

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® Fuel 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 Service

General Conditions

- 1. 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.
- 2. 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, and any other areas so Company technicians can access the property safely.
- 3. Fee Schedule.** The fee schedule for Natural Gas Service Maintenance is based on the current price structure for services provided and is subject to annual review.
- 4. 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.
- 5. 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.
- 6. 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, natural gas run-outs due to Customer's account delinquency, changes in property causing increased natural gas 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 include, but are 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.
- 7. Parts and Availability.** The Company will replace or repair any of the 26 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. Service Plan customers receive first priority scheduling during regular business hours,** which are Monday through Friday, 8:30 a.m. to 4:30 p.m. Service provided at times other than normal business hours will be invoiced at our after-hours billing rate minus the contract discount rate.
- 10. Only Emergency Service will be performed outside of normal working hours.** Emergency Service shall be defined as unsafe conditions that could affect health or cause property damage. After-hours emergency service shall be determined at the discretion of the responding on-call Snow's representative.
- 11. 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 homeowner 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.
- 12. 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.

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

Natural Gas Heating Services



Snow's
Fuel Company

PREMIUM

NATURAL GAS SERVICE PLAN

EMERGENCY & PRIORITY SERVICE

Service plan customers receive priority service, with your request going to the top of our list during regular business hours. We're also here for you in case of an emergency, such as unsafe conditions that will affect health or cause property damage.

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 technician 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
- Expansion Tank Draining
- 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

NATURAL GAS SERVICE PLAN

EMERGENCY & PRIORITY SERVICE

See Premium Natural Gas Service Plan for details.

ANNUAL TUNE-UP

See Premium Natural Gas Service Plan for details.

SAFETY INSPECTION

See Premium Natural Gas 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 Natural Gas Service Plan and

RECEIVE 10% OFF

the Cooling Service Plan or the Water Heater Service Plan.

COOLING SERVICE PLAN

EMERGENCY & PRIORITY SERVICE

Service plan customers receive priority service, with your request going to the top of our list during regular business hours. We're also here for you in case of an emergency, such as unsafe conditions that will affect health or cause property damage.

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.)

NATURAL GAS FIRED WATER HEATER SERVICE PLAN

EMERGENCY & PRIORITY SERVICE

Service plan customers receive priority service, with your request going to the top of our list during regular business hours. We're also here for you in case of an emergency, such as unsafe conditions that will affect health or cause property damage.

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 Natural Gas Service Plan
- Standard Natural Gas Service Plan
- Cooling Service Plan
- Natural Gas Fired Water Heater Service Plan

NAME _____

ACCT. # _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

PHONE _____

EMAIL _____

Please send me more information concerning:

- PROPANE SERVICES OIL SERVICES
- GENERATOR SERVICES A/C SERVICES
- HOME MONITORING SERVICES

SIGNED _____

DATE _____