

## 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 gas heat and air conditioning/heat pump service plans provide comprehensive service coverage – as well as preventive maintenance to increase your gas 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. We reserve the right to inspect the equipment covered before accepting the Agreement.
2. This Agreement is void if the buyer permits any person other than a D.E. Duffey & Sons employee to render services to the equipment except as instructed by us.
3. Prices quoted refer to home-type heating equipment only. Prices on other types available upon request.
4. This Agreement does not cover parts damaged by water, fire, acts of God, accident, tampering or abuse.
5. This Agreement is transferable in the event of the sale of the property.
6. This Agreement is automatically renewable.
7. Our obligation to furnish any parts is subject to their availability through normal sources of supply.
8. No service will be rendered under this Agreement if the Customer's account is not current.
9. This Agreement does not cover liability or damage resulting from defects in, or the operation or non-operation of, Customer's burner or its appurtenances or any other equipment, nor does it cover liability for loss or damage resulting from delay or failure to perform hereunder due wholly or partially to labor disturbances, fires, lack of material, government regulations, or any causes beyond our control.
10. Homes with multiple systems will require separate Agreements for each unit.
11. Effective date of this Agreement, if Customer's application is accepted, shall be the date of receipt by D.E. Duffey & Sons of the Customer's signed application.
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 cleaning and service of the heater one time each session, with the maximum of two hours; if heater requires additional time or cleaning, that time will be charged at an hourly rate.
14. Contract cleaning and service is scheduled by Customer between the hours of 8:00 a.m. and 3:30 p.m., Monday through Friday. Cleaning may coincide with emergency calls.
15. 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.

*"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!
- ✓ 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
- ✓ Indoor air quality solutions

## B.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](http://www.deduffey.com)

License # PA001895

## B.E. DUFFEY & SONS, INC.

*Selling Comfort Since 1898*



Natural Gas | Air Conditioning | Heat Pump

# Service Plans





# D.E. Duffey & Sons Service Plans

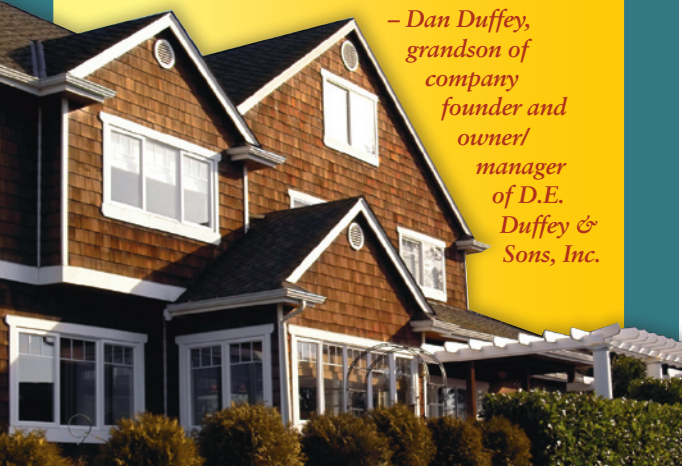
We think you'll appreciate the incredible value of our comprehensive service plans. Even more, you'll be pleased with the quality and dependability you can only get from a committed, caring, family-owned business like D.E. Duffey & Sons.

- Gas Tune-up Plan
- Silver Gas Heating Plan
- Gold Gas Heating and Central Air Conditioning Plan
- Air Conditioner Tune-up Plan
- Heat Pump Tune-up Plan
- Add-on Water Heater Plan

## 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.*



*We are proud to provide you and your family the basic coverage you need for your home comfort equipment. Our Tune-up Plans are one way of ensuring that your system is protected ... by guaranteeing that your repairs and maintenance can be completed promptly and professionally.*

## GAS 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
- 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\*

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

## 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           | • Fan belt tension               |
| • Drip pan and drain        | • Fan bearings                   |
| • Condenser coil            | • Noise and vibration            |
| • Head and suction pressure | • Check for refrigerant leaks    |
| • Electrical connections    | • Examine parts for visible wear |
| • Thermostat                |                                  |
| • Air filters               |                                  |
| • Blower motor              |                                  |
| • Fan motor                 |                                  |
| • Lubricate where indicated |                                  |

*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).*

## SILVER PLAN

### GAS HEATING SERVICE CONTRACT

- ✓ Excellent coverage of nearly 30 valuable parts and services
- ✓ Covers gas-fired warm air or hot water 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.

Aquastat (single) (\$50 Allowance)	Fan door switch
Blower belt	Gas valve
Blower motor (\$50 Allowance)	Gauge glass
Burner orifices	Ignition control module
Burner tubes	Inducer fan motor (\$50 Allowance)
Circulator coupling	Pilot assembly
Circulator motor	Pilot tubing
Circulator motor mounts	Relay
Circulator relay	Thermocouple
Draft regulator	Thermostat (standard)
Emergency switch	Transformer
Fan and limit control	Vent connector
	Vent safety switch
	Venturi tube

## Add-on Water Heater Service Plan

For gas and electric water heaters – must be purchased with another plan

- ✓ Coverage includes burner parts, aquastat controls and emergency switch.
- ✓ Annual performance check included. It will be performed in conjunction with the performance check of your heating system.



## GOLD PLAN

### GAS HEATING AND CENTRAL AIR CONDITIONING CONTRACT\*

Here's a plan you don't find too often – comprehensive service and maintenance coverage for your gas furnace and your central air conditioner, including two annual efficiency tune-ups and equipment inspections.



### Tune-ups and Equipment Inspections:

D.E. Duffey and Sons, Inc., will inspect, clean and service the following items as they pertain to the heating and cooling season and type of equipment (air conditioning coverage up to five tons).

Refrigerant Charge, Indoor coil, Outdoor Coil, Drain Line, Condensate Pump, Registers, Furnace, Flue Pipe, Chimney Base, Controls, Burners, Flame Sensor, Burner Fan, Fan Belt, Air Filters (1" Fiberglass Type), Amperage, Contactor, Super Heat, Thermostat, Gas Pressure, Gas Shut Off, Orifice, Electrodes, Porcelains, End Cone, Chamber, Oil Outdoor Motor, Oil Indoor Blower, Oil Blower Bearings, Pulleys, Compressor, T.D. Across Coils, Burner Switch, Emergency Switch, Adjust Draft, Adjust Flame, Pilot, Efficiency Test

### Parts Coverage:

The following parts, ONLY, will be replaced or repaired when found defective or inoperative. No other parts will be replaced or repaired.

Standard Thermostat, Aquastat (up to \$50 allowance), Blower Motor (up to \$50 allowance), Outdoor Thermostat, High Pressure Control, Heat Relay, Transformer, Limit Control, Start Capacitor, Low Pressure Control, Blower Cage, Thermal Fuses, Heat Elements, Run Capacitor, Blower Bearings and Shaft, Expansion Valves, Gas Valves, Electric Ignition Control, Timers, Safety Pilots, Orifices

*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).*

*\*Air Conditioning Coverage available separately. (See Reply Card)*

TO ENROLL IN THESE PLANS, PLEASE COMPLETE AND RETURN THE ENCLOSED REPLY CARD.  
PLEASE NOTE IF YOU HAVE A HIGH EFFICIENCY OR CONDENSING BOILER, PLEASE CALL US FOR SPECIAL PRICING.