



EFFICIENCY GENERATOR SERVICE PLAN

508.548.3200

www.falmouthenergy.com

21 North Main Street – P.O. Box 607
Falmouth, MA 02541



EFFICIENCY GENERATOR SERVICE PLAN

Benefits Designed with You in Mind:

- Safety Inspection Check
- 18 Point Efficiency Tune-Up*
- 25% Parts & Labor Discount
excludes system replacements
- 24/7 Priority Service

18 POINT Efficiency Tune-Up

1. Change oil and filter
2. Inspect air filter
3. Replace spark plug
4. Inspect spark plug wires
5. Inspect battery cable and terminal ends
6. Test battery for holding charge
7. Inspect battery trickle circuit
8. Inspect fuel lines and connections
9. Measure and adjust natural / lp gas pressure
10. Check all electrical connections
11. Measure output voltage and hertz
12. Check and record all gauges and timer readings
13. Set exercise cycle
14. Test transfer switch operations
15. Check general conditions
16. Inspect drive belts and pulleys
17. Inspect all hoses
18. Check coolant

Benefits of a Generator Service Plan

- Extends Generator Life – A properly maintained generator can last twice as long
- Increases System Reliability – Problems or breakdowns can be avoided by proper maintenance and can save on costly repairs
- Provides Peace of Mind – Rest assured that your system is safe, clean and efficient

COMBINE & SAVE!

Enroll in our Efficiency Generator Service Plan & any of the following service plans and save **10% off** the total price!

- Air Conditioning
- Heating Oil
- Propane
- Heat Pump
- Natural Gas

CALL OUR IN-OFFICE ENERGY EXPERTS TODAY FOR MORE INFORMATION ABOUT ENROLLING!

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Year-Round Home Comfort Services:

- Heating Oil
- Heat Pumps
- Kerosene
- Natural Gas
- Diesel Fuel
- Solar
- Air Conditioning
- Duct Work

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General Conditions

1. This Agreement is automatically renewed each year on the anniversary of purchase unless Customer gives Falmouth Energy (herein referred to as Company) notice of non-renewal. Upon termination, for any reason, there shall be no refund or credits allowed. In the event of sale of property, the Agreement is transferable.
2. The Customer cannot assign or transfer this Agreement with the exception outlined in #1 above. No modifications, additions, or changes may be made to this Agreement.
3. Customer agrees to notify Company promptly of any unusual operating conditions of the subject equipment. Customer further agrees to notify Company promptly of any suspected malfunction or defect in the equipment.
4. Customer agrees not to move or relocate equipment without notifying the Company. In the event Customer fails to notify, Company at its option may cancel this entire Agreement without refund or refuse to service the equipment so moved or relocated.
5. This Agreement applies to the generator only and not to electrical fixtures in the home or any other fixtures or devices. This Agreement does not include repairs made necessary as a result of fire, water, accident, or negligence. Company assumes no liability for delays or failures hereunder caused by any of the foregoing or for any causes whatsoever for damage resulting from delays in performing the service hereunder or for any consequential damage whatsoever.
6. Company shall be released from liability for any loss, damage, consequential damages, negligence, breach of Agreement, or any other damages of any nature based upon expressed warranty, implied warranty, or other legal theory due to the non-operation or malfunction of the equipment, including damage to property or personal injury caused by the equipment, unless said malfunction or non-operation of said equipment is due solely to the negligence of the Company.
7. The expressed warranties contained herein are in lieu of any and all warranties, expressed or implied, including any warranty of merchantability or fitness for a particular use. Without limitation, Company shall not be liable upon any warranty theory, expressed or implied, regarding the manufacture or operation of any equipment installed by it with the exception that Company shall cause same to be repaired or replaced in the event of faulty operation or malfunction of said equipment and shall be liable for no other damages except as specified herein. COMPANY HEREBY DISCLAIMS ANY AND ALL WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED, BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR CONFORMITY TO ANY REPRESENTATION OR DESCRIPTION.
8. Company shall be released from liability for any delay or failure to render the service or to make delivery of any merchandise as set forth herein due to federal, state, or municipal actions or regulations; strikes or any other labor troubles; fires; or embargoes, accidents, war, or any other cause contingent to, or circumstances beyond the control of, Company and/or that make the fulfillment of this Agreement impractical. On removal of the cause of such failure or interruption, performance shall be resumed pursuant to the terms as set forth herein. COMPANY SHALL BE RELEASED FROM LIABILITY AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND SUSTAINED BY CUSTOMER.
9. The standard of workmanship hereunder shall be that which is reasonable and customary.
10. Company shall be released from liability for any injury, loss, or damages whatsoever that are occasioned, in whole or in part, by defective design; faulty, incomplete, or erroneous plans or specifications; defective materials or parts; and defective operation or malfunction of any equipment. Company takes no responsibility for any instructions, directions, operating guidelines, or warranties contained in any book, booklet, guide, manual, or warranty from any manufacturer or dealer.
11. Payment Terms: All payments under this Agreement shall be due when billed. Terms are due at time of service. In the event said charges are not paid when due, Customer agrees to pay service charge of 1.5% per month which is an 18% Annual Percentage Rate and which will be charged on the average daily balance on any account past due over thirty (30) days. Work is billed and due when service is rendered.
12. Priority Service is defined as first available service and will be billed at normal business hour rates (8:00 A.M. - 4:30 P.M.). Priority Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1-1/2 times, minimum 1 hour. Service will be performed as promptly as possible under normal conditions; however, we do not assume responsibility for secondary damages or damage resulting from delays or failure to render service due to conditions beyond our control.
13. The Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals thereof. The Customer agrees that in the event there are any changes in coverage in the future, the terms and conditions of this Agreement shall continue to apply.
14. The Agreement is not an equipment or system replacement plan. The 25% replacement coverage towards parts and labor is not eligible towards new equipment installations.
15. Customer will receive an annual 10% discount off the total price of any bundled Service Plans upon renewal of the combined Plans.