



EFFICIENCY OILHEAT SERVICE PLANS

508.548.3200
www.falmouthenergy.com

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



A Plan to Meet Your Needs

All Plans Include:

- Annual System Efficiency Tune-Up**
A Falmouth Energy certified professional service technician will inspect and tune-up your heating system to maximize your system's efficiency and increase system longevity. A system operating at peak performance can save up to 10% on annual energy costs and reduces unexpected service calls.
- Priority Emergency Service**
All Plan customers will receive priority service for any service call during normal business hours. No matter the season, or the reason, a highly trained and certified Falmouth Energy technician will be there for you 24 hours a day, 365 days a year.
- Heating System Replacement Discount**
Should you need a new heating system, when installed by Falmouth Energy, you will receive a **\$250 discount** for being enrolled in one of our Efficiency Plans.
- Peace of Mind**
Falmouth Energy service technicians receive continual training to ensure we can provide you valuable service you can count on. We guarantee prompt and professional maintenance. At Falmouth Energy, your home comfort is our priority.

CUSTOMIZE YOUR BENEFITS

	Efficiency Plan	Efficiency Plan Plus	Premium Efficiency Plan
Annual System Efficiency Tune-Up	X	X	X
Priority Emergency Service	X	X	X
Heating System Replacement Discount	X	X	X
Parts & Labor Coverage	10%	25%	50%

Optional Enhancements:

- Oil Fired Hot Water Heater**
 - Annual Tune-Up *must be done in conjunction with the heating system tune-up*
 - 25% Parts & Labor Discount *excludes system replacements*
- Burner Lock Out**
- Water Heater Sensor**
- Oil Tank Sensor**

Proudly Serving Southeastern Massachusetts and Cape Cod

A Falmouth Energy Efficiency Plan is designed to protect your largest investment, your home. With the rising cost of energy it is more important than ever that your systems operate as effectively and efficiently as possible. To help our customers achieve this goal, we offer a variety of Efficiency Plans to meet your individual needs and keep your system – new or old – operating safely, efficiently and reliably.

COMBINE & SAVE!

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

- Multiple Units
- Air Conditioning
- Generator
- Water Heater
- Heat Pump

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

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Year-Round Home Comfort Services:

- Kerosene
- Propane
- Natural Gas
- Diesel Fuel
- Heat Pumps
- Solar
- Air Conditioning
- Generators
- Duct Work

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General Conditions

1. This agreement is between the customer and Falmouth Energy herein referred to as the Company. This agreement will automatically suspend if the customer ceases to pay for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the oil heating systems and associated equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is transferable.
2. This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's contract coverage will be cancelled and a pro-rated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
3. This agreement will become effective immediately following the inspection and approval of the customer's equipment, as required above, and payment of the Maintenance Plan invoice. This agreement is effective for a twelve (12) month period and will automatically renew itself, unless either party gives 30-day written notice of termination, or there is a termination under the provisions of condition #2.
4. 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.
5. Only EMERGENCY SERVICE will be performed outside of normal working hours. EMERGENCY SERVICE shall be defined as: NO heat, creating an unsafe condition or causing damage to property. Non-emergency work, if requested, would be billed at our standard overtime rates.
6. This agreement does not cover repair or service of this equipment damaged due to fire, flood, lightning, freeze up, acts of God, or civil disturbance.
7. The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.
8. The Company shall be liable solely for repairs to the covered equipment. Under no circumstances shall the Company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective equipment; loss of damage resulting from operation or non-operation of said equipment; delays in performing service; making repairs or installations of parts; because of strikes, accidents, explosions, or shortages; or due to other conditions beyond the control of the Company.
9. Customer will receive an annual 10% discount off the total price of any bundled Service Plans upon renewal of the combined Plans.
10. The 10%, 25% or 50% replacement coverage towards parts and labor is not eligible towards new equipment installations.
11. This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.