

## General Conditions

1. This Agreement is automatically renewed each year on the anniversary of purchase unless Customer gives Snow's Fuel Company (herein referred to as Company) notice of non-renewal. Upon termination, for any reason, there shall be no refund or credits allowed. In the event of sale of property, the Agreement may be transferable after review and approval.
2. Customer cannot assign or transfer this Agreement with the exception outlined in #1 above. No modifications, additions, or changes may be made to this Agreement.
3. Customer agrees to notify Company promptly of any unusual operating conditions of the subject equipment. Customer further agrees to notify Company promptly of any suspected malfunction or defect in the equipment.
4. Customer agrees not to move or relocate equipment without notifying Company. In the event Customer fails to notify, Company at its option may cancel this entire Agreement without refund or refuse to service the equipment so moved or relocated.
5. This Agreement applies to the generator only and not to electrical fixtures in the home or any other fixtures or devices. This Agreement does not include repairs made necessary as a result of fire, water, accident, or negligence. Company assumes no liability for delays or failures hereunder caused by any of the foregoing or for any causes whatsoever for damage resulting from delays in performing the service hereunder or for any consequential damage whatsoever.
6. Company shall be released from liability for any loss, damage, consequential damages, negligence, breach of Agreement, or any other damages of any nature based upon expressed warranty, implied warranty, or other legal theory due to the non-operation or malfunction of the equipment, including damage to property or personal injury caused by the equipment, unless said malfunction or non-operation of said equipment is due solely to the negligence of the Company.
7. The expressed warranties contained herein are in lieu of any and all warranties, expressed or implied, including any warranty of merchantability or fitness for a particular use. Without limitation, Company shall not be liable upon any warranty theory, expressed or implied, regarding the manufacture or operation of any equipment installed by it with the exception that Company shall cause same to be repaired or replaced in the event of faulty operation or malfunction of said equipment and shall be liable for no other damages except as specified herein. **COMPANY HEREBY DISCLAIMS ANY AND ALL WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED, BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR CONFORMITY TO ANY REPRESENTATION OR DESCRIPTION.**
8. Company shall be released from liability for any delay or failure to render the service or to make delivery of any merchandise as set forth herein due to federal, state, or municipal actions or regulations; strikes or any other labor troubles; fires; or embargoes, accidents, war, or any other cause contingent to, or circumstances beyond the control of, Company and/or that make the fulfillment of this Agreement impractical. On removal of the cause of such failure or interruption, performance shall be resumed pursuant to the terms as set forth herein. **COMPANY SHALL BE RELEASED FROM LIABILITY AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND SUSTAINED BY CUSTOMER.**
10. The standard of workmanship hereunder shall be that which is reasonable and customary.
11. Company shall be released from liability for any injury, loss, or damages whatsoever that are occasioned, in whole or in part, by defective design; faulty, incomplete, or erroneous plans or specifications; defective materials or parts; and defective operation or malfunction of any equipment. Company takes no responsibility for any instructions, directions, operating guidelines, or warranties contained in any book, booklet, guide, manual, or warranty from any manufacturer or dealer.
12. Payment Terms: All payments under this Agreement shall be due when billed. Terms are due at time of service. In the event said charges are not paid when due, Customer agrees to pay 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 thirty (30) days. Work is billed and due when service is rendered.
13. Priority Service is defined as first available service and will be billed at normal business hour rates (8:00am-5:00pm). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1-1/2 times, minimum 1 hour. Service will be performed as promptly as possible under normal conditions; however, we do not assume responsibility for secondary damages or damage resulting from delays or failure to render service due to conditions beyond our control.
14. Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals thereof. Customer agrees that in the event there are any changes in coverage in the future, the terms and conditions of this Agreement shall continue to apply.
15. The Agreement is not an equipment or system replacement plan. The 20% replacement coverage towards parts and labor is not eligible towards new equipment installations.
16. Customer will receive an annual 10% discount off the total price of any bundled Service Plans upon renewal of the combined Plans.

[SNOWSFUEL.COM](http://SNOWSFUEL.COM)

18 Main Street | Lower Level | Orleans, MA 02653

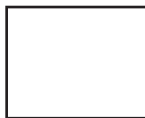
Call (508) 255-1090 | Fax (508) 240-3843

Generator Services



**Snow's**   
**Fuel Company**

Snow's Fuel Company  
18 Main Street, Lower Level  
Orleans, MA 02653



## WHY IS A GENERATOR SERVICE PLAN IMPORTANT?

Protect your home generator investment by making sure your generator is regularly maintained. Our Generator Service Plan includes important maintenance practices, coverage for commonly replaced parts, and more, providing you peace of mind throughout the year.

**Extend the life of your equipment.** A properly maintained generator can last twice as long.

**Ensure your system is reliable when you need it most.** Avoid issues and breakdowns with proper maintenance, and reduce unexpected repairs.

**Be prepared for unpredictable weather and other conditions.** Rest assured that your generator system is safe, clean, and efficient in preparation for your next power outage.



### EMERGENCY & PRIORITY SERVICE

Rest assured if your system needs unplanned repair that we will be there for you 24/7/365.

### SAFETY INSPECTION

Our technicians will conduct a safety inspection of the generator system based on manufacturer's recommendations and industry best practice.

### 16-POINT ANNUAL TUNE-UP

The annual preventive maintenance process will assure that your system is ready when you need it. This will also help extend the life of your investment.

- Drain and replace engine oil
- Replace the engine oil filter
- Replace the engine air filter
- Check and clear all air inlets and outlets
- Check battery posts, cables, and chargers for loose connections, corrosion, and damage
- Check the generator wiring for loose connections, corrosion, and damage
- Check and clean the spark arrester
- Check engine fan belts for wear or damage
- Clean and replace engine spark plugs (if necessary)
- Check valve clearance
- Clean and check the generator for corrosion, insect, and/or rodent damage
- Check all electric and gas conduits
- Start and operate system to check for leaks, loose connections, or components and abnormal operating conditions
- Initiate an automatic start and transfer load (customer approval required)
- Adjust the frequency and voltage (if necessary)
- Return the unit to standby setup for full emergency operation

### 20% DISCOUNT ON SERVICE WORK

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

### SYSTEM TRANSFER INSPECTION

We will check the transfer system at the time of the preventive maintenance to be sure you will have electricity from your generator when the power goes out.



#### PLEASE ENROLL ME IN THE FOLLOWING:

Generator Service Plan \$339

NAME \_\_\_\_\_

ACCT. # \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

Please send me more information concerning:

OIL SERVICES  PROPANE SERVICES

NATURAL GAS SERVICES  A/C SERVICES

HOME MONITORING SERVICES

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

## Our Services



Home Heating Oil & Bioheat® Delivery



Propane Delivery



Fuel Payment Options & Discounts



Price Protection



Heating System Installation & Service



Cooling System Installation & Service



Generator Installation & Service



Comprehensive Service Plans



Energy Solutions for Home Builders



Home Monitoring Equipment