

**J&A Waterville Oil Service**  
**943 New Haven Road**  
**Naugatuck, CT 06770**

## Products & Services

### Equipment Installations

Our installers and home comfort consultants are fully trained professionals. We understand the engineering requirements necessary to provide for the integration of sizing, configuration, control and technology to meet your specific requirements. Everything from a simple replacement of your existing furnace or boiler, through complete systems designed from the basement to the top floor including warm air and hot water baseboard.

We can also help you with your domestic hot water needs. In addition, our consultation and estimates are always free and our goal is to help educate and inform our customers. In this way you receive all the information you need to help make the decision that will best support your specific objective. In the end, you will have the right equipment to meet your needs efficiently, safely and with years of home comfort moving forward. Our installations will be at the best possible price to you – our valued customer.

### Budget Plan

Fuel prices may go up or down. Winter temperatures can set records, and there's really no way to predict what weather each year may bring. That's why we've developed a 10 month plan that will make things easy for you. Our Budget Plan starts in September and the last payment of the season is in June. Budgets are based on an annual oil usage with a price per gallon estimate, and then divided into 10 equal installments. Our Budget Plan allows you to spread your heating costs over a longer period of time which gives you smaller predictable payments.

### Automatic Oil Delivery

When you sign up for automatic delivery, we monitor your account, based upon your previous history and elapsed degree days. You, as the customer do not have to worry about monitoring your system's inventory level.

## General Conditions & Exclusions

**This Service Plan is available to automatic delivery customers who purchase their fuel oil and all heating systems services from us during the term of the Plan and whose payments are in accordance with our payment and credit terms at the discounted rates advertised within this brochure. The Service Plan becomes effective after our inspection and approval of your heating system and tank.**

1. The term of the Plan is for a one (1) year period and will re-new automatically every year upon acceptance of payment unless terminated by either the customer or Company. The Plan automatically terminates if the customer no longer purchases all of its heating oil from the Company. If the Plan is terminated, customers requesting service will be charged the prevailing hourly rate at that time of service. No credit will be issued if the Plan is canceled before the expiration date.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. In addition, the Service Plan may include the TankSure® Program which provides a corrosion protection agent to prevent corrosion in your tank, tank testing service and the TankSure® Program Limited Payment. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. While we cannot guarantee the prevention of a leak or other failure of your tank, 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. We recommend that an annual test of your fuel tank be performed. If a tank leak occurs due to corrosion once you are on the program, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program Limited Payment. A Tank Replacement Certificate will be provided to you.

4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect such as failure to have sufficient fuel oil in the tank (unless oil is being delivered under our automatic delivery program), insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

5. Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis if necessary. Company will not be liable for any delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.

6. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, above ground storage tanks (unless enrolled in TankSure® Program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, valve bodies, GE furnaces, blow out valves, flow valves, automatic feed valve, combustion chambers, expansion tanks, instrument panel boxes, circulator beating assemblies, piping, hot water heating systems and air and venting systems. The Plan does not cover environmental clean up, 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 ultrasonically and is enrolled in the TankSure® Program.

7. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties.

8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

9. Amendment and Cancellation. We may amend or change the terms of this Plan at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change.



 **Our Fuel Contains A Biofuel Blend!** 

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**(203) 729-5216**

**www.jandaoil.com**

**Ct. Lic. #388797 HOD #173**



## Thank you for choosing J&A Waterville Oil Service

Since 1953, we at J&A Waterville Oil Service have strived to provide quality home heating fuel at competitive prices while making expert recommendations for service work and equipment upgrades. We have vowed to use the highest ethical standards in our day-to-day office activities and while we are guests in your home. You can count on J&A Waterville Oil Service to provide reliable and dependable service 24/7/365.

As a Full Service Company we invest in your safety and comfort. We are able to respond to a problem with your heating system in the dead of night, in the pouring rain or in a wintery blizzard. Our delivery vehicles are tested and inspected regularly and our technicians undergo regular training. When you call J&A Waterville Oil Service, a live person answers the phone.

**To sign up for fuel delivery or service please call our office at (203) 729-5216 today!**

Warmest Regards,

The Sousa Family

## Annual System Tune-Up

Just like changing the oil in your car – your furnace or boiler should be tuned up annually. This is good for you and the environment as it helps reduce the amount of fuel you use which will reduce your energy bills.

- Save money by reducing the amount of fuel you use
- Diagnose problems before they become expensive, inconvenient repairs
- Recommended planned professional maintenance

1. Test and regulate all burner and safety controls
2. Clean or replace fuel oil strainers
3. Replace nozzle
4. Check and adjust ignition system
5. Vacuum furnace/boiler and smoke pipe to chimney
6. Check and lubricate motors
7. Replace oil filter cartridge
8. Inspect combustion chamber
9. Adjust heating unit to maximum efficiency
10. Perform an efficiency combustion test

## Friends & Family Referral Program!

Refer a customer and once an account has been credit approved and established; both parties will receive a \$25.00 credit! This offer is limitless so you can refer as many friends as you want, crediting your account \$25.00 every time. Be sure to tell your friends, relatives, and neighbors about the great service and products you enjoy from J & A Waterville Oil Service!

Call (203) 729-5216 today with your referral and as soon as they become a J&A Waterville Oil Service Customer, we will apply the credit to your account!



## Value-PLUS Service Plan


This service agreement is designed to provide for annual maintenance and protection of your heating system and components. Customers participating in this service can rest assured knowing that we will be there to keep their heating system operating efficiently! *Our Value-PLUS Agreement includes:*

### ■ Annual System Tune-Up


See details to the left.


### ■ TankSure® Program


This valuable new service provides peace of mind coverage for your oil storage tank.


 Qualifying tanks receive a valuable \$1,000 replacement payment to help cover the cost of a tank replacement.


 EPA Approved Testing Technology. Ultrasonic equipment detects the level of corrosion inside oil tanks.

 Helps protect your home, your biggest investment, your property and our environment. Proactive replacement can help avoid costly remediation expenses.

 Inspects common tank components such as legs, seams, fill and vent pipes, oil lines and vent whistle.

 Ultrasonic inspection of tank walls thickness evaluates when a proactive replacement is necessary BEFORE the tank leaks.

 For Underground Tanks we will give you a \$250 replacement credit to upgrade your oil tank to above ground.

 For Above Ground Non-Qualifying Tanks we will give you a \$250 replacement credit to upgrade your oil tank.

### ■ Parts & Labor Coverage

We cover 100% off the Parts & Labor for almost anything that could go wrong with your heating system. This is one of the most comprehensive and least expensive coverage plans in the industry! (see back for details of parts that are not covered).

### ■ Priority & Emergency Service

Customers participating in our Value-PLUS Service Plan will receive Priority Service. Emergency Service is also available 24 hours a day, 7 days a week. Your family can rest assured with this valuable service.

Clip & Mail

**YES! Please sign me up for:**

- Annual Heating System Tune-Up
- Value-PLUS Service Plan
- Please contact me about fuel delivery
- Please contact me about Friends & Family Referral Program
- Please charge my credit card



Credit Card # \_\_\_\_\_ Exp Date \_\_\_\_\_  
(We accept MC, Visa, Amex only)

Name \_\_\_\_\_

Address \_\_\_\_\_

City/ State/ Zip \_\_\_\_\_

Phone \_\_\_\_\_ E-mail \_\_\_\_\_