

18 Main Street  
Orleans, MA 02653

**Snow's**  
Fuel Company

Place  
Stamp  
Here

## General Conditions

1. This agreement is between the customer and Snow's Fuel Company, referred to as the Company. The services offered herein are available to all credit approved residential customers.
2. This agreement is null and void if anyone other than the Company services the equipment unless instructed to do so beforehand by the Company.
3. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement; upon termination, there is no refund or credit allowed.
4. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's agreement coverage will be cancelled and a prorated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
5. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Service Plan invoice. This agreement is effective for a 12 month period.
6. Payment Terms: Service Plan Fees under this Agreement shall be due when billed. Additional emergency or maintenance is due at the time of service. In the event said charges are not paid when due, customer agrees to pay a service charge of 1.5% per month, which is an 18% Annual Percentage Rate, and which will be charged on the average daily balance on any account past due over 30 days.
7. Service Hours: As a Preferred Customer, you will have coverage 24/7/365. Normal working hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. Preferred Service is defined as next business day. Service provided at times other than normal business hours will be invoiced at our after-hours billing rate minus the contract discount rate.
8. Only Emergency Service will be performed outside of normal working hours. Emergency Service shall be defined as no heat or air conditioning, creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.
9. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze up, acts of God, or civil disturbance.
10. This agreement does not cover the removal or disposal of refrigerant material of any kind.
11. This agreement does not cover water damage due to blockage/leakage in the primary drain pan, secondary drain pan under fan coil unit, or drain lines from drain pans.
12. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.
13. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss or damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.
14. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.
15. Customer will receive an annual 10% discount on the lower-priced option of any bundled Service Plans upon renewal of the combined Plans. Maintenance Plan monthly payment options are only available for customers currently enrolled in one of our fuel budget plans.

SNOWSFUEL.COM

18 Main Street | Lower Level | Orleans, MA 02653  
Call (508) 255-1090 | Fax (508) 240-3843

## Air Conditioning Services



**Snow's**   
**Fuel Company**  
Air Conditioning Services

## Central Air Conditioning Maintenance Plan

When the most uncomfortable days of summer arrive, you want your air conditioning system operating at peak performance. Our Air Conditioning Maintenance Plan is designed to give our customers what they want most – a dependable air conditioning system that runs efficiently throughout the summer months.

## Ductless Mini-Split Maintenance Plan

Not only will a mini-split system keep you cool in the summer, but this equipment has the capability to work as a supplemental heat source during the winter! Our Ductless Mini-Split Maintenance Plan is designed to maximize your overall comfort efficiently throughout the entire year for both your heating and cooling needs.

## A/C & Mini-Split Installations

There are new technologies that make it simple and convenient to have the comfort of central air without paying too much money. For homes without duct work, the ductless mini-split system is an efficient and effective alternative for whole-home or concentrated cooling. If you have duct work in place for a hot air heating system, install an energy-efficient central A/C system with ease!



### EMERGENCY SERVICE

Rest assured if your system needs immediate repair due to water damage or health risks we will be there for you 24/7/365.

### PRIORITY SERVICE

For unplanned system repairs, count on our Priority Service which will put you at the top of our list.

### CLEANER INDOOR AIR

New air filters each year can make a big difference in the amount of dust and particulates blowing through a hot air system.

### 16-POINT ANNUAL TUNE-UP

An annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment. Our tune-up includes the following maintenance practices:

- Check refrigerant charge and measure operating pressures and temperature
- Test compressor operating voltage and amperage
- Lubricate and check motors
- Clean or replace air filters if necessary
- Inspect and adjust fan belts
- Flush and drain condensate
- Check electrical connections
- Clean and check thermostat
- Check controls and safety switches
- Inspect evaporator coil if accessible
- Check blower wheel and bearings
- Test pressure cutout switches
- Inspect crankcase heater
- Inspect condenser coil
- Check condenser blade and motor bearings
- Check condenser electrical disconnect switch

### 20% DISCOUNT ON SERVICE WORK

Parts and filters normally included with the tune-up are free with the Plan. Other parts and labor will be discounted at 20%. (This does not apply to a system replacement.)



**Yes, please enroll me in the following:**

- Central Air Conditioning Maintenance Plan
- Ductless Mini-Split Maintenance Plan

**Please contact me about:**

- Becoming a Fuel Delivery Customer
- Home Monitoring
- Oil Service & Installation
- Multiple Policy Discount
- Water Heater Service & Installation
- A/C Sales & Installation

Name \_\_\_\_\_

Account Number \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

Number of Condensers\* \_\_\_\_\_

\*\$209 for first condenser, \$115 for each subsequent condenser

- Please bill my account
- Please contact me for my payment information

By signing this Agreement, the customer acknowledges that he/she has read both sides of this Agreement, and accepts all terms and conditions on both sides of this Agreement.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please retain a copy of this brochure for your records. Please complete form and return to Snow's Fuel Company.