



Just like an annual physical is important to your health, **regular maintenance on your heating equipment can diagnose problems and set the stage for a healthy year of usage.**

## THIS SERVICE PLAN INCLUDES:



**ANNUAL  
SERVICE CHECK**



**PRIORITY  
SCHEDULING**



**24/7 EMERGENCY  
SERVICE**



**20% DISCOUNT  
ON REPAIRS**

Annual service checks are a **regular part of the maintenance service plan** customers enjoy. Our annual service check includes:

- ✓ **Test & adjust burner** for maximum efficiency
- ✓ **Clean & check** electrodes and burner assembly
- ✓ **Safety check** of all operating controls
- ✓ **Install new air filter**
- ✓ **Check propane tank**
- ✓ **Inspect combustion chamber and oil** all motors on burners, fans and circulators as needed
- ✓ **Clean & inspect flue pipe** and inspect chimney base (where accessible)

## TERMS & CONDITIONS

1. The equipment covered by this Plan is subject to inspection and approval. Rural Fuels may waive the inspection. Any repairs required to initially put equipment in acceptable condition will be charged separately. Rural Fuels may void this Plan at any time due to age, location or overall condition of the heating system.
2. The customer's account must be current to be covered by this Plan. Nonpayment will result in suspension or termination of coverage. Overdue amounts will bear interest at the rate of one and one-half (1.5%) percent per month.
3. Regular servicing hours are from 8:00 AM to 5:00 PM, Monday through Friday.
4. Emergency service is available 24 hours a day, 365 days a year.
5. Non-emergency calls after regular working hours will be charged at the prevailing rates.
6. Rural Fuels is not responsible for the discovery or removal of asbestos or other hazardous materials.
7. It is the customer's responsibility to contact Rural Fuels at the time they receive or renew their Plan to set up the annual service check appointment. Rural Fuels will not credit or prorate any annual service check not conducted.
8. This Plan is for residential heating systems only.
9. This Plan does not cover underground or above ground gas lines.
10. Concealed or buried parts, pipes, and wiring are not covered.
11. This Plan does not cover frozen gas lines.
12. This Plan does not cover the repair or replacement of obsolete parts that are not available from regular supply sources.
13. Anti-freeze is a deterrent to prevent heating pipes from freezing but is not a guaranteed preventative measure. There is no Plan coverage to replace or replenish antifreeze in the system, nor the repairs of damage to the heating system, pipes, baseboards, radiators, or hydro coils.
14. This Plan does not cover parts or labor required as a result of acts of God, fire damage, flooding, damage due to frozen pipes or water, fuel run-outs, failure to check water level of boiler, low water cut off, power failure, and flushing of the system. Rural Fuels will not be liable for damages that occur from lack of heat due to negligence by the owner or owner's agent from not properly checking an occupied or unoccupied property.
15. There shall be no liability for any reason on the part of Rural Fuels for work done by another party, unless such party is authorized in writing by Rural Fuels to perform such work.
16. Rural Fuels reserves the right to modify this Plan as to price or other terms and conditions effective on the anniversary date. The length of this Plan is one year and will automatically be renewed at that time unless we are notified of cancellation in writing 30 days prior.
17. Plans are nonrefundable.

**PLEASE NOTE:** Plans are for a one-year period and will automatically bill each year in time to secure uninterrupted coverage. IT IS THE CUSTOMER'S RESPONSIBILITY TO CALL OUR OFFICE AND MAKE AN APPOINTMENT TO RECEIVE THE ANNUAL SERVICE CHECK WITHIN THE PLAN PERIOD.



**“From start to finish, all Rural employees have been great. The office staff and technicians are knowledgeable, courteous, and have the answers.”**

- Michael W.