



Heating Oil Savings Plan Essential Plan

INCLUDES

VIP Priority Service

Ultrasonic Tank Inspection
plus \$500 tank replacement
voucher if needed

16pt Annual Tune-Up

10% Off Repairs

10% Off Trip Charge

5% Off New Boiler/
Furnace Installations

SERVICE PLANS
SAVE MONEY!

SEE BACK FOR TERMS & CONDITIONS

If you've ever dealt with the trouble of having your heating system break down on a cold winter night, you know the value of being covered by a service plan. The cost of parts, repairs, and after-hours service can quickly add up without this coverage. Most important is the response time to get your home's heating system repaired.

What is VIP Priority Service?

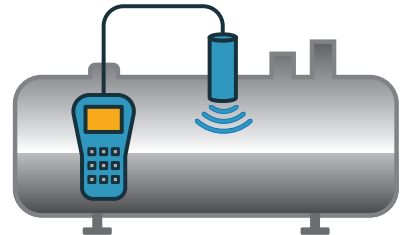
Imagine it's New Years Eve at 10:00 pm, it's freezing outside and your heat suddenly turns off. Our service technician will be there to repair your heat and help you ring in the new year!

That's VIP Priority Service!



Looking After You and Your Home.

At every tune-up, we utilize ultrasonic tank testing to proactively determine if your oil tank is due for a replacement before it leaks and causes a problem. This same technology is used in commercial applications for measuring the corrosion and wear of million-gallon storage tanks.



Ultrasonic tank testing technology is EPA approved to assess the integrity of an oil tank. We can identify the internal thickness of tanks to determine if they are at risk for a leak before they cause major environmental damage. Just one more way SOS provides you peace of mind by looking after you and your home. Plus, should your tank need a replacement, we offer \$500 off a new tank.

Service Plans Save Money!

16-POINT INSPECTION



1. Perform electronic calibration and efficiency test.
2. Inspect, clean and adjust burner.
3. Check thermostat operation.
4. Lubricate and test all motors, bearings, fans and circulator pumps if applicable.
5. Replace nozzle, filter and strainer.
6. Inspect, vacuum and screw flue pipe.
7. Vacuum and inspect heat exchanger.
8. Check for proper oil flow.
9. Inspect and adjust safety and operating controls.
10. Check blower motor and belt.
11. Inspect and repair all wiring and connections.
12. Check cad cell readings.
13. Evaluate condition of air filter. If needed, replace with customer-supplied filter.
14. Test for carbon monoxide levels.
15. Visual and Ultrasonic Oil Tank Testing
16. Inform customer of equipment condition; recommend necessary repairs.

TERMS & CONDITIONS

1. The price quoted is for an ordinary residence or a comparable size, semi commercial system with a firing rate of up to 2 gallons per hour.
2. A heating system tune-up will be performed once during the service plan term, during regular working hours, as scheduled by our service department. SOS Xtreme Comfort is not responsible for performing the tune-up if we are unable to contact the customer during normal working hours. All tune-ups must be scheduled between March 1 and November 30. From December 1 through February 28 an additional fee of \$50 shall be applied. (except for new service plan customers.)
3. This plan is in effect during regular service hours, 8 a.m. – 3 p.m., Monday through Friday, based on time phone call is received. Phone calls received on or after 3:00 p.m. are deemed after hours. After hours service calls will incur after hours Repair Fee less 10% and Trip Charge less 10%. Weekends and holidays are deemed after hours.
4. After hours service includes emergencies only. Emergencies are defined as follows; no heat below 40° F, major water leak which cannot be contained and will harm the home and/or contents of the home, oil leak which cannot be contained and will harm the home and/or contents of the home, or no hot water between 7:00 a.m. - 7:00 p.m. only.
5. Any labor and/or parts billed prior to acceptance of this agreement cannot be credited. Repairs required to correct pre-existing conditions are not covered by the plan and will be charged at the company's normal rates.
6. SOS Xtreme Comfort reserves the right to reject any service plan after inspection of the customer's heating system.
7. Only personnel of SOS Xtreme Comfort may work on the heating system covered by this agreement, or the agreement shall be deemed null and void, effective immediately. The unused portion of the agreement shall not be credited.
8. Each heating system must have an oil filter installed on the oil suction line before commencement of the agreement.
9. This agreement is not written on a pro rata basis and no refund will be made if it is cancel led by the customer prior to its normal expiration date or if other terms of this agreement are not met. In the event the customer's house is sold, the unused portion of the contract may be transferred to the new homeowner at the sole discretion of SOS Xtreme Comfort. If the customer elects to payoff a service plan as part of a budget plan and then chooses to cancel the service plan or discontinue payments, the full amount outstanding shall accelerate and become due and owing.
10. SOS Xtreme Comfort shall not be held liable for the inability to supply or obtain obsolete parts not available through regular sources of supply.
11. SOS Xtreme Comfort is not responsible for the condition of the oil storage tank, its components or the accumulation of sludge, sediment, bacteria or water, or frozen lines. Service calls related to the condition of the storage tank are not covered under this agreement. Furthermore, this Agreement does not warranty the fuel oil tank, the integrity of the fuel oil tank, the degradation of the steel of the oil tank, or any accumulation of water in the fuel oil tank. SOS Xtreme Comfort does not maintain the fuel oil tank. It is strictly the customers responsibility to maintain the fuel oil tank.
12. It is agreed that if any tax or other charges are imposed by any governmental authority with respect to the sale, delivery or disposal of the products covered hereby, it will be added to the price to be paid by the buyer. A finance charge of 1.5% per month, for an annual percentage rate of 18%, is charged on items not paid 30 days from statement date. Service plans are not in force if account is 60 days overdue.
13. SOS Xtreme Comfort shall not be held responsible for damage or resulting losses if the fulfillment of the agreement shall be delayed or prevented by wars, acts of enemies, strikes, inability to secure technicians, parts, material or transportation or by any other condition not reasonably within its control.
14. The length of this agreement is one year and the agreement will be automatically renewed each year at the prevailing rate unless we are notified of cancellation in writing 30 days prior.
15. This is the entire plan. This plan cancels and supersedes all prior plans.

PLEASE KEEP FOR YOUR RECORDS!