

2011 Home Comfort Maintenance Plans for Spring Mills Petroleum Service

SOUTHERN STATES AGREES TO MAKE INSPECTIONS ON YOUR EQUIPMENT AS FOLLOWS:

Residential Oil-Fired Heating System

BRONZE PLAN - \$139.95 per year. Annual tune-up and cleaning (includes nozzle/filter).

SILVER PLAN - \$229.95 per year. Annual tune-up and cleaning including parts as detailed on the reverse side of this brochure. Only available to Southern States Automatic Heating Oil Accounts.

GOLD PLAN - \$429.95 per year. Annual tune-up and cleaning including parts as detailed on the reverse side of this brochure. Only available to Southern States Automatic Heating Oil Accounts. Provides coverage 24 hours a day, seven days a week.

The Bronze, Silver or Gold plan does not cover your heating system when it is in use for air conditioning.

Labor rate per hour charges \$90.00 per hour + fees (8:00 a.m. - 5:00 p.m.)
(Subject to change) \$165.00 after hours + fees (5:00 p.m. - 8:00 a.m.)

All FILLS and VENTS must be made of steel piping with working whistle. ONLY OUTSIDE FILLS ACCEPTED. PVC PIPE FOR VENTS OR FILLS IS NOT ACCEPTED.

ALL PLANS BEGIN MAY 1, 2011 AND END APRIL 30, 2012

SIGN-UP DEADLINE, JUNE 1, 2011

This information applies to all plans: (Additional information listed on the back under General Terms and What's Covered)

- Labor rate per hour charge is \$90.00 (subject to change.) Normal business hours are Monday through Friday from 8:00 am to 5 pm.
- Any pre-existing conditions will be serviced at prevailing rates. **See * Below**
- The complete replacement of burner, heat pump, furnace or boiler is **not** covered under this agreement.
- This agreement cancels and supersedes all prior agreements relating to burner service, heat pump/air conditioning service and gas furnace and or boiler service.
- Damage caused by fire, flooding, lightening, acts of God, accidents, tampering or abuse is not covered under this agreement. In addition, there will be a charge for turned off switches, blown fuses, or causes not related to the heating unit.
- Annual tune-ups and cleanings start on May 1 and it is the **customer's responsibility** to schedule such work. Because of our commitment to provide our customers with prompt service during the heating season, we can not promise any tune-ups after November 1st. Additional charges may apply for cleanings after November, 1.
- This maintenance agreement cannot be transferred to another property if customer moves to another home, unless that property is inspected and brought up to manufacturer's specifications.
- Termination by either party must be given with written notice no later than 30 days prior to renewal.
- The customer agrees that Southern States energy services will be the only company to perform service on your equipment as covered under the chosen plan (Bronze, Silver or Gold). These plans are voided if any service work is done by anyone except authorized Southern States personnel or authorized representatives.
- Maintenance agreements must have the service manager's approval to be valid.
- Initial yearly cleaning will be allocated a maximum period of 1 1/2 hrs. If initial cleaning requires more time additional charges will be incurred.

* Plans are only valid if the customer has Automatic Delivery and shall be void if the customer discontinues service.



Energy Service Fueling Your Trust with Performance

Please check the appropriate box; remove this section and return.

Oil Fired Heating Plan*

- | | |
|----------------------------------------------|-------------------|
| <input type="checkbox"/> Bronze Service Plan | \$139.95 per year |
| <input type="checkbox"/> Silver Service Plan | \$229.95 per year |
| <input type="checkbox"/> Gold Service Plan | \$429.95 per year |

* All applicable sales taxes will be added

Name _____

Address _____

City, State, Zip _____

Home Phone _____

Cell Phone _____

Business Phone _____

I am interested in new heating Equipment.

Best time to contact me _____ a.m. _____ p.m.

Yes, I want to use your Budget Payment Plan.

Yes, I will use Automatic Delivery.

Yes, call me to schedule annual tune-up and cleaning

Best time to contact me _____ a.m. _____ p.m.

Customer Signature
Date _____

Service Manager Signature
Date _____

Have your annual PM completed
by July 1st, 2011 and receive
10% off



SOUTHERN STATES COOPERATIVE
 SPRING MILLS PETROLEUM SERVICE
 4967 WILLIAMSPORT PIKE
 MARTINSBURG, WV 25404

PLACE
 STAMP
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What's Covered

	Gold	Silver	Bronze
(* These services are performed during Annual Performance Maintenance.)			
*Test heating system and adjust as necessary	•	•	•
*Vacuum and clean furnace and flue pipe, including chimney base if possible	•	•	•
*Install oil filter cartridge, burner nozzle and pump strainer	•	•	•
*Inspect combustion chamber, electrodes and nozzle assemble	•	•	•
*Lubricate all motors on burner, fan and bearing assembly	•	•	•
*Check and adjust pump pressure	•	•	•
*Check safety and operating controls	•	•	•
Cover, subject to certification by our technician, the following parts of your oil heating system against malfunction: Stack relay, primary control, cad cell eye and holder, oil pump single stage, oil burner transformer, oil pump strainer, electrodes and leads, oil burner motor, limit control, circulator coupling, oil burner coupling, draft regulator, emergency switch heating oil thermostats, oil burner fan, blast tube end cone, in-line oil valve, tank vail and blower motor (up to 1/3 hp)	•	•	
Provide a \$50 allowance toward one 275 gallon above ground storage tank installed by Southern States	•	•	
Cover, subject to certification by our technicians, the additional parts: Multi-function aquastat, burner air tube, flow control valve, firebox (combustion chamber), circulator relay, tempering valve, step-down transformer, delayed oil valve, vent alarm, tank gauge, oil filter assembly, pressure relief, pressure gauge, tank whistle, bearing assemblies (B&G 100 series, Taco 110, Taco 007), fan control, zone valve (Honey or Taco only)	•		



SPRING MILLS PETROLEUM SERVICE
 4967 WILLIAMSPORT PIKE
 MARTINSBURG, WV 25404

Return Service Requested



General Terms

Under the Southern States **BRONZE PLAN** parts are extra. Repairs will be done only with your authorization. For a period of 30 days from our initial tune-up service, we will, during regular business hours, return to make any corrections in our adjustments, if necessary, at no extra cost.

The Southern States **SILVER** and **GOLD PLANS** cover all labor and materials for the replacement as specifically listed on the chart under "What's Covered". Any parts not listed will be replaced on a Time and Materials basis. Complete replacement of the burner is not covered under this agreement.

We will inspect your furnace to certify that it qualifies for coverage. Cost to repair or replace worn or defective parts in order to qualify for coverage are extra and will be billed on a Time and Materials basis. Our obligation to supply parts specifically listed is subject to their availability from the company's usual supplier. The company shall not be obligated to supply parts or render service necessitated by malfunction due to fire, flood, lightening, tampering or work performed by the homeowner or someone else.

There is a labor charge for calls resulting from turned off switches, blown fuses or cause not related to the heating unit.

If the furnace is cleaned and the chimney becomes plugged, there is an extra charge to clean the unit again. The homeowner is responsible for having the chimney inspected.

Southern States energy dealer locations set the highest standards of service to meet your need for efficient, dependable home heating with:

- Certified, professional service technicians
- The highest quality parts and equipment
- Responsiveness to your specific needs
- Commitment to keeping you satisfied

Spring Mills Petroleum Service
 4967 Williamsport Pike
 Martinsburg, WV 25404
 304-274-0440