and commercial equipment is excluded from this agreement. Please call your salesman for pricing on these systems.