

Service plans from D.E. Duffey to help ensure your family's comfort, savings and peace of mind!

When it comes to total comfort you can count on, season after season, no one beats D.E. Duffey. Our oil heat and air conditioning/heat pump service plans provide comprehensive service coverage – as well as preventive maintenance to increase your oil heating and cooling systems' performance and longevity.

Savings: Our plans cover so many parts and services that even one service visit each year would cost more than your service plan enrollment fee. In addition, the preventive maintenance included in all our plans ensures that you'll get the maximum benefit possible from your home comfort systems.

Peace of mind: We don't just solve problems, we prevent them. Our heating and cooling professionals are always here for you! This prevents a small problem from becoming an even bigger one because we can find and fix it promptly.

Professionalism: Our expert technicians are trained and retrained in the latest comfort system techniques. When they answer your call, they're more than prepared. Their service vans are well stocked with the equipment you need when you need it. At D.E. Duffey & Sons, we take the time to do it right!

**TAKE A LOOK AT OUR PLANS NOW,
AND FEEL FREE TO CALL US WITH ANY
QUESTIONS YOU MAY HAVE.**



TERMS AND CONDITIONS

1. This Agreement is automatically renewed each year unless the Customer gives D.E. Duffey & Sons written notice of the Customer's intention not to renew not less than thirty (30) days prior to the expiration of the then-current term. Upon termination for any reason, there shall be no refunds or credits allowed. In event of sale of property, this Agreement is transferable if desired by owner, subject to prior written consent of Company not to be unreasonably withheld by the Company.
2. Equipment is subject to our inspection and approval before acceptance of Agreement. Any repairs required to place equipment in acceptable condition are excluded and will be charged separately.
3. This Agreement is not in force if the Customer's account is delinquent or if the Customer does not purchase all fuel requirements from D.E. Duffey & Sons and no refund is due.
4. This Agreement does not cover labor or material due to water damage to equipment or storage tank(s). Plans include only the repair and replacement of parts specifically listed herein, that are defective due to ordinary wear. They do not cover any service or repairs to the entire boiler or burner, heat exchangers, jackets, water heaters, tankless coil or any other part not specified in the Plan.
5. If buyer permits any person other than our employees to render service to the equipment except as instructed by us, the Plan is void.
6. We shall not be liable for any loss, damage or injury arising from the services performed or parts supplied under this Plan unless the loss, damage or injury is caused directly and solely by our negligence.
7. We shall not be liable for any loss, damage or injury that results directly or indirectly from the condition of Customer's chimney, oil tank or equipment not covered by this Plan. Company assumes no responsibility for heating failure or damage when the house or building is unoccupied.
8. Company will not guarantee replacement or repair of parts or equipment that have become obsolete. All replacement parts are subject to their availability from the supplier.
9. Company shall not be liable for an injury, loss or damage whatsoever that are occasioned in whole or in part by defective design; faulty, incomplete or erroneous plans or specifications; defective material or parts; defective operation or malfunction of any equipment. Company takes no responsibilities for any instructions, directions, operating guidelines or warranty from any manufacturer or dealer.
10. This Agreement covers only labor and parts required directly on the oil burner, controls and specified other parts of the heating system. Service labor and parts required as the result of abnormal conditions such as fire, floods, hurricanes, strikes or other acts of God; failure of purchaser to properly maintain the heating and domestic water heating systems; power interruptions; blown fuses or circuit breakers; water damage; thermostat not calling for heat or failure of purchaser to maintain sufficient oil level in tank when on "will-call" delivery basis will be billed at prevailing rates.
11. In addition, the TankSure® Program provides a tank testing service and the TankSure® Tank Replacement Payment. An ultrasonic tank test will be performed by our technician before your tank is accepted for enrollment in the TankSure® Program. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing these services with the hope that by testing or monitoring, we are offering a long-term proactive tank replacement program for our customers. We recommend that an annual test of your fuel tank be performed. If a tank leak occurs due to corrosion once you are on the program, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software, the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program Tank Replacement Payment. A Tank Replacement Payment Certificate will be provided to you.
12. This Agreement contains the entire Agreement of the parties hereto and there are no promises, terms, conditions or obligations other than printed herein.
13. This Agreement covers labor costs during the following period: October 15 through April 15 from 7:00 a.m. to 10:00 p.m., Monday through Sunday; April 16 through October 14 from 8:00 a.m. to 4:30 p.m., Monday through Friday. Services required after contract hours will be at our hourly rate.
14. Payment Terms: All payments under this Agreement shall be due when billed. Terms are net thirty (30) days from the invoice date. In the event said charges are not paid, when due, Customer agrees to pay a service charge of 1-1/2% per month, which is an 18% Annual Rate, and which will be charged on the average daily balance of any account past due over thirty (30) days.
15. By filling out and signing the registration card and returning it to the Company, the Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals hereof.
16. PLEASE KEEP FOR YOUR RECORDS.

"We have a highly trained, experienced service team that's second to none ... and the resources to offer customers the most competitive prices. But what really sets us apart is the fact that we are still a committed, responsive, family-owned business."

– Dan Duffey, grandson of company founder and owner/manager of D.E. Duffey & Sons, Inc.

Enjoy the full-service "Duffey Difference"

*Your local, full-service
heating oil and HVAC company*

- ✓ Serving the Philadelphia suburbs since 1898
- ✓ Family owned and operated – we treat you like a member of the family!
- ✓ Prompt automatic delivery of top-quality heating oil
- ✓ Around-the-clock emergency response
- ✓ Installation of energy-efficient home comfort equipment
- ✓ Complete heating and cooling maintenance and repair
- ✓ Comprehensive heating and air conditioning service contracts
- ✓ Customized budget and payment plans
- ✓ Indoor air quality solutions

D.E. DUFFEY & SONS, INC.
Selling Comfort Since 1898



D.E. DUFFEY & SONS, INC.

OIL & GAS HEATING | COOLING
INSTALLATIONS | SALES & SERVICE

1982 Butler Pike | P.O. Box 763
Plymouth Meeting, PA 19462

610-940-1400

www.deduffey.com

License # PA001895



Oil Heat | Air Conditioning | Heat Pump

Service Plans



D.E. Duffey & Sons Service Plans

We think you'll appreciate the incredible value of our comprehensive service plans. Even more, you'll be pleased with the quality and dependability you can only get from a committed, caring family-owned business like D.E. Duffey & Sons.

- Oil Heat Tune-up Plan
- Gold Oil Heat Plan
- Platinum Oil Heat Plan
- Air Conditioner Tune-up Plan
- Heat Pump Tune-up Plan
- Add-on Water Heater Plan
- TankSure® Oil Tank Replacement Program

Our Pledge of Quality & Fairness

"We stand behind our work 100% by providing only top grade fuel, equipment and materials. We

pledge to be fair, honest and open with all our customers, employees and suppliers."

— Dan Duffey, grandson of company founder and owner/manager of D.E. Duffey & Sons, Inc.



Proactive Tank Replacement

Our TankSure® Program enables us to evaluate the safety and integrity of your above ground oil tank. This is important for you and your investment in your home. Benefits of this program include:

- * \$1,000 tank replacement policy
- * An annual tank test using an EPA approved testing technology
- * Potential discounts on your homeowner insurance premium offered by certain insurers



The TankSure® program will be performed at the time of your next tune-up. Qualifying tanks will be charged an additional fee at that time to activate the program benefits.

OIL HEAT TUNE-UP PLAN

- ✓ Reduce system operating costs up to 10%
- ✓ Prolong the life of your equipment
- ✓ Improve comfort by maximizing efficiency
- ✓ Avoid untimely breakdowns
- ✓ Get peace of mind by confirming the safe operation of your system

- Clean heater, flue pipe and chimney base
- Inspect combustion chamber
- Lubricate all motors
- Install new nozzle and oil filter cartridge as necessary
- Clean and check electrodes and nozzle assembly
- Test and adjust oil burner for maximum efficiency and performance
- Perform an efficiency test to maximize performance
- Safety check all operating controls
- 15% discount for parts and labor on calls for one year
- Priority scheduling for any emergency service*

We are proud to offer you and your family the basic coverage you need for your oil heat system. Our Oil Heat Tune-up Plan is one way of ensuring that your system is protected ... by guaranteeing that your repairs and maintenance can be completed promptly and professionally.

Tune-up: A system that is in good working order saves you money, fuel and potential headaches. Your plan covers one tune-up per year. (Customers must call D.E. Duffey & Sons for appointment.) Tune-up will be performed 8:00 a.m. to 3:30 p.m., Monday through Friday, year-round (federal and state holidays excluded).

Priority service: We will schedule a service visit to your home before we schedule one for a non-service plan customer. You're that important to us! Plus, we offer **on-call access to emergency service, 24 hours a day, 7 days a week, 365 days a year.**

15% parts and labor discount: If our inspection deems it necessary, maintenance service will be provided with your consent. You will then receive a 15% discount off prevailing rates for parts and labor, plus tax.

**Emergency service will be billed at our existing rate, except if required on Saturday, Sunday, holidays and after 3:30 p.m. weekdays, at which time emergency service will be billed at prevailing overtime rates.*

GOLD OIL HEAT PLAN

- ✓ Excellent coverage of nearly 70 valuable parts and services
- ✓ Covers warm air, hot water or steam systems
- ✓ Includes labor costs for necessary emergency no-heat calls
- ✓ Includes an annual tune-up to increase system longevity and performance, available Mon. – Fri., 8:00 a.m. – 3:30 p.m.

D.E. Duffey & Sons will, at their discretion, repair or replace during the term of this agreement, with no charge for parts or labor, any of the following items that may become defective due to normal use or wear and tear.

- | | |
|---|---|
| Air filters | Fan belt |
| Air tube | Firematic valve |
| Air vents | Flare fittings |
| Anti-hum device | Flue pipe |
| Baffle | (up to 6-foot run) |
| Bearing assembly and impeller | Fuel filter cartridge |
| Blow down valve | Fuel filter complete |
| Blower bearings and shaft | Fuel pump |
| Blower control | Fuel pump leader |
| Blower fan belt | Fuel pump seal |
| Blower pulley | Fuel pump strainer |
| Blower wheel | Fuse |
| Boiler drain | High limit control |
| Burner blast tube | Humidifier float |
| Burner coupling | Humidifier pad |
| Burner fan | Ignition transformers |
| Burner flange gasket | Low limit control |
| Burner motor | Low voltage transformer |
| Buss bar leads | Mixing valve |
| Cad cell assembly | Nozzle |
| Cad cell eye | Nozzle line |
| Cad cell relay | Pressuretrol control |
| Circulator complete (\$50 allowance) | Primary control |
| Circulator coupling | Relief valve |
| Circulator motor, one per contract per year | Reverse aquastat |
| Circulator relay | Site gauge glass and washer |
| Combination control (\$50 allowance) | Standard thermostat (heat only) |
| Combustion chamber (\$50 allowance) | Tank gauge |
| Delayed oil valve | Tank vent alarm |
| Draft regulator | Temperature gauge |
| Electrodes, lead porcelain | Zone valve motor |
| Emergency switch | Zone valve power leads (2 per contract) |
| End cone | Zone valve relay |
| | Zone valve stem |

PLATINUM OIL HEAT PLAN

This comprehensive service agreement is unmatched in the oil industry!

- ✓ Includes ALL the benefits of the Gold Oil Heat Plan, plus ...
- ✓ \$500 OFF the installation of a new oil-fired furnace or boiler
- ✓ \$250 OFF the installation of a new oil tank
- ✓ \$250 OFF new low water/cutoff/automatic boiler feed for steam boilers
- ✓ FREE replacement of the following parts:
 - Hot water coil • Expansion tank
 - Automatic feeder • Float pad filter in a humidifier • Single or triple aquastat
- ✓ Electronic air cleaner filter only
- ✓ Complete residential circulators
- ✓ Clock or programmable thermostats

AIR CONDITIONER TUNE-UP PLAN HEAT PUMP TUNE-UP PLAN

- ✓ 15-point annual tune-up included to keep your A/C system running at peak efficiency
- ✓ Includes a 15% discount on any repairs on your A/C or heat pump performed by D.E. Duffey & Sons
- ✓ Priority scheduling for any emergency service

Our expert technicians will check and clean the following as necessary:

- | | |
|----------------------------------|--|
| • Evaporator coil | |
| • Drip pan and drain | |
| • Condenser coil | |
| • Head and suction pressure | |
| • Electrical connections | |
| • Thermostat | |
| • Air filters | |
| • Blower motor | |
| • Fan motor | |
| • Lubricate where indicated | |
| • Fan belt tension | |
| • Fan bearings | |
| • Noise and vibration | |
| • Check for refrigerant leaks | |
| • Examine parts for visible wear | |
- All non-emergency service work will be performed Monday through Friday (federal and state holidays excluded), from 8:00 a.m. – 3:30 p.m. (weather permitting).*

TO ENROLL IN THESE PLANS, PLEASE COMPLETE AND RETURN THE ENCLOSED REPLY CARD.