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## Exclusions

- Antifreeze
  - Air conditioning equipment
  - Clock thermostats
  - Cleaning of tank less coils.
  - Oil tank, except when tank protection option is applicable
  - Draft inducers and power venters
  - Wood or coal units and their related parts
  - Burner Service required due to failure of adequate fuel supply.
  - Water storage tanks
  - Electric Water Heaters
  - Repairs or upgrades to your system required by code changes
  - Chimneys
  - General plumbing or household wiring
  - Malfunctions due to:
    - \* switches left off
    - \* failure to fill manually fed boilers
    - \* blown fuses, tripped breakers
    - \* electrical failures unrelated to heating system;
    - \* oil or water valves left off
    - \* flooded cellars and system freeze-ups even if due
    - \* to failure of a covered part
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## Terms and Conditions

1. We reserve the right to inspect and approve the heating system prior to issuing a contract. Improperly installed equipment not meeting state or local codes cannot be covered. Repair, if authorized, would be done at prevailing rates.
2. This plan covers only residential systems fired at 3.0 gallons an hour or less. Other systems (over 3.0 gallons an hour) are subject to increased rates available upon inspection.
3. Terms of this agreement are for a period of twelve months from the date of invoice and will renew automatically each successive year unless either party gives notice prior to the renewal date.
4. We will not accept liability for:
  - a. any work performed on heating equipment other than by our own technicians or others authorized by us.
  - b. any direct or indirect injury, damage or resulting failure of the oil burner, associated equipment or dwelling due to an act of God, unavoidable delays, fires, abuse, neglect or any cause beyond our control.
  - c. This plan does not cover, and we are not responsible for any damage including environmental damage, arising out of any leakage or spillage from any oil lines, oil tanks or any other part of your heating system.

Tank Protection Option is applicable only for replacement or repair from leakage, as deemed necessary and proper by Us. . It does not cover the cost of removal or replacement of any part of the building necessitated by the oil tank repair, or replacement of any oil lines to or from the oil tank or any other parts of your heating system. Osborne's Plumbing & Heating, Inc is in no way liable for any damage caused by leakage, spillage, or other escape of heating oil from the tank, or any part of your heating oil system. This option is not available for tanks over 330 gallons, or for underground tanks.

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# Osborne's Plumbing & Heating, Inc Consumer Protection Plan

It is time for  
consumers to  
regain control  
of their heating  
oil choices.

*15 Heritage Park Road  
PO Box 1718  
Bucksport, ME 04416  
207-469-6225*

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Osborne's Consumer Protection Plan includes emergency calls, annual tune-ups of the heat system, labor and parts for all covered components.

***\*As an added bonus to protection plan customers there is never an overtime charge for after hours emergency plumbing calls .\****

Optional Tank protection plan In the event that your tank leaks we'll pay up to \$500 of the cost of repair or replacement.

Now is the time to put the Big Oil Companies on a diet, in the past to be eligible for these "unique plans" you are forced to purchase your entire fuel supply, on automatic delivery from the oil company that would service your heating system.

We want to set your system to use the least amount of oil. Do they? ***They want to sell you oil, we don't.***

With a protection plan from Osborne's Plumbing & Heating, Inc. you can buy your oil from whomever and whenever.

### Annual Tune-up

Test and check all oil burner safety controls.

Replace oil filters.

Clean nozzle assembly and change nozzle.

Clean and adjust ignition system.

Inspect and vacuum smoke pipe and boiler (or furnace) as necessary.

Lubricate motors and bearing assemblies.

Visually inspect wiring where possible.

Perform a combustion efficiency test for optimum oil savings.

15 Heritage Park Road  
PO Box 1718

Phone: 207-469-6225

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[WWW.OSBORNESERVICES.COM](http://WWW.OSBORNESERVICES.COM)

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