



Eastern Shore
902-827-5177

HRM Metro
902-483-9295

RESIDENTIAL FURNACE PROTECTION PLAN



failures – water damage – water in oil tanks – water guard – repair or replacement of duct work or pipes – coil and domestic hot water – checking heat exchanger for cracks – **after hours calls, except for no heat of the entire house** – delayed oil valve as an upgrade- coil – electric airgates as an upgrade option – electronic and/or digital parts and/or controls – outdoor controls – mixing valves – hard water conditions, and parts affected by same – purging of expansion tanks – backflow preventers – warm air zoning controls and parts – vent alarms non-operation due to outside influences; ie. bugs, dirt – burner upgrades – **hood/heat exchanger gaskets – high temperature silicone** – compression fittings for fuel or domestic oil lines – power ventors, direct vents and their components and malfunctions created by operation of direct vents – electronic control boards – flow check valves – switching relays – smoke pipe and chimney components – thawing of frozen oil lines – Riello hydraulic jacks – Roth tank accessories and adapters – infloor systems and their controls – plastic piping installing or reinstalling glycol in hot water systems.
 *Any part/item not specifically listed cannot be construed as being covered under this Agreement.

5. Cancellation by the Customer
 Cancellation of this agreement by the Customer during the initial term or any renewal term does not commit the Company to credit or refund the Customer for any monies paid hereunder as the monies paid under this agreement are non refundable.

6. Customer's Obligations
 The Customer is required to notify the Company of any, (a) problem with the Equipment covered by this Agreement; and (b) service to or alteration of the Equipment not performed by the Company. Best Burners Ltd will make every effort to schedule the annual cleaning & maintenance; however, it is the Customer's responsibility to ensure the annual servicing is performed during the current year. The Company shall not be liable for any damage caused by furnace failure while the customer's residence is vacant.

7. Force Majeure
 The Company's liability is strictly limited hereunder and shall not extend to damage by fire, flood, war, labour relations, strikes, work stoppages or slowdowns, acts of God or governmental authority, non availability of parts through usual suppliers, impassable roads or any other cause, whether or not of like nature, beyond the Company's reasonable control.

8. Ownership of the Equipment
 The Customer confirms that all heating Equipment, oil storage tank and oil lines are the property of the Customer. The Company's liability hereunder is strictly limited to the repair and maintenance of the Equipment and without limiting the generality of the foregoing, does not extend to damage caused by the condition of the Customer's chimney, leaking oil storage tanks or oil lines inside or outside the house, above or below ground or furnace failure and the Company shall not be liable or accountable to the Customer for any loss or damage or injury to any person or to any property of the Customer or tenants or the Customer or for any indirect or consequential damage or damages or illness of any nature or kind including damages for personal discomfort and/or inconvenience sustained by the Customer directly or indirectly resulting from mechanical or other failure of the Equipment unless caused by the gross negligence of the Company. Under no circumstances shall the Company be liable for any damages caused by the failure of the oil storage tanks or lines or any other repair or maintenance of which is not covered by the Agreement.

9. Terms of Payment
 Amounts payable under this Agreement will be invoiced to the Customer and shall be due at time of inspection. Service under this Agreement will be suspended if the amounts owing hereunder are not paid when due. Annual rate is subject to change. Any monies paid under this Agreement are non-refundable.

10. Entire Agreement
 This Agreement contains the entire agreement of the parties hereto and there are no promises, conditions or obligations then printed here.

11. Validity
 This agreement shall not be valid until signed and approved by one of the Company's authorized representatives.

_____ \$ annual rate
 Date

_____ account number
 Accepted by Best Burners Ltd.

_____ service address
 Accepted by Customer

The Best Burners Protection Plan Agreement

Between: **Best Burners Ltd.**

And:

 (Name)

 (Address)

 (the "Customer")

Protection Plan Protection Plus

In consideration of the customer paying to Best Burners Limited (the "Company") the applicable annual rate in effect for each domestic oil-fired power burner furnace (the "Equipment") up to a maximum nozzle capacity of 1.5 GPH per hour output, the Company agrees to supply the parts and services listed below, upon the following terms and conditions. This agreement will begin on _____ and will end on anniversary date and will be automatically renewed from year to year thereafter upon payment of the applicable annual rate then in effect, unless cancelled by either party in writing. Depending on the coverage of the Plan selected, the program includes the following:

1. Parts Replacement

The Company agrees to repair or replace parts of the Customer's Equipment that become defective or which malfunction through normal wear and tear, namely.

Fill and vent pipe assembly (black iron only) – vent alarm (except cork type) – fuel gauge – exposed oil line; indoor only – oil filter – oil filter cartridge – standard fuel oil storage tank*; (interior or above ground – see parts covered for details) – draft regulator – fan motor up to 1/3hp – fan assembly fan/limit control – fuel oil pump and couplings – nozzle – transformer – ignition assembly electrodes – burner housing – burner motor – burner fan – fan belt (blower) (Excludes blower motor for wood add on or combination furnaces) – surface aquastat or airstat – protector relay – cadmium cell – standard thermostat (one per year) – blast tube – end cone – triple aquastat (standard) – efficiency tests at time of general service – motor capacitors – Riello burner parts covered: coil, control box, turbulator, control box sub base, electric air gates after upgrade, post purge control box – Beckett burner parts covered: quick cut fuel pump, firing pins – new ignition ignitors – direct drive fan motors and capacitors – dual aquastat – high/low limit aquastats; furnace internal wiring due to normal wear and tear; not corrosion. **Replacement of oil tank is at the technician's discretion to a max of \$100.00.

Coverage for a combination furnace applies only to parts used for oil burning and does not cover failure of parts caused by the burning of other fuels. The coverage under the Plan applies only to standard high pressure gun type oil equipment.

The Company reserves the right to inspect and approve the Equipment to be covered by this Plan.

Initial repairs required to put the Equipment in an acceptable working condition are not covered by this Agreement.

The Company reserves the right to cancel this Agreement if, after inspection within a period of forty-five (45) days from the date of this Agreement, in its opinion, the Customer's Equipment does not meet safe operating standards or parts are not readily available to adequately affect repair.

Damage caused by fire, flood, acts of God or any extraneous cause is not covered. The Company shall be the sole judge of whether a part should be repaired or replaced and whether a new part or one rebuilt to original specifications or an acceptable substitute may be supplied, provided that the part functions safely and properly.

Should the Equipment be repaired, replaced or altered other than by an authorized Company serviceman, this Agreement shall be automatically terminated. Any monies paid under this agreement are non-refundable.

2. Emergency Service

Emergency Service will be provided twenty-four (24) hours per day, seven (7) days a week. During the heating season (October to May Inclusive) for no heat service due to burner or fan failure.

3. General Service (Non Emergency)

General repair or replacement service (including annual cleaning and inspection) is available during normal business hours (8:00am to 3:00pm Monday to Friday, excluding holidays) during the term of this policy.

4. Services Excluded Hereunder

This Plan does not provide coverage for service calls for the following and such calls will be charged at prevailing service rates. Any commercial building – Humidifiers – air in radiator/system – dirty air filters – improper setting of thermostat – blown fuses or reset circuit breakers – switched turned off in error – out of oil – damper motor – external power



Yes! I want to be a part of
 the Best Burners Ltd.
 Protection Plan

Your worry free Plan includes an annual maintenance
 necessary to increase your furnace's longevity
 and performance.

Name: _____
 Street: _____
 Town/City: _____
 Telephone: _____
 Service Address (if different from above): _____
 Yes! I want to be a part of the Best Burners Protection Plan

Customer Signature _____ Date: _____
 Technician Signature _____ Date: _____
 Postal Code: _____

For more information on other products and services, please contact Best Burners Ltd.
 or visit our website at www.BestBurners.ca

The Worry-Free Deal

The **Best Burners Protection Plan** offers you worry-free protection for your home and family. Whether you have warm air or hot water heating, we have the **Best Burners Protection Plan** for you. Just sign up and you can rely on **Best Burners** to be there for you when you need us.

Your Worry-free Protection Plan includes:

- 24-hour emergency service
 - Labour on repairs
 - Furnace parts
 - Annual furnace cleaning & maintenance
 - Oil tank replacement
- (See Parts Covered for further details)

Best Burners will repair or replace, during the lifetime of the agreement, any parts covered by the **Best Burners Protection Plan** which may have become defective due to normal wear and tear.

Your annual maintenance will be performed once during the Service Agreement term as scheduled by our Service Department and **allows for one hour of free labour. Any additional time involved will be billable to the customer.** Just calling the location nearest you, guarantees your **Best Burners Protection Plan** peace of mind!

Your annual maintenance includes:

- | | |
|---|--|
| <input checked="" type="checkbox"/> Clean and inspect combustion chamber | <input checked="" type="checkbox"/> Inspect and replace oil filter |
| <input checked="" type="checkbox"/> Clean and inspect electrodes | <input checked="" type="checkbox"/> Check draft regulator and adjust if necessary |
| <input checked="" type="checkbox"/> Clean and inspect nozzle assembly - replace nozzle | <input checked="" type="checkbox"/> Inspect and test safety and operating controls |
| <input checked="" type="checkbox"/> Clean, inspect and adjust burner assembly | <input checked="" type="checkbox"/> Visually inspect oil tank |
| <input checked="" type="checkbox"/> Inspect fuel pump | <input checked="" type="checkbox"/> Visually inspect indoor exposed oil lines |
| <input checked="" type="checkbox"/> Inspect and lubricate burner motor | <input checked="" type="checkbox"/> Check tank gauge seal for possible leaks |
| <input checked="" type="checkbox"/> Test transformer | <input checked="" type="checkbox"/> Cycle unit |
| <input checked="" type="checkbox"/> Inspect and adjust wire connections | <input checked="" type="checkbox"/> Perform CO ₂ test |
| <input checked="" type="checkbox"/> Inspect burner fan | <input checked="" type="checkbox"/> Perform smoke test |
| <input checked="" type="checkbox"/> Visually inspect fan belts and drives | <input checked="" type="checkbox"/> Perform stack temperature test |
| <input checked="" type="checkbox"/> Inspect and lubricate fan motor | <input checked="" type="checkbox"/> Perform draft test |
| <input checked="" type="checkbox"/> Inspect and lubricate circulator motor | <input checked="" type="checkbox"/> Record results on Service Record on furnace |
| <input checked="" type="checkbox"/> Clean and inspect flue pipe and chimney thimble if accessible and necessary | <input checked="" type="checkbox"/> Check fill and vent pipes for leaks |

EMERGENCY SERVICE NOT COVERED UNDER THE PLAN
After hours call, except for no heat of the ENTIRE HOUSE

AABEL Fuels Ltd.
 Your "1st Choice" in Home Heating
902 462-8071

Parts Covered	Protection Plan	Protection Plus
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Parts Covered	Protection Plan	Protection Plus
CONTROLS		
Cad cell control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Aquastat (<i>labour extra</i>)	N/A	<input checked="" type="checkbox"/>
Circulator control	N/A	<input checked="" type="checkbox"/>
Temperature gauge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Triple Aquastat, standard (<i>labour extra</i>)	N/A	<input checked="" type="checkbox"/>
Combination control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Draft regulator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
High limit control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thermostat (manual; one per year)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
WARM AIR SYSTEMS		
Blower bearings	<input checked="" type="checkbox"/>	N/A
Blower belt	<input checked="" type="checkbox"/>	N/A
Blower complete	<input checked="" type="checkbox"/>	N/A
Direct Drive Blower motor (<i>labour extra</i>) (up to 1/2 hp; single speed)	<input checked="" type="checkbox"/>	N/A
Blower pulley	<input checked="" type="checkbox"/>	N/A
Blower shaft	<input checked="" type="checkbox"/>	N/A
Blower wheel	<input checked="" type="checkbox"/>	N/A
Capacitor	<input checked="" type="checkbox"/>	N/A
Fan & Limit control	<input checked="" type="checkbox"/>	N/A
BOILER SYSTEMS		
Complete circulator (<i>max. 5 gpm; 1 per year; labour extra</i>)	N/A	<input checked="" type="checkbox"/>
Expansion tank (diaphragm)	N/A	<input checked="" type="checkbox"/>
Relief valve	N/A	<input checked="" type="checkbox"/>
Water feed (<i>labour extra</i>)	N/A	<input checked="" type="checkbox"/>
Std Zone Valves. Non plastic parts. (1 per year)	N/A	<input checked="" type="checkbox"/>
Zone valve end switch	N/A	<input checked="" type="checkbox"/>
Zone valve motor	N/A	<input checked="" type="checkbox"/>
Zone valve stem	N/A	<input checked="" type="checkbox"/>
Zone valves & circulators must have isolation valves to qualify for the Plus coverage		
FUEL SUPPLY PARTS		
Flare fittings	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fuel filter cartridge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fuel filter complete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fuel pump	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fuel pump bleeder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fuel pump seal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fuel pump strainer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Oil line (indoor/exposed)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Oil line fittings (indoor/exposed)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BURNER REPLACEMENT		
Burner coupling	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Burner flange gasket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Burner motor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Buss bar transformer leads	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cad cell assembly	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cad cell eye	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Combustion chamber* (<i>labour extra</i>)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delayed oil valve	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delayed oil valve coil	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Electrodes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
End cone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ignition transformer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Low voltage transformer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Low voltage wiring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Nozzle	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Nozzle adapter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Nozzle line	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Primary control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Protector relay	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TANK		
Fill pipe (black iron only)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tank gauge	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tank valve	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tank whistle (vent alarm) (except cork type)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Oil tank replacement** (\$100 off price)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Vent pipe (black iron only)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Name: _____

Street: _____

Town/City: _____

Telephone: _____

Postal Code: _____

Service Address (if different from above): _____

Yes! I want to be a part of the Best Burners Protection Plan Plus

Customer Signature _____

Technician Signature _____

Date: _____

Date: _____



Yes! I want to be a part of
the Best Burners Ltd.
Protection Plan Plus

Your worry free Plan includes an annual maintenance necessary to increase your furnace's longevity and performance.

For more information on other products and services, please contact **Best Burners Ltd.** or visit our website at www.BestBurners.ca