



## **SYSTEM GUARD PROPLANS** *for PROPANE systems*

Our System Guard Plans for propane were created to offer our customers security and predictability in the maintenance of their propane fired equipment & systems. The cornerstone of these plans is the annual tune-up (preventative maintenance) that we will perform on your system to make sure it is operating safely and at peak efficiency, and includes our 40 point inspection designed to expose potential trouble spots so that we may repair them before a costly breakdown occurs. Our plans also offer various levels of protection for breakdowns & part failures depending on which plan you choose, and all of the plans include a 10% discount off our standard labor rates for any billable work not covered by your selected plan. Some of the items on our 40 point tune-up checklist include:

- ✓ Cleaning of unit
- ✓ Cleaning of burner
- ✓ Adjust flame for maximum efficiency
- ✓ Inspect Propane tank and regulators
- ✓ Perform lock up and leak test
- ✓ Clean and or inspect venting system
- ✓ Check controls and safeties for proper operation
- ✓ Oil all motors
- ✓ Clean pilot assembly
- ✓ Check ignition system

In addition to your annual tune-up, during the contract year we will repair or replace at our cost, up to one (1) each of any of the parts listed under each plan choice that may become defective due to normal wear and tear.

### **Value Guard ProPlan:**

*This plan covers your annual tune-up as well as the parts listed below. This is a great plan for warm air furnaces, boilers (no water parts coverage), water heaters, heaters, and hearth products.*

- ✓ Gas Valve
- ✓ Thermocouple/ Thermopile
- ✓ Pressure Switch
- ✓ Smoke Pipe (up to 7 inch)
- ✓ Blower Motor
- ✓ Electrodes
- ✓ Combustion Blower
- ✓ Pilot Assembly
- ✓ Igniter
- ✓ Burner
- ✓ Draft Regulator (up to 7 inch)
- ✓ Combustion Limit Controls
- ✓ Orifice
- ✓ Thermostat (non clock type)
- ✓ Fuses
- ✓ Ignition Control
- ✓ Single wall or PVC Vent
- ✓ Blower
- ✓ Service Switch
- ✓ Thermal Switch
- ✓ Flame rods
- ✓ Igniter Wiring
- ✓ Solenoid
- ✓ Blower Belt
- ✓ Transformer
- ✓ Burner motor

### **Comfort Guard ProPlan:**

*This plan covers all of the items listed in the Value Guard ProPlan plus coverage for most of the primary water components of a hydronic heating system. This plan provides coverage for boiler systems with up to 3 zones. More zones may be covered for an additional charge.*

- ✓ Air vent (not Spirovents)
- ✓ Expansion tank
- ✓ Zone valve (1 only)
- ✓ Pressure reducing valve
- ✓ Circulator relay
- ✓ Flo check
- ✓ Back flow valve
- ✓ Aquastat / Limits
- ✓ Boiler relief valve (30 lbs)
- ✓ Circulator
- ✓ Low water cut off
- ✓ Pressure Switch

### **Premium Ultra Guard ProPlan:**

*This plan includes all of the items listed in the Value and Comfort Guard ProPlans plus many additional components. This plan is for customers with warm air furnaces or boilers who really want to limit their exposure to costly repairs. In addition to the extensive coverage of this plan, we will also allow a \$500 credit towards the replacement of your boiler, or a \$400 credit towards the replacement of your furnace, once you have been enrolled in this plan for five (5) consecutive years.*

- ✓ Tankless Heater & Gasket
- ✓ Boiler Valves & Piping
- ✓ Heat Distribution System
- ✓ Domestic Expansion Tank
- ✓ Combustion Chamber
- ✓ Complete Zone Coverage
- ✓ Powervent Systems
- ✓ Domestic Mixing Valve
- ✓ Ductwork Repair

**Exclusions:**

*The System Guard ProPlans do not cover:*

- \* Any add on units such as wood
- \* Customer owned Regulating Equipment
- \* Humidifiers & Air Cleaners
- \* System Management Controls
- \* Boiler sections or Heat Exchangers
- \* Propane supply lines
- \* Duct Dampers
- \* Indirect Water Heaters
- \* Any system that has or has had antifreeze

**Terms and Conditions:**

*Hereafter, Murray Oil & Propane is referred to as "Company", the undersigned and purchaser of this agreement is referred to as "Customer". This agreement is subject to the following:*

1. Plan covers from July 1 to June 30 each year. Customer will automatically be billed each year in July for annual renewal, and fee must be paid before any covered work is performed.
2. Heating systems & equipment are subject to inspection before acceptance of the contract.
3. Any time in excess of 2 hours at initial tune-up is not covered and therefore will be billable labor.
4. Either party may terminate this agreement by written notice at least 30 days prior to the renewal date.
5. Plan may be transferable upon the sale of property, but may require a re-inspection with the new owner.
6. Plan covers residential systems with an input rating of not more than 150,000 BTU per hour.
7. The entire year's fuel supply must be purchased from Company, and Customer must be on automatic delivery unless otherwise approved.
8. Plan does not cover parts and labor associated with upgrades to meet past, present, or future Local, State, or Federal code requirements.
9. Plan will automatically terminate without refund if anyone other than Company renders service to covered equipment during the plan period.
10. Plan does not include, and the Customer will be charged separately for, service required as a result of the Customer's failure to replace fuses or thermostat batteries, reset circuit breakers, properly set thermostats, or turn on emergency switches.
11. Plan does not cover calls resulting from ice & snow buildup on or around propane regulators or tanks.
12. Plan does not cover parts, labor, or loss or damage due to frozen heating systems and or pipes, fire, flood, lightning, acts of God, electrical interruption or power surges, turned off switches, or lack of fuel ( if not on automatic delivery).
13. While Company is equipped to provide emergency service, we will not be liable for any delay or failure to supply service, material or labor because of conditions beyond our reasonable control. In no event shall we be liable for any consequential or incidental damages or injury of any kind or description, including personal injury.
14. Plan allows coverage during normal working hours which are Monday thru Friday from 7:30 A.M. to 4:00 P.M. After-hours service calls apply to "no heat" situations only. Other system malfunctions that do not cause the main heating system to malfunction will not be covered during non business hours. Standard billing rates will apply in these situations. Plan will cover all "no heat" calls if they apply to your plan regardless, of the time of dispatch.
15. The Company reserves the right to determine whether covered components are to be repaired or replaced.
16. Murray Oil & Propane will not be responsible for repair or replacement of parts or equipment that are no longer available.
17. Plan prices are subject to change from year to year.

| Plan  | System or Appliance covered | Price              |
|-------|-----------------------------|--------------------|
| _____ | _____                       | _____              |
| _____ | _____                       | _____              |
| _____ | _____                       | _____              |
| _____ | _____                       | _____              |
|       |                             | <b>Total</b> _____ |

**Please sign & return 1 copy to us. Once received, we will invoice you for the total above.**  
 **Check here if you are enrolled in Budget Plan & would like above total included in monthly Payment.**

**Customer's Signature:** \_\_\_\_\_ **Acct#** \_\_\_\_\_ **Date:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_