

EASYCOMFORT PROPANE PLAN

With an EasyComfort
Propane Plan, you'll enjoy
peace of mind
knowing your heating system
is protected.

Tune-up

Your boiler or furnace will be tuned up regularly to ensure maximum efficiency and to enhance system longevity. When we tune up your heating system, we follow this 8-point checklist:

1. Test all safety controls.
2. Check and adjust ignition system.
3. Vacuum heating appliance and smoke pipe to chimney, if needed.
4. Lubricate motors.
5. Seal air leaks around combustion chamber and venting.
6. Tune up and adjust propane burner for maximum efficiency and economy.
7. Inspect propane tank and regulators.
8. Perform safety inspection.

Parts coverage

In addition to a regular tune-up, the EasyComfort Service Plan provides for prompt servicing if a problem develops with your heating system at any time during the year. Dead River Company will repair or replace, if necessary, any of the following parts which may become defective during normal use, and will cover all labor charges associated with the items listed below (please see Terms and Conditions).

Water system

- aquastat
- automatic air vent
- back flow valve
- blast tube
- burner fan
- burners
- burner motor (up to 1/4 hp)
- circulator/bearing assembly
- circulator motor (one only)
- couplings
- combustion fan
- combustion motor
- draft inducer assembly
- draft regulator
- emergency switches
- expansion tank
- flame sensor
- flo check valves
- gas valve
- ignition module
- igniter
- igniter wiring and clips
- limit controls
- low water cutoff (for non-steam systems)
- mixing valve
- pilot assembly
- pressure reducing valve
- pressure switch
- relays
- relief valves (boiler and domestic)
- single-wall galvanized or PVC vent pipe
- thermocouple/thermopile
- thermostat (standard, non-setback)
- transformer (24-volt)
- water feeder (for non-steam systems)
- zone valves and motors

Warm air system

- blast tube
- blower shaft and bearings
- blower belt and pulley
- blower motor (not in combination with air conditioning)
- burner fan
- burner motor (up to 1/4 hp)
- burner tube
- burners
- draft inducer assembly
- draft regulator
- emergency switches
- end cone
- flame sensor
- gas valve
- ignition module
- igniter
- igniter wiring and clips
- limit controls
- PC boards
- pilot assembly
- pressure switch
- single-wall galvanized or PVC vent pipe
- thermocouple/thermopile
- thermostat (standard, non-setback)

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Exclusions – warm air system

- blower housing and cage
- ductwork and zone dampers
- heat exchanger and combustion chamber
- humidifiers

Exclusions – water system

- boiler sections and combustion chamber
- indirect-fired water heaters
- labor and materials to properly maintain antifreeze protection
- steam system components such as water feeders, low water cutoffs, steam traps, condensate pumps, etc.
- tankless coils and gaskets; domestic expansion tanks
- distribution system: baseboards, radiators, radiant floor heat and specialty controls
- water storage tanks

Exclusions – both systems

- air conditioning equipment
- frozen pipes
- handling or removal of asbestos or equipment containing asbestos
- power venters and vent dampers
- stainless/B-vent pipe
- wood or coal add-on units and heat savers
- gas supply line upgrades due to tank relocation or addition of new appliances

Water Heater Coverage Add-On

- Parts covered include aquastat, burner parts, controls, draft regulator, emergency switch, flue pipe (up to 7") and thermo-couple. The labor to repair all of these parts is also covered.
- Regular tune-up of burner is included.
- Parts *not* covered include water heater tank, water piping and power venters.

Terms and Conditions

1. All heating equipment: The Company reserves the right to inspect and approve all heating equipment and systems to be covered. This agreement does not cover parts and labor associated with upgrading the heating equipment or system to meet newly established state codes.
2. Service calls after 5 p.m. weekdays, or on weekends or holidays, because of complete mechanical failure resulting in **no heat**, will be covered by this plan. All other service calls deemed necessary by the customer during this time frame will be billed at current labor rates.
3. Dead River Company's EasyComfort plan is available to persons who purchase their propane supply from us during the term of the plan. The agreement will automatically terminate without refund if the customer fails to have Dead River Company supply all of their propane, discontinues doing business with the Company or if anyone other than the Company renders service to the burner and equipment. This agreement is also terminable, without refund, upon notice to the customer by Dead River Company that payments on the customer's account(s) are delinquent.
4. This agreement covers central heating systems with up to three zones. There may be an additional charge for each zone over three.
5. The Company reserves the right to determine whether to repair or replace equipment that has failed. When equipment is replaced, it is the Company's intention to use a comparable model. Replacement parts are subject to any manufacturer's warranty and any warranties implied by law. The Company makes no other express warranties regarding replacement parts.
6. The plan may be transferable upon the sale of property and may require a re-inspection with the new owner.
7. This agreement will remain in effect for one year from date of invoice and will automatically renew at the Company's prevailing rates at the time of renewal on a year-to-year basis unless either party gives at least five days prior written notice of termination. A refund for a plan already renewed may be issued up to 30 days after the renewal date, provided no service has been performed as part of that renewal. No refunds will be issued after 30 days past the issue date or renewal date.
8. This agreement does not include (A) parts or labor required as a result of abnormal conditions such as water damage, fire, flood, freezing, hurricane, ice damage or other acts of God, power interruptions, insufficient fuel when account is not on automatic delivery or payments for propane are in arrears, or insufficient water; (B) general plumbing, piping or hot water coil, household wiring or commercial heating equipment; or (C) environmental damage, arising out of any leakage from any propane gas lines, propane tanks or any other part of your propane system. The Company shall have no responsibility for consequential damage or loss. In no event shall the Company's liability exceed refund of the service plan payments received by the Company in the previous 12 months.
9. The Company shall not be held responsible for parts, materials or components that are discontinued or obsolete.
10. Payment terms: Payment is due within the terms of the account being billed, not to exceed 30 days. If payment is not received within terms, contract is subject to cancellation and all work performed will be billed at the current hourly labor rate.
11. Any time in excess of two hours for initial tune-up on a boiler or furnace will be billed at the prevailing rate.
12. This plan covers residential propane heating systems with a maximum BTU rate of 300,000.
13. This agreement does not include, and the customer shall be charged separately for, service required as a result of the customer's failure to replace fuses or thermostat batteries, reset circuit breakers, set thermostats properly, or turn on the emergency switch.
14. This agreement does not cover labor and parts associated with venting issues due to the buildup of ice or snow causing system performance issues.