

Terms & Conditions

1. An annual tune-up will be performed once during the term of the Plan. Tune-ups are performed by our Service Department during normal working hours (Monday - Friday 8am - 4pm, excluding holidays) and are the responsibility of the homeowner. No refunds for tune-ups not performed.
2. This agreement does not cover parts or labor when failure is due to insignificant amounts of oil due to late delinquency in payments, running out of oil (Will-Call) customers, failure of the customer to maintain proper boiler water level or pressure, parts or controls on wood or coal burning systems, customer setting thermostat too low to call for heat, air in radiators or baseboard radiation, customer leaving emergency switch off, radiant heating coils, domestic water coils, piping not related to the heating system, or any manufacturing defects.
3. This agreement does not cover repair or replacement of obsolete parts, such as certain zone valves, circulators, and combustion chambers which are not available through regular sources of supply.
4. This agreement does not cover acts of God, fire damage, flooding, or water damage except that which is caused by ordinary wear and tear.
5. Rich's Oil Service is not responsible for the replacement or repair of any damage caused directly from; or related to frozen pipes or the actual repair or replacement of frozen pipes.
6. There shall be no liability, for any reason, on the part of Rich's Oil Service for work done by anyone else, unless such person is authorized, in writing, by Rich's Oil Service to perform such work or furnish parts.
7. The length of this agreement is for 1 year. It will automatically renew at that time, unless we are notified of cancellation in writing 30 days prior.
8. The agreement is valid only for residential and light commercial heating systems with a maximum firing rate of 2.0 GPH.
9. This agreement will pay up to \$2,700 toward the replacement of your tank, once tested and qualified for the TankSure® Program, if a tank leak occurs subsequent to this test due to internal corrosion, if a tank leak occurs due to a manufacturer's defect, or if a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. Accidental damage is not covered by the TankSure® Program. The TankSure® Program does not cover environmental cleanup, property damage, waste disposal services, or other damages or losses caused by a tank leak or system failure even if the tank has been tested and qualified ultrasonically and is enrolled in the TankSure® Program.
10. Service Hours: During the life of the agreement, Rich's Oil Service will provide dependable, prompt, emergency service 24 hours a day, seven days a week, 365 days a year. Emergency Service constitutes No Heat, Serious Fuel Leaks, or Dangerous Situations. All other regular service will be considered Priority Service and will be performed during normal working hours, Monday through Friday.
11. Customer will receive an annual \$75 discount on any bundled Comfort Plan(s) upon renewal.

Oilheat Comfort Plans

Keeping Your Home & Family Warm & Comfy
Building Relationships Since 1986



www.RPHAC.com 

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12 Moody Road | Enfield, CT 06082

License Numbers: 0401182 | 0284677 | HOD 0000120

Making Your Home Warm & Comfy

At Rich's, we strive to provide total home comfort. We offer only the best possible service with a personal touch you just won't find with another company. Our Oilheat Comfort Plans save you money on your home heating and provide you with peace of mind knowing that if you need us, we'll be there, as we have been since 1986. All of our Oilheat Comfort Plans come standard with:

Annual System Tune-Up

Your heating system will operate more efficiently with yearly maintenance from one of our certified and highly skilled technicians. Efficient heating systems cut down on energy consumption which can save you up to 10% on annual energy costs.

Emergency Priority Service

Comfort Plan customers have extended 24/7/365 emergency priority service (at the chosen discounted rate). Rest assured that whenever you need us, we will be there for you.

TankSure® Program \$2,700 Tank Replacement Payment

Your home heating oil tank will be ultrasonically tested to measure and track its integrity. Qualifying tanks will receive a \$2,700 oil tank future replacement payment. Tanks that initially disqualify will receive a \$250 tank replacement payment.

\$250 New System Equipment Discount

If your home heating system is ever in need of an entire replacement while enrolled into one our Oilheat Comfort Plans, you will receive \$250 off the cost of a new install by the experts at Rich's.

Rich's Rewards:

Enroll in our Basic, Premier, or Coverall Comfort Plan and any of the following and **save \$75:**



Multiple Units



Air Conditioning



Gas

Choose the Level of Coverage That Is Right for You

With three levels of benefits, our Oilheat Comfort Plans are especially designed to meet your individual needs. In addition to the list of standard benefits, you can choose the level of protection that is best for you and your family's needs.

Preventative Maintenance and Safety Plan \$250 per year + tax

Instead of a limited parts listing, this Plan will discount 10% off of the total repair cost* if maintenance is ever needed. The Preventative Maintenance and Safety Plan will safeguard you from any unexpected issue that may occur with a service technician on call to help.

Premier Comfort Plan \$325 per year + tax

Our Premier Comfort Plan will save you money by preventing equipment breakdowns and improving the safety in your home. Our Plans are meant to give you the comfort and security you need knowing that we are here for you. Our Premier Comfort Plan will save you 30% off the total repair cost* should your system need additional maintenance.

Coverall Comfort Plan \$425 per year + tax

Our Coverall Comfort Plan is the most comprehensive protection we offer for your home heating system. Any associated services that may occur will be discounted 50% off the total repair cost*. This will not only save you hundreds of dollars in potential repairs but will also make any repair much easier to manage.

Water Heater Comfort Plan \$120 per year + tax

Our Water Heater Comfort Plan comes standard with an annual system tune-up (must be done in conjunction with the heating system tune-up), 25% off any repair costs*, and emergency priority service (discounted 25%).

* Does not apply to system replacements.