



Ballard Oil Company
5300 26th Avenue NW
Seattle, WA 98107
(206) 783-0241

Home Heating Oil Furnace Service Contract Preventive Maintenance for Oil Furnaces

This agreement is between Ballard Oil Company, Inc. (the Service Contract Provider) hereinafter called the “Company,”

and Customer:
 Service Address:

Effective Date:

Account #:

Phone:

hereinafter called the “Customer.”

This “Home Heating Oil Furnace Service Contract” provides for the maintenance of your home heating oil furnace including all necessary labor and parts subject to the following terms and conditions:

The initial term of this contract shall be from the date shown above to April 30, and continuing thereafter by Customer paying in advance \$ for each succeeding year’s renewal of this contract. Company reserves the right to change the fee at the beginning of any contract year upon notice to the Customer. If Customer chooses not to renew the contract, the contract will be cancelled and expire in 30 days.

1. CLEANING, INSTRUMENT TESTING AND ADJUSTING.

Biannually, annually or when judged necessary by the Company, the oil burner will be completely cleaned, checked and adjusted for the maximum efficiency. This operation will include:

Checking air filters and oiling bearings; checking and adjusting pulleys and belts; checking and servicing blower motor; inspecting smoke stack connections; adjusting control settings; inspecting oil lines and connections; checking and adjusting draft regulator; cleaning strainers; cleaning nozzle; cleaning burner blower; checking and servicing burner motor; cleaning and checking oil pump.

2. REPLACEMENT OF WORN OUT PARTS.

The following parts are covered under this contract, if currently available for make and type of burner. We cannot furnish parts that are no longer available:

Table 2

Thermostat (T87 or equiv.)	Fan Control	Air Stabilizer	Single Speed Fan Motor
Ignition Transformer	Primary Control	Limit Control	Burner Motor
Blast Tube	Burner Housing	Electrodes	Ignition Cables
Operating Switches	Firing Assembly	Atomizing Nozzle	Drive Couplings
Fan Bearings	Burner Blower	Drive Belts	Drive Pulleys
Fan Shaft	Anti-siphon	Draft Regulator	Oil lines and fittings (accessible)
Control wiring	Fuel Pump	Pump Motor	Pump Bearing Assembly

3. PERIODIC INSPECTION AND ADJUSTMENT.

Periodically, at the Company’s option, the burner may be inspected and adjusted to ensure efficient and uninterrupted operation.

4. EMERGENCY SERVICE.

Emergency service will be provided only in the event the burner fails to operate after the customer performs the checks in paragraph III under general conditions and Customer notifies Ballard Oil Company of the emergency condition.

See General Conditions on Reverse Side

GENERAL CONDITIONS

- I. This contract becomes effective only if the serviceman determines upon the initial inspection that the oil furnace is in acceptable condition. If the furnace is found not to be in acceptable condition, the Customer may choose to have it brought up to acceptable condition by paying for service at our regular service rates for parts and labor.
- II. At the time of the initial inspection, an adult should be present to receive complete operating instructions at which time the master switch, equipment fuse and safety reset will be labeled.
- III. Thereafter, **BEFORE CALLING FOR SERVICE, THE CUSTOMER MUST FIRST CHECK THE FOLLOWING:**
 1. **Thermostat** - is setting well above room temperature and turned on?
 2. **Oil tank** - make sure that there is enough oil in your tank.
 3. **Emergency switch**—be sure the emergency switch has not been turned off accidentally.
 4. **Electrical Power** - if there is no power, the burner can't run.
 5. **Fuse or circuit breaker** - if the oil burner fuse or the main fuse has blown, replace the fuse with one of the proper rating or reset the circuit breaker.
 6. Check **manual reset** if present.
 7. **Water pressure** normal if boiler system.
 8. **Reset button** - if everything seems OK, press the reset button on the Master Control. If the burner does not start and continue to run, do not press reset button again - call us. Our 24-hour contact number is **(206) 783-0241**.
- IV. **Abnormal conditions.** Calls taken under abnormal conditions as listed below will be charged for.
 1. Any one of the above eight items not checked by Customer and found to be the source of trouble, other than an empty oil tank on automatic refill.
 2. For conditions caused by fire, flood or an Act of God.
 3. The Company shall not be liable for failure to provide service or material when such failure is due to strike, fire, flood, freezing, accidents, inability to obtain material, war, action of any governmental body, or any other causes beyond the Company's control.
 4. Calls caused as a result of service procured from another source.
 5. Calls caused where the owner has attempted to furnish his own service.
 6. Calls caused by other than operational wear and tear.
 7. Customer not home and did not provide access to furnace for a pre-arranged service call.
- V. Trained servicemen will perform all service under this contract in a workmanlike manner.
- VI. Service under this contract covers the mechanical and electrical components of the heating unit only as listed in table #2. It does not include plumbing or water parts of the circulating hot water system, or labor involved in drain and refill. Any other services requested by the Customer will be charged at our regular hourly service rates. Overtime calls will be charged at overtime rates.
- VII. The Customer agrees to purchase all of their heating requirements from Ballard Oil Company for the term of this contract. The Company reserves the right to cancel the contract with 21-days notice to customer upon breach of any part of this contract or upon Customer terminating their heating oil service or failure by Customer to keep their account in good standing.
- VIII. **LOW PRESSURE BURNERS & ZONE SYSTEMS** – An additional charge is levied for Low Pressure Burners and each zone on zone systems. This agreement does not cover Compressors on Low Pressure Burners.
- IX. Cleaning, testing and adjusting will normally be performed on an annual basis after payment for the contract year. The Company reserves the right to perform cleaning, testing and adjusting on an bi-annual basis for those systems which burn less than 500 hours per year based on nozzle size and heating oil consumption.
- X. Any permits or fees that are required are the financial responsibility of the Customer and are not covered by the contract.
- XI. This contract does not cover consequential damages caused by defects or operational failure of the oil furnace.
- XII. Customer may transfer the contract to a new owner with prior notice to the Company and the new owner providing the Company with an updated, signed contract.
- XIII. Obligations of the Company under this contract are backed by the full faith and credit of the Company.

The Company will refund a prorated portion of the paid contract fee, less services performed at regular rates for parts and labor, if either party cancels the contract during the contract year.

Company hereby acknowledges receipt of \$ _____ to cover the initial term of the contract. Fee includes applicable sales tax.

CUSTOMER _____

COMPANY _____

BALLARD OIL COMPANY