

Enjoy year-round **COMPLETE** comfort with our service plans

Our service plans save you money and give you peace of mind.
Needham Oil Complete Heating & Cooling offers 24-hour emergency service and regular preventive maintenance during normal business hours: Mon.–Fri., 8 a.m.–5 p.m.

SILVER
Heating Plan

The Silver Heating Plan includes:

- annual precision heating tune-up
- priority service
- 15% discount on parts and labor
- discounted diagnostic fees
- loyalty credits

GOLD
Heating Plan

The Gold Heating Plan includes:

- annual precision heating tune-up
- priority service
- discounted diagnostic fees
- loyalty credits
- free parts and labor coverage for all of the parts below:

CONTROLS

- aquastat
- burner mount relay
- cad cell assembly
- cad cell control
- cad cell eye
- cad cell wires
- combination control
- double aquastat
- emergency switch
- fuses
- high limit control
- low limit control
- pressuretrol
- primary control
- temperature gauge

- thermostat (manual)
- toggle switch

WARM AIR SYSTEMS

- air cones
- air diffuser
- air filter (standard 1")
- blower fan belt (heating only)
- blower motor (heating only, 1/3 hp)
- blower wheel
- limit control

OTHER

- air scoop

BURNER REPLACEMENT PARTS

- air shutter
- air stabilizer
- burner blast tube
- burner cable
- burner capacitor
- burner coupling
- burner fan
- burner flange gasket
- burner motor
- burner switch
- delayed oil valve
- electrode
- electrode assembly

- electrode wires
- end cone
- flare fittings
- ignition leads
- ignition transformer
- low voltage transformer
- nozzle
- nozzle adapter
- nozzle assembly
- nozzle line
- solenoid valve
- turbulator

HOT WATER SYSTEMS

- circulator coupling
- circulator motor
- circulator motor mounts
- circulator switch
- gauge glass
- gauge glass washer

FUEL SUPPLY PARTS

- fill cap
- Firomatic valve
- flare fittings
- fuel filter cartridge
- fuel filter cartridge gasket
- fuel filter complete
- fuel pump
- fuel pump bleeder
- fuel pump couplings
- fuel pump fittings
- fuel pump gasket
- fuel pump strainer
- vent cap



Precision Heating Tune-Up

1. Perform efficiency test.
2. Clean heating unit and chimney base.
3. Adjust burner for maximum efficiency.
4. Inspect and adjust electrode and nozzle assembly.
5. Lubricate all motors, bearings, fans and circulator pumps (if necessary).
6. Replace oil nozzle and oil filter
7. Test and adjust all safety and operating controls.
8. Inspect flue pipe, barometric damper and combustion chamber.
9. Check blower motor (and belt, if applicable).
10. Change air filter (if applicable).
11. Check thermostat operation.
12. Inform customer of equipment condition. Recommend necessary repairs.

SILVER Cooling Plan

The Silver Cooling Plan provides coverage for any central air conditioning system or heat pump in your home. All service (including no-cooling calls) will be performed during normal business hours: Monday–Friday, 8 a.m. – 5 p.m.

The Silver Cooling Plan includes:

- annual precision cooling tune-up
- priority service
- 15% discount on parts and labor
- discounted diagnostic fees
- loyalty credits



Precision Cooling Tune-Up

1. Lubricate all moving parts, such as blower motor and condenser fan (if necessary)
2. Check suction line temperature and pressure
3. Check temperature drop between return and supply air
4. Flush condensate drain to protect against overflow
5. Clean outdoor condenser coil
6. Check blower motor (and belt, if applicable)
7. Check blower speed
8. Inspect all controls for proper operation
9. Check voltage and amperage in all motors
10. Check for worn bearings in all motors
11. Inspect operation and condition of compressor contacts
12. Inspect start and run capacitors and relays for bulges, rust and leaks
13. Tighten and inspect all wires and connections
14. Inspect and adjust thermostat.
15. Inform customer of equipment condition.
16. Recommend necessary repairs.

Loyalty Credits

Your service plan is an investment in your future. You earn up to \$100 in annual Loyalty Credits for each consecutive year you renew your plan. These credits are yours to use toward the purchase of new equipment from us.

Here's how much you can save:

Boiler	\$300
Furnace	\$300
Central air	\$300
Steam humidifier	\$200

Additional Coverage

Call us for pricing if you want to add coverage for:

- Oil storage tanks
- Oil-fired water heaters
- Humidifiers
- Air cleaners
- Multiple zones

Terms & Conditions

1. It is the responsibility of the customer to call and schedule an appointment for maintenance. Needham Oil Complete is not responsible if maintenance is not performed due to unavailability of customer to schedule this service during regular business hours. Heating maintenance is recommended in 18-month intervals, dependent upon annual fuel usage.

2. Needham Oil Complete Service Plans become effective only after inspection of equipment and systems by Needham Oil Complete. All equipment must receive a satisfactory rating before coverage begins. Any repairs required to place equipment in acceptable condition are excluded and will be charged separately. Advance payment does not make a plan become effective.

3. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. Needham Oil Complete will indicate its acceptance of a service plan by issuance of an invoice.

4. Needham Oil Complete's responsibility under a service plan will automatically cease if heating oil or service on any parts or equipment covered by the plan is procured from another source or if a customer's account is past due.

5. Service plans are not written in a prorated basis and no refunds will be made if the customer cancels plan prior to its normal expiration date.

6. The service plans at prices quoted are for ordinary residential heating systems that fire at a rate of up to 2.5 gph, and air conditioning and heat pump equipment up to 5 tons. Service plans are for a single heating unit or cooling unit and one zone only.

7. These service plans are designed and available to Needham Oil Complete customers with a properly maintained account. A finance charge of 1-1/2% per month (annual rate of 18%) will be charged on items not paid 30 days from invoice date.

8. Needham Oil Complete's obligation to furnish parts shall be subject to their availability through normal supply sources. These service plans include only repair and replacement of parts specifically listed herein that are defective due to ordinary use or wear and tear, based on the judgment of Needham Oil Complete.

9. Controls, motors and other devices used in conjunction with central air conditioning are excluded from heating service plans.

10. Needham Oil Complete shall be released from liability for failure or delay to provide, within a reasonable time, the service called for under these plans when failure or delay may result from strike or other labor disturbance; fire, flood, lightening or other acts of God; supply shortages; government regulations; extreme weather conditions or unavailability of parts.

11. Needham Oil Complete shall be released from liability for "run-outs" of fuel when the customer is using a supplemental heat source.

12. Needham Oil Complete shall be released from liability for loss of heat or any damage resulting from freeze-up in an occupied or unoccupied dwelling. It is the customer's responsibility to arrange for a daily house check if the customer is away from the premises.

13. Needham Oil Complete shall be released from liability for any direct or indirect consequential damages in any way arising out of

performance or nonperformance of its obligation under these service plans, including but not limited to injury to or death of persons, or property damage of any description, resulting from defects in or failure of operation of any heating equipment or related items covered under these plans

14. Needham Oil Complete will not be responsible for bodily injury or property damage arising out of the disposal, discharge, dispersal, release or escape of oil, any petroleum substance or derivative, or pollutant, chemical or substance into or upon the customer's property, surrounding properties, the atmosphere, the soil, any water source or body of water, or the environment, unless caused by the negligence of Needham Oil Complete. In no case shall Needham's liability for any such damage exceed \$1,000.

15. This is the entire plan (both Gold and Silver plans); it cancels and supersedes all prior plans.

16. These service plans DO NOT COVER repairs to line voltage wiring, piping, domestic hot water coils, separately fired domestic water heating equipment, indirect-fired water heating storage units, complete boilers, furnaces, burners, humidifiers, air cleaners, radiant heating systems, Bluearay heating systems, forced warm air zone controls and dampers, ducts, draft boosters, power vent assemblies, direct vent assemblies, chambers, steam vents, Extrol tanks, complete zone valves, chimney maintenance, heat exchangers, inaccessible equipment, oil tanks, oil lines and fittings, oil tank piping, programmable or clock thermostats, draft regulator, flue pipe, exposed low voltage wiring, automatic air vents, circulator complete, low water cut-off switch, pop safety valve, zone valve motor, zone valve power head, zone valve relay, or any parts or services not mentioned explicitly in the plan.

17. By filling out and signing the response card and returning it to Needham Oil Complete, the customer agrees to all terms and conditions listed herein during the term of these plans 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 these plans shall continue to apply.

18. These service plans do not cover repairs when failure is due to lack of fuel when delivery has been delayed due to lack of payment, thermostat improperly set, emergency switch "off," or blown fuse or circuit breaker "off," air in baseboards or radiators, purging baseboards or radiators, and or damage or failure from flooded cellar, fire, storm, freezing, improper boiler water level due to failure of low water cut off, or customer failing to flush steam boilers.

19. Unless specifically outlined above, owner shall be responsible for the maintenance and condition of fuel oil tank, piping, valves, fuel lines, alarms, fill vent as well as other fuel tank accessories and leakages. These service plans do not cover installation, cleanup or removal, disposal, remedial or other costs of compliance with any environmental or other laws, rules or regulations.

20. Needham Oil Complete will provide emergency service 7 days a week, 365 days a year. Emergency service means no heat, serious fuel leaks or other dangerous situations. All other service will be performed during normal working hours, Monday through Friday, 8 a.m. to 5 p.m.