

## Additional Coverage

Keep all of your equipment running reliably for longer with routine maintenance and service plans from Casey Energy.



### Water Heater Essential Plan

The water heater plan includes an annual tune-up and free replacement of oil nozzles, oil filters and gaskets.



### Air Conditioning Service Agreement

The air conditioning plan includes an annual spring tune-up and 20% off repairs. Call for more details.



### Generator Service Plan

The generator plan includes coverage on everything from oil and filters to plugs, wiring, safety shutdown tests — and much more.



see back for Service Guarantees

see inside for Terms and Conditions

## Service Guarantees

1. We guarantee you **priority emergency heating service**, 24 hours a day, 7 days a week. When you call us, you will always speak with a live person, not a machine.
2. If you lose your heating and call us before noon, **we'll be there the same day.**
3. All parts replaced by Casey Energy are covered by a **one-year warranty**, as long as your service plan remains in effect. If the part needs to be replaced before the warranty expires, you pay nothing for the repair.
4. We stock our vehicles with thousands of dollars' worth of parts, so we **can fix most problems in one visit** to your home.
5. We always use **new parts** for repairs; only **professional testing equipment**, not guesswork, is used to evaluate your system.
6. If another service call delays us from getting to your home for an appointment, we'll **call and let you know.**



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Casey-Energy.com



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## Heating Oil Service Agreements



### Essential Plan

- Annual Tune-Up • 20% Off ALL Repairs
- Priority Service

### Essential PLUS Plan

- Annual Tune-Up • Priority Service
- No Charge for Parts or Labor on Covered Items (details inside)
- 20% Off Non-Covered Parts



## Covered Parts for the Essential Plus Plan\*

More than  
60 parts  
covered!

### CONTROLS

- aquastat
- cad cell control
- cad cell eye
- circulator relay
- fuses
- pressuretrol control (steam boiler)
- primary control
- thermostat (manual, digital, non-programmable)
- triple aquastat

- circulator (complete)
- circulator coupling (007-0012)
- circulator impeller (007-0012)
- circulator motor (007-0012)

### FUEL SUPPLY PARTS

- fuel filter cartridge
- fuel filter cartridge gasket
- fuel pump
- fuel pump bleeder
- fuel pump couplings
- fuel pump gasket
- fuel pump strainer

- bus bar transformer leads
- cad cell assembly
- cad cell wires
- delayed oil valve
- delayed oil valve coil
- electrode assembly
- electrode wires
- electrodes
- high tension wires
- hydraulic jack (Riello)
- ignition leads
- ignition transformer
- low voltage transformer (foot mount, 24V)

- nozzle
- nozzle adapter
- nozzle assembly
- nozzle line
- porcelain insulators
- solenoid valve

### OTHER

- anti-hum device
- baffle
- glass gauge
- glass gauge washer

### WARM AIR SYSTEMS

- air filter (1-inch, non-pleated)
- blower (complete)
- blower bearings
- blower fan belt
- blower motor
- blower shaft
- blower wheel
- fan control
- limit controls

### BURNER REPLACEMENT PARTS

- air shutter
- air stabilizer (end cone)
- burner blast tube
- burner capacitor (Riello)
- burner coupling
- burner fan
- burner flange gasket
- burner housing assembly
- burner motor
- bus bar transformer

### HOT WATER SYSTEMS

- bearing assembly

## Comprehensive Annual Tune-Up

*Our heating tune-up will be performed during the service plan term during regular working hours.*

- Clean heating unit, vent pipe and chimney base
- Adjust burner for maximum efficiency
- Clean and adjust electrode and nozzle assembly
- Lubricate all motors, bearings, fans and circulators
- Replace oil nozzle, oil filter and pump strainer
- Test and adjust all safety and operating controls
- Inspect flue pipe, barometric damper and combustion chamber
- Test oil pump operation
- Change air filter(s), if applicable\*\*
- Check oil tank and lines
- Inform customer of equipment condition

Call us today  
to schedule  
your tune-up!

## Terms and Conditions

- The Essential Plan covers scheduled routine maintenance and provides a 20% discount on repair charges.
- The Essential Plus Plan covers scheduled routine maintenance and repair charges, including labor and parts listed in the plan, plus 20% off non-covered parts.
- Service plans become effective only after inspection of equipment and systems by Casey Energy. All equipment must be brought up to standard before it is accepted for a service plan. Advance payment does not make a plan become effective.
- Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. Casey Energy will indicate its acceptance of a service plan by issuance of an invoice.
- A service plan is transferable to a new owner at the option of property seller, or the plan may be voided at seller's request, but there will be no refund of unused portion of the plan.
- Casey Energy's responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan are procured from another source or if customer's account is past due. Service plan will cease if customer chooses to purchase heating oil from another company.
- Service plan customers receive priority scheduling, ahead of non-plan customers. Casey Energy will provide dependable, prompt emergency service 24 hours a day, 365 days a year.
- Upon completed enrollment in a Service Agreement with Casey Energy, it is required that your account remain on automatic fuel delivery.**
- To help hold down the price of service plans by eliminating unnecessary service calls, plan customers are expected to make sure thermostat is properly set and to check all switches and circuit breakers or fuses. Customers are also expected to monitor condition of all air filters. One-inch, non-pleated air filters will be replaced during scheduled routine maintenance.
- Replacement of entire unit or the following systems and devices are not covered under either plan: flues, duct systems, radiators, registers and grills, combustion chambers, air handlers and heating system piping, other than piping near boiler. The following services are not covered: electrical service from circuit breaker to unit, gas and water leak repairs.
- The following items are not covered under either plan: heat exchangers, complete burners or air filters (other than standard 1-inch disposable filters). If heat exchanger is covered under a manufacturer's warranty, labor and materials for a replacement system are included.
- The following items are not covered under either plan unless separate coverage is purchased: humidifiers, electronic air cleaners and other accessories not an integral part of the heating or cooling system.
- Parts and labor not covered under a service plan will be billed at prevailing rates.
- Calls to replace dirty air filters, balance heat and cooling to individual rooms, perform air bleeding of hot water radiator systems and repair radiators will be considered chargeable calls.
- Service plans include only repair and replacement of parts that are specifically listed in the plan and that are defective due to ordinary use or wear and tear, based on the judgment of Casey Energy. Casey Energy shall be released from liability for failure or delay to provide, within a reasonable period, service called for under the plan when failure or delay results from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortage of electricity, gas or water; freezing or breaking of pipes; government regulations; extreme weather conditions; unavailability of parts; or improper operation, negligence or misuse of covered equipment. If such service is requested, it will be billed at prevailing rates.
- Casey Energy reserves the right to cancel any plan without notice and refund the unused portion of the plan.
- Casey Energy reserves the right to make all calls during regular working hours, with the exception of "no heat" calls.
- Casey Energy will endeavor to render prompt and efficient service, but it is expressly agreed that Casey Energy shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this plan.
- The obligation to furnish replacement parts is subject to availability through normal supply sources.
- Annual tune-ups may be scheduled at any time during the service plan year. Ultimately it is the customer's responsibility to call and schedule the annual tune-up. Customer must also make the unit accessible to be worked on during normal working hours.

\*During the life of this agreement, Casey Energy will repair or replace, at no extra charge, all parts listed above that may become defective due to normal wear and tear. A 20% discount applies for parts not listed.

\*\*1-inch, non-pleated; for furnaces only.