

HARNED DURHAM

PROPANE • OIL • HVAC ENERGY

The "All-In-One" Comfort Zone Plan: \$399/Year*

The Comfort Zone Plan can give you peace of mind that **ALL** of your heating, cooling, and water heating needs will be met all year long, no matter the season or the reason. Rather than having separate plans, our premium plan provides coverage for all of the heating and cooling equipment in your home.

24-Hour Emergency Service

For major home emergencies.

No Response Fee!

Priority Air Conditioning Service

7 days a week from 7:00AM to 4:30PM.

No Response Fee!

Equipment Replacement Allowance

Up to \$500 for the replacement of equipment.

Amount towards replacement varies based on equipment installed.

Annual Maintenance For All Heating and Cooling Equipment

Receive up to 4 hours of maintenance for your heating and cooling equipment.

We require all maintenance to be performed in one appointment. If maintenance exceeds 4 hours, the contract labor rate will be applied to any overage.

15% Discount on Parts and Labor

Discount applies to equipment covered under plan.

*High Efficiency Kit Not Included. 15% discount available for additional service plans purchased. Discount does not apply to Comfort Zone Plans.

Heating Oil Plans:

A clean oil furnace or boiler can save you money and extend the life expectancy of your equipment. Protect your equipment with a service plan that fits your budget.

GOLD PLAN

\$479/Year

(BOILERS ONLY)

Auto Delivery \$449/Year*

Gold Plan Parts & Labor listed on back are 100% covered. Includes additional Gold Plan parts specific to boilers

24-Hour Emergency Service
No Response Fee!

Includes an Annual Boiler Cleaning

15% Discount on Additional Parts and Labor not already covered by the Gold Plan.

Manufacturing date of equipment must be 10 years or less. No steam boilers.

SILVER PLAN

\$409/Year

Auto Delivery \$379/Year*

Silver Plan Parts & Labor listed on back are 100% covered.

24-Hour Emergency Service
No Response Fee!

Includes an Annual Furnace/Boiler Cleaning

15% Discount on Additional Parts and Labor not already covered by the Silver Plan.

Manufacturing date of equipment must be 10 years or less. No steam boilers.

BRONZE PLAN

\$319/Year

Auto Delivery \$289/Year*

24-Hour Emergency Service
No Response Fee!

Includes an Annual Furnace/Boiler Cleaning

15% Discount on Parts and Labor Applies to equipment covered under plan.

*Auto Delivery discount applies to Harned Durham Energy oil only.



Gas Plan: **\$259/Three Years***

Our Propane and Natural Gas Plans will ensure that your unit** receives the maintenance it requires. A clean system is able to operate efficiently, which will reduce energy waste and high utility bills.

Includes One Cleaning Per Term

- Keeps the system running cleaner
- Reduces unexpected service calls
- Increases the efficiency of your unit
- Saves you money on fuel
- Prolongs the life of your heating system

24-Hour Emergency Service

No Response Fee!

No matter the season, we'll be there for emergencies.

15% Discount on Parts and Labor

*High Efficiency Kit Not Included **High Efficiency Gas Units require an annual cleaning, for an additional cost. During a cleaning, our technician can verify whether the system is a standard gas unit or a high efficiency gas unit.

High Efficiency Gas Plan: **\$189/Year***

This plan serves to increase the longevity of your gas or propane system. The recommended annual maintenance included in this plan will keep the unit running efficiently to reduce monthly bills, sustain proper function, prevent future repairs and protect your investment. *High Efficiency Kit Not Included

- **Efficiency Tune Up**
- **Priority Service**
- **15% Discount on Parts and Labor**

Heat Pump Plan: **\$189/Year**

Our Heat Pump Plan can help your equipment achieve high operating efficiency. Our technician will inspect and tune up the system for better performance throughout the year.

- **Efficiency Tune Up**
- **Priority Service**
- **15% Discount on Parts and Labor**

Air Conditioning Plan: **\$169/Year**

Don't let your cooling system let you down during the warmest days of the summer. Our priority service, seven days a week from 7:00am to 4:30pm, will guarantee that our technicians can be there for you.

- **Efficiency Tune Up**
- **Priority Service**
- **15% Discount on Parts and Labor**

PARTS COVERED IN BOTH SILVER & GOLD PLANS

CONTROLS

Aquastat
Cad Cell Control
Circulator Control (1 Zone Only)
Combination Control
Emergency Switch
Fuses at Unit
High Limit Control
Low Limit Control
Primary Control
Thermostat
Circuit Boards

WARM AIR SYSTEMS

Air Filter (1 Per Year)
Blower Motor
Fan Control
Limit Control

BURNER PARTS

PARTS ONLY, WILL NOT
REPLACE ENTIRE UNIT

Burner Blast Tube
Burner Coupling
Burner Flange Gasket
Burner Motor
Transformer Leads
Cad Cell Assembly
Cad Cell Eye
Delayed Oil Valve
Delayed Oil Valve Coil
Electrodes
Ignition Transformer
Low Voltage Transformer
Nozzle
Nozzle Adapter & Line

FUEL SUPPLY PARTS

DOES NOT INCLUDE TANK VALVES
Firomatic Valve
Flare Fittings
Fuel Filter Cartridge
Fuel Pump
Fuel Pump Bleeder
Fuel Pump Seal
Fuel Strainer
Oil Line Fittings
Exposed Oil Line
Smoke Pipe (Max 8" Round)
Draft Regulator (Max 8" Round)

HOT WATER SYSTEM

Bearing Assembly
Circulator Coupling
Circulator Impeller
Circulator Motor
Main Circulator

GOLD PLAN

All Silver Plan Parts, Plus:

NO STEAM BOILERS COVERED BY
SILVER OR GOLD PLANS
REPLACEMENT OF FAILED
PARTS ONLY

Auto Bleeders
Automatic Water Feeder
Baffle
Back Flow Preventer
Circulators (Limit 4)
Defuser
Expansion Tank
Feed Valve
Flow Valve
Low Water Cut-off
Mixing Valve
Purge Valve
Relief Valve
Temperature Gauge

LIMIT 1 EACH PER SERVICE PLAN PERIOD

LIMIT 4 EACH PER SERVICE PLAN PERIOD

We kindly request a phone call or email to our service department 48 hours PRIOR to your scheduled service/maintenance appointment to avoid a \$35 cancellation fee.

Service Plans

Customer Service Site Address (Required)

NAME _____
ADDRESS _____
CITY _____ PA ZIP _____
PHONE _____
EMAIL _____

Customer Billing Address (If Different)

NAME _____
ADDRESS _____
CITY _____ PA ZIP _____
PHONE _____

Service Plan Choice

Pay In Full

The **Comfort Zone Plan** (4 hours of preventative maintenance/one service call)

☐ \$399

Oil Boiler & Furnace Plans

Gold Plan ☐ \$479/\$449*
Silver Plan ☐ \$409/\$379*
Bronze Plan ☐ \$319/\$289*

**Discount for Harned Durham Energy Automatic Oil Delivery Enrollment*

Propane or Natural Gas Plan (3 years)

☐ \$259

Propane or Natural Gas High Efficiency Plan (1 year)

☐ \$189

Additional Plans

Air Conditioning Plan ☐ \$169
Heat Pump Plan ☐ \$189

TOTAL DUE: \$ _____

15% Discount Available for Additional Service Plans per Household

Payment Method

☐ EFT Bank Routing # _____ Checking Acct. # _____
☐ Personal Check (Make payable to "Harned Durham Energy")
☐ Credit Card

NAME ON CARD _____

CARD NUMBER - - -

EXPIRATION (MONTH/YEAR) _____

☐ I agree to the Terms & Conditions explained on the reverse side.

SIGNATURE _____ DATE _____



4893 Buckeye Road • Emmaus, PA 18049 • 610-965-3424 • HarnedDurhamEnergy.com

We kindly request a phone call or email to our service department 48 hours PRIOR to your scheduled service to avoid a \$35 cancellation fee.

SERVICE PLAN TERMS & CONDITIONS

1. The discounted Boiler & Furnace Plan is available to Customers who purchase their heating oil on an automatic basis from Harned Durham Energy (minimum of 550 gallons). The higher non-discounted rate will apply if you: **a)** terminate your 'Heating Oil Agreement' with the Company, **b)** fail to purchase a minimum of 550 gallons, **c)** fail to purchase ALL of your fuel oil from the Company, **d)** fail to pay for all fuel oil, parts, labor or other chargeable items when due, or **e)** allow anyone other than the Company to render service to your burner and equipment, unless so instructed by the Company. The Company shall not be obligated to perform any service or provide parts after termination of this Agreement. There shall be no refunds or credits allowed upon termination of this Agreement.
2. This agreement is offered to service accounts subject to inspection and approval of your equipment by the Company. Any repairs required to place your equipment in acceptable condition are excluded and will be charged separately. Prices quoted refer to most domestic type burners and shall be limited to equipment rated at a maximum firing rate of 2.9 gallons per hour.
3. This agreement will be in effect for one year beginning on the billing date immediately following the inspection and approval of your equipment as required under Paragraph 2, and will automatically renew on a year to year basis thereafter unless terminated under Paragraph 1, or unless either party gives the other at least 30 days notice of termination. This agreement is subject to change without notification.
4. All promises and understandings of the Customer and the Company are contained in this Agreement. No additional promises on the part of the Company or modification to this Agreement shall be binding unless agreed to in writing by an authorized representative of the Company.
5. This agreement does not cover repairs or service of equipment damage due to fire, flood, lightning, freeze-up, natural disasters, or acts of God; nor local, state, or federal government acts or requests. This Agreement does not cover parts or labor when failure is due to air in baseboards, radiation or radiators, nor when failure is due to piping not related to the heating system. We are not responsible for replacing obsolete parts or any parts unavailable through normal local sources of supply; nor are we responsible for furnishing a new oil burner, for clean-up of soot or damage caused by soot, smoke or spillage of product, or for damage which occurs while a property is unoccupied.
6. This agreement is non-transferable and does not cover General Electric, low pressure, or vaporizing oil burners.
7. The Company warrants that all parts installed by it shall be in good working condition and fit for their particular intended use at the time they are installed. The Company shall be liable only for repair and replacement of parts to your oil burner equipment due to its own negligence, and not otherwise. Under no circumstances shall the Company be liable for damages resulting from defective heaters or burners, or for loss or damage resulting from operation or non-operation of said equipment. Delays in performing services, making repairs, or installing of parts because of strikes, accidents, explosions, shortages, or other conditions beyond the control of the Company shall excuse the Company from performance under this Agreement.
8. It is the Customer's responsibility to call and schedule an appointment for the annual tune-up and cleaning, and to provide accessibility to the unit and oil tank. There will be an extra fee if unit or tank are not accessible.
9. The Company will provide emergency service 24 hours a day where indicated, 365 days a year, during the life of this Agreement. Emergency service will be provided for no heat, no hot water, and serious fuel leaks. Priority service will be performed during normal working hours: Monday through Friday, 7:30am to 4:00pm.
10. Customer will receive an annual 15% discount on any bundled Service Plans upon renewal of the combined Plans per household.
11. The Customer shall indemnify and hold the Company harmless from and against any loss, costs, expense, damage or liability and from all courts costs, attorney's fees and other expenses paid or incurred by, or imposed upon the Company as a result of any bodily injury or property damage arising out of the disposal, discharge, dispersals, release, or escape of oil or other petroleum substance or derivatives into or upon the Customer's property, surrounding properties, the atmosphere, or any water course or body of water unless caused by the sole negligence of the Company, and in no event shall the Company's liability for any such damages exceed \$1,000.00.

PARTS INCLUDED

<p>SILVER PLAN</p> <p>CONTROLS</p> <p>Aquastat Cad Cell Control Circulator Control <i>(1 Zone Only)</i> Combination Control Emergency Switch Fuses at Unit High Limit Control Low Limit Control Primary Control Thermostat Circuit Boards</p> <p>WARM AIR SYSTEMS</p> <p>Air Filter (1 Per Year) Blower Motor Fan Control Limit Control</p> <p>LIMIT 1 EACH PER SERVICE PLAN PERIOD</p>	<p>BURNER PARTS</p> <p>PARTS ONLY, WILL NOT REPLACE ENTIRE UNIT</p> <p>Burner Blast Tube Burner Coupling Burner Flange Gasket Burner Motor Transformer Leads Cad Cell Assembly Cad Cell Eye Delayed Oil Valve Delayed Oil Valve Coil Electrodes Ignition Transformer Low Voltage Transformer Nozzle Nozzle Adapter & Line</p>	<p>FUEL SUPPLY PARTS</p> <p>DOES NOT INCLUDE TANK VALVES</p> <p>Firomatic Valve Flare Fittings Fuel Filter Cartridge Fuel Pump Fuel Pump Bleeder Fuel Pump Seal Fuel Strainer Oil Line Fittings Exposed Oil Line Smoke Pipe <i>(Max 8" Round)</i> Draft Regulator <i>(Max 8" Round)</i></p> <p>HOT WATER SYSTEM</p> <p>Bearing Assembly Circulator Coupling Circulator Impeller Circulator Motor Main Circulator</p>	<p>GOLD PLAN</p> <p>All Silver Plan Parts, Plus:</p> <p>NO STEAM BOILERS COVERED BY SILVER OR GOLD PLANS</p> <p>REPLACEMENT OF FAILED PARTS ONLY</p> <p>Auto Bleeders Automatic Water Feeder Baffle Back Flow Preventer Circulators <i>(Limit 4)</i> Defuser Expansion Tank Feed Valve Flow Valve Low Water Cut-off Mixing Valve Purge Valve Relief Valve Temperature Gauge</p> <p>LIMIT 4 EACH PER SERVICE PLAN PERIOD</p>
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ADDITIONAL SAVINGS

This is not a replacement plan; however, in the event your unit is deemed not repairable due to failure of a covered part or it is not cost effective to repair, Harned Durham Energy will give you up to a \$500 discount off the cost of a new air conditioning system (\$100 for a 14 SEER, \$200 for a 16 SEER or above), \$100 discount off the cost of a new heating system, and up to \$50 discount off the cost of a new water heater (\$25 standard tank, \$50 tankless) that is purchased and installed by Harned Durham Energy.