



Dear Valued Customer:

In any given day we average 72 minutes in our auto, 72 minutes out of doors and the balance inside.

The equipment keeping you in the Comfort Zone – in the work place, the eatery or your home – works long and hard. By giving your heating and cooling systems the attention they deserve, you will be saving energy, lowering costs and preventing breakdowns...and we have the plans to do just that!

Thanks for allowing us to keep you in THE COMFORT ZONE!



Michael Harned

PRESORTED
STANDARD MAIL
U.S. POSTAGE
PAID
MPI



4893 Buckeye Rd.
Emmaus, PA 18049-1032
TEL 610.432.3424, FAX 610.965.8949
www.HarnedDurhamEnergy.com

Our friend lives on:

Two vertical dashed lines for an address label.



Our Service Plans

Keeping you in the *Comfort Zone*

Boiler & Furnace Plan

You want your energy dollars stretching as far as possible and maintaining your heater is the first step to saving money and increasing reliability.

We begin by addressing any concerns you may have. We then assess the overall health of your heating system.

We replace the filter, screen and nozzle, remove any scale buildup, tear down, clean and inspect your burner assembly, lubricate and reassemble. Then, we check and adjust the settings of your electrodes, pump pressure, nozzle, air shutter and damper.

With our Boiler & Furnace Plan you are also eligible for **24-hour emergency service with a 15% discount on all repairs. There are no travel fees, and no overtime fees to worry about.**

- \$279.00 annually
- \$249.00 with Auto Delivery ¹

Price is based on 2.5 hours of labor for annual cleaning and inspection. Additional labor and parts will be billed accordingly.



Let's be friends!

Find us:



TEL: 610.432.3424 FAX: 610.965.8949

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Air Conditioning Plan

During the dog days of summer your work horse is cooling your castle and filtering your air. Your AC system needs and deserves care and attention. Our techs will see to it that you save money with efficiency and maximize your equipment's years of service.

We will check thermostat settings, tighten all electrical connections, lubricate all moving parts, inspect the condensate drain and clean your evaporator and condenser coils. We will check your refrigerant level and clean and adjust your blower components.

The Air Conditioning Plan covers you seven days a week between 7:00 am and 4:30 pm. You also receive a 15% discount on all repairs.

- \$139.00 annually

Price is based on 2 hours of labor for annual inspection. There is an extra charge for required repairs, parts, additional labor or system charge.

Hot Water Plan

Nothing like a nice hot shower, eh?

Oil fired hot water heaters are the cat's meow when it comes to supplying all the hot water your family needs.

With our Hot Water Plan we'll replace the filter, screen and nozzle. We'll clean and service your unit, adjust your electrodes, pump pressure, air shutter and damper to assure every drop of H2O comes to you as warm as you want it and as cost efficient as possible.

- \$89.00 annually

Price is based on 2.5 hours of labor for annual cleaning and inspection. Additional labor and parts will be billed accordingly.

Heat Pump Plan



Throughout the year your heat pump keeps you cool in the summer and warm in the winter. Like all mechanical systems, your heat pump needs to be serviced and maintained to provide optimum performance and lifespan.

With our Heat Pump Plan you get 24-hour emergency service for no heat situations. **You also receive a 15% discount on all repairs.** No overtime fees, two Tech visits per year to keep your pump pumping strong.

- \$129.00 annually

Price is based on 2 hours of labor per annual tech visit. There is an extra charge for required repairs, parts, additional labor or system charge.

TankSure® Program

The TankSure® Program is a visual inspection and ultrasonic test of your above ground residential fuel oil storage tank, conducted by our TankSure® Trained Techs during an annual tune-up of the heating system.

The test uses an EPA approved technology to determine the integrity of the tank. Qualified tanks will be protected with at least a \$1,000 proactive tank replacement warranty. Benefits include:

- Proactive Transferable Tank Replacement Warranty of at least \$1,000.00
- Homeowner Insurance Benefits
- EPA Approved Ultrasonic Testing
- Scientific Analysis & Monitoring of your tank

- \$69.00 annually

General Terms & Conditions of Service Contract Agreement

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: 1) terminate your 'Heating Oil Agreement' with the Company, 2) fail to purchase a minimum of 550 gallons, 3) fail to purchase ALL of your fuel oil from the Company, 4) fail to pay for all fuel oil, parts, labor or other chargeable items when due, or 5) 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 hrs 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. All other service will be performed during normal working hours: Monday through Friday, 7:30 am to 4:00 pm.

10 Under no circumstances shall the Company be obligated to repair or replace a tank. The Customer shall be solely responsible for the condition and maintenance of the fuel tank, oil lines and piping. The Company assumes no liability for same. The Customer shall be solely responsible for any tank and/or oil line leakage or any damages to a person or property resulting from tank and/or oil line leakage. The Customer shall be solely responsible for any installation, cleanup, removal, remedial action or other costs of compliance with any environmental or other federal, state and/or local regulations or requirements of common law.

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.



Service Plan Order Form

YES! I want to be in the COMFORT ZONE! Sign me up for the plan(s) checked below.

- Boiler & Furnace Plan with auto \$249
- Boiler & Furnace Plan \$279
- Heat Pump Plan \$129
- AC Plan \$139
- Hot Water Plan \$89
- TankSure® Program \$69

I would like the cost of my service plan to be included in my monthly budget payments.

YES NO

Name _____	Account # _____
Address _____	
City _____ State _____ Zip _____	Date _____
Signature _____	E-Mail _____

Complete this form and mail with your check to:
 Harned Durham Energy
 4893 Buckeye Road
 Emmaus, PA 18049-1032

Call 610-432-3424

Your signature acknowledges that you have read and hereby agree to the terms and conditions explained in the accompanying General Terms and Conditions of Service Contract Agreement.