

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



## Snow's Fuel Company: Your Local, Dependable Energy Experts

Our goal is simple: to take care of your home or business and the people in it. That's the way the Snow family has done business for over 100 years; that's the way we want it to be for the next hundred.

Snow's has been serving the full-service energy needs of Cape Cod for more than a century. Family-owned and operated, Snow's Fuel Company delivers quality oil and propane fuels, provides heating and air conditioning services, and offers much more for your energy needs. The family business also includes a large retail store specializing in products for the home and garden.

Delivering fuel is pretty straightforward, yet many companies have come and gone. Our secret for longevity? We use all our know-how to make heating your home or business more economical and trouble-free.

### 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

## General Conditions

- 1. Agreement Prerequisite.** The customer must be a Snow's residential scheduled propane delivery customer.
- 2. Pre-Agreement Inspection.** Original acceptance of this Agreement is subject to inspection and approval by one of the Company's authorized personnel. If any part listed in the "Parts Replacement or Repair" section on the reverse side is in marginal condition, the Customer may be required to replace the part prior to Agreement acceptance by the Company.
- 3. Property Access.** The Customer must make his/her property available once a year (at or near the anniversary date of the Agreement) for an annual heating system tune-up. The Customer is responsible for removing snow from driveways, walkways, the area surrounding the tank location, and any other areas Company drivers and technicians need to access the property safely.
- 4. Fee Schedule.** The fee schedule for Propane Service Maintenance is based on the current price structure for services provided and is subject to annual review.
- 5. Extension of Term/Termination.** The term of this Agreement shall be one year and will be automatically extended on a year-to-year basis unless either the Customer or the Company gives written notice of termination to the other party 30 days prior to the expiration date of the term. This Agreement may be subject to modification as to price or other terms and conditions effective on the anniversary date of the Agreement. This Agreement has no refund value.
- 6. Notification of Property Transfer or Sale.** The Customer agrees that in the event that the property is sold or transferred during the period of this Agreement, he/she will notify the Company and the new owner within 30 days of the sale or transfer. At that time the new owner will be required to execute a new agreement. If no successive contract is executed, this Agreement shall terminate 15 days after the new agreement is offered.
- 7. Limitations on Liability.** The Customer hereby releases the Company and agrees to hold the Company harmless from all liability for any loss, damage, or injury to person or property unless such loss, damage, or injury is solely caused by the negligence of the Company. Without limitation, the Company shall not be liable for any parts or labor due to abnormal conditions such as, but not limited to, water damage, freezing, floods, fires, wars, any act of God, lack of access to the property, power failures, propane run outs due to the customer's account delinquency, changes in property causing increased propane consumption if not notified in writing, turning water off to boiler auto feed, failure to check water level/pressure in boiler, steam system flushing, low water cutoff flushing, or any damages incurred by Customer delays or failure to request service that is beyond the Company's control. The Company will not be held responsible for damages resulting from heat failure in unoccupied homes. Customers with the Company's Electronic Monitoring System are excluded. In addition, the Company will not be held responsible for any system failures due to excessive debris in or around the furnace or boiler. Such debris being, but not limited to, sawdust, insulation, excessive pet hair, etc. The Customer specifically agrees and covenants that in no event shall the liability of the Company for loss, damage, or injury to person or property exceed an amount equal to the charge to the Customer for the period of service during which such loss, damage, or injury occurs, and in any event, the Customer agrees and covenants that such liability of the Company shall never exceed the maximum sum of One Thousand (\$1,000) Dollars.
- 8. Parts and Availability.** The Company will replace or repair any of the 25 parts listed in the "Parts Replacement or Repair" section on the reverse side including labor. Any other parts or labor not covered under this Agreement will be charged at applicable service and parts rates. All replacement parts are subject to availability. The Company will not be held responsible for discontinued or unavailable parts or materials.
- 9. Billable Parts and Services.** Any other parts or labor not covered under this Agreement will be charged at applicable service and parts rates. There will be charges for requests to perform simple homeowners tasks such as, but not limited to, resetting circuit breakers, changing fuses, turning up thermostats, turning on emergency switches, filling the boiler with enough water to operate properly, venting of radiators, bleeding air from the baseboard lines, draining expansion tanks, and resetting burners.
- 10. Exclusions.** Any commercial equipment, suspended furnaces, or systems in areas of limited access will not be covered under this Agreement. Seasonal turn-ons and turn-offs are not covered under this Agreement. Multiple locations and/or systems will require separate contracts. We do not provide service if asbestos is present in the heating system. Removal of asbestos must be completed before any work is performed in that environment.

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

18 Main Street | Lower Level | Orleans, MA 02653

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

Propane Heating Services



# PREMIUM

## PROPANE SERVICE PLAN



### EMERGENCY & PRIORITY SERVICE

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



### ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.



### SAFETY INSPECTION

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



### 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.)



### PARTS REPLACEMENT OR REPAIR

- Air Filter
- Appliance Regulator
- Atmospheric Burners
- Blower Motor
- Draft Diverter
- Draft Inducer and Motor
- Electronic Ignition Control/Sensor/Wiring
- Fan-Assisted Internal Motors
- Fan Controls
- Fan Belt
- Fan Relay
- Gas Valve
- Gauge Glass
- Heating Fuses
- Hot Surface Igniter
- Pilot Generator and Tubing
- Pilot (standing) and Assembly
- Pressure Switches
- Relays
- Standard Limit Control
- Switches
- Thermocouple
- Thermostat (standard)
- Transformer
- Zone Valve Head



# STANDARD

## PROPANE SERVICE PLAN



### EMERGENCY & PRIORITY SERVICE

See Premium Propane Service Plan for details.



### ANNUAL TUNE-UP

See Premium Propane Service Plan for details.



### SAFETY INSPECTION

See Premium Propane Service Plan for details.



### 10% 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 10%. (This does not apply to a system replacement.)

### 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.

## MULTIPLE POLICY DISCOUNT

Enroll in the Premium or Standard Propane Service Plan and

# RECEIVE 10% OFF

the Cooling Service Plan or the Water Heater Service Plan.

## COOLING SERVICE PLAN



### EMERGENCY & PRIORITY SERVICE

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



### 16-POINT ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on energy usage and extends the life of your equipment.



### 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.)

## PROPANE-FIRED WATER HEATER SERVICE PLAN



### EMERGENCY & PRIORITY SERVICE

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



### ANNUAL TUNE-UP

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.



### 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.)



### PLEASE SELECT PLAN(S)

- Premium Propane Service Plan
- Standard Propane Service Plan
- Cooling Service Plan
- Propane-Fired Water Heater Service Plan

NAME \_\_\_\_\_

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

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

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

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

Please send me more information concerning:

- NATURAL GAS SERVICES
- OIL SERVICES
- GENERATOR SERVICES
- A/C SERVICES
- HOME MONITORING SERVICES

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

We give Snow's Fuel Company permission to arrange to have our driveway/entrance plowed for snow removal in the event that it is not clear for delivery. Certain charges will apply and are dependent upon driveway area footage. If you prefer, notify us whom you hire to plow your driveway/entrance by contacting our office.

## Delivery Access Snow Removal Sign up at the bottom of the reply card. →

If our delivery drivers are unable to deliver propane to your home due to uncleared snow on your property, we can provide snow removal for the purpose of fuel delivery access. We appreciate your cooperation each winter arranging for snow removal and taking the time to shovel a path to your tank's fill pipe prior to expected fuel deliveries; we also understand that our winters are unpredictable, so we're here to help if you encounter a setback.