



308 Main Street  
Cromwell, Connecticut 06416  
(860) 635-1234

# **ANNUAL OIL BURNER SERVICE CONTRACT**

**\$259.95 Reg. Price**  
**\$239.95 Senior Price**  
(Seniors 65 and older)  
Plus Tax

[www.cromwellenergy.com](http://www.cromwellenergy.com)

1. **Thorough Annual Maintenance\***      Please **CALL OUR OFFICE** for your yearly appointment.  
We inspect, clean and lubricate the oil burner and all its controls, including the blower-motor assembly on warm air furnaces or the circulator assembly for hot water heating systems. We clean all heat exchanger surfaces and the flue passages, as needed. We inspect and adjust the oil burner to run at maximum efficiency.
2. **Parts Replacement.**      Parts listed under replacement parts covered will be repaired or replaced at no charge. Material and labor for all other parts will be charged at the standard rate.
3. **Service.**      24 hour **Emergency** service calls. See #5 below

General Terms and Conditions

1. This contract is valid only to persons who purchase their entire year's fuel supply from Cromwell Energy on an automatic delivery basis. This contract applies only to residential and small commercial heating systems under 5 gallons per hour.
2. This contract is automatically renewed from year to year at the rate in effect at time of renewal unless either party gives 30 days written notice.  
**Payment is due September 1, 2013. If payment is not received by then the contract will be cancelled and customer's account will be credited.**
3. Any equipment not covered the previous year must be inspected by Cromwell Energy before coverage can begin. Any work needed to bring unit(s) up to proper operating condition will be charged at the standard rate. This contract does not cover the following burners: General Electric, Jet Heat, Timken, and combination oil/wood & coal equipment.
4. This contract covers the repair or replacement of any or all parts listed below. NO OTHER PARTS ARE COVERED. We never hesitate to replace a part when necessary, but replacement of obsolete parts cannot be guaranteed.
5. This contract covers the annual maintenance, service calls during normal business hours, and **EMERGENCY** calls only.
6. This contract does not cover injury or damages resulting from failure of the oil burner or equipment, or consequential damages due to delays or inability to supply parts, or from any cause not within our control. Cromwell Energy is not liable for any damage to unattended or unoccupied dwellings.
7. This contract does not cover low water cut-offs/blow-down valves. The low water cut-off on a steam boiler must be flushed regularly by owner to prevent sediment from interfering with its operation. Cromwell Energy will not assume responsibility for failure of this control.
8. This contract is transferable to new owner in the event of sale of property. Sorry, it is not refundable.
9. **\*Annual maintenance and non-emergency service calls are done only MONDAY – FRIDAY 8:30 – 2:30**
10. This contract will be declared null and void if burner or heating system is serviced by anyone other than Cromwell Energy, Inc.
11. This contract does not cover service required due to customer failure to replace fuse, reset circuit breaker, set thermostat properly, turn on emergency switch, and no oil (except customers on automatic delivery).

Replacement Parts Covered

- Combustion heads
  - Oil burner motors (less than ¼ H.P.)
  - Burner motor capacitors
  - Oil pumps
  - Aquastats
  - Limit controls
  - Pressuretrols
  - Combination fan and limit
  - Fan centers
  - Combination relay and aquastats
  - Stack relays
  - Solid state relays
  - Switching relays
  - Thermal safety switches
  - Frimatic oil valves
  - Oil tank fill and vent caps
  - Ignition transformers
  - Zone transformers/igniters
  - Burner fans
  - Nozzles
  - Strainers
  - Filter cartridges
  - Air filters (1" only)
  - Oil tank gauges
- Buss bars
  - Air tubes
  - Retention heads
  - Drawer assembly
  - Electrodes
  - Ignition wires
  - Burner or circulator couplings
  - Oil gaskets
  - Cad cell eye
  - Cad cell leads and holder
  - Magnetic oil valves and coils
  - Toggle switches
  - Belt-type blower motors (up to and including ½ H.P.)
  - Blower belts

The following parts listed are covered for heating zones only:

  - Powerheads (1)
  - Circulators (007 or equivalent)
  - Circulator motors (1) (Taco 110 or equivalent)
  - Circulator bearing assy (1) (Taco 110 or equivalent)
  - Non-digital thermostats

Not Covered

- Thawing of gelled oil lines
  - Flushing or draining systems
  - Damage caused by fire, water, animal fur, lint or any other atypical cause which affects normal operation
  - Pumping water from oil tanks
  - Excessive sludge in oil tank
  - Domestic hot water tanks or coils
  - Radiators
  - Air vents
  - Humidifiers and media pads
  - Any water piping or water related items
  - Purging or venting hot water systems
  - Draining expansion tanks
  - Power venters
  - Zone damper panels
  - Indirect or oil-fired water heaters (except for annual maintenance)
  - Anode rod replacement
  - Relief valves
- Ductwork or registers
  - CO testing
  - Direct drive motors
  - Motorized zone valves or dampers
  - Water feeders
  - Backflow preventers
  - Oil lines
  - Smoke pipe
  - Water tempering valve
  - Any computerized control, circuit boards or digital t-stats
  - Flow valves/flow checks
  - Expansion tanks
  - Combustion chambers
  - Blower shaft and bearings

## **CUSTOMER CHECK LIST**

Before calling for service, check the following items:

1. Set thermostat to "heat" and set 5 degrees above room temperature.
2. Are all emergency switches "on"?
3. Check any fuses or circuit breakers for the heating system.
4. Have you pressed or tripped the restart button?  
**(ONCE ONLY PLEASE!)**
5. Is water at the proper level? (Steam system only)

## **Conserve Energy**

**Have Your Oil Burner  
Serviced Annually**

**Call 860-635-1234**

Have us take good care of your heating equipment; no other equipment in your home is so important to the health and well-being of your family.

*Cromwell Energy, Inc.*

308 Main Street

Cromwell, Connecticut 06416

860-635-1234

REG. # HOD. 163

***A Full Service Company***

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