

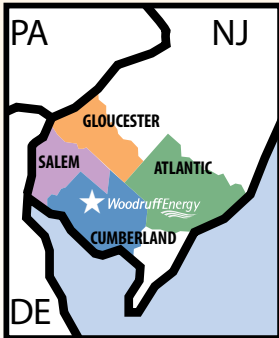
# Terms & Conditions

1. It is understood that the fuel for the oil burner covered by this agreement will be purchased from Woodruff Energy at prevailing market price. The agreement will automatically become void if fuel purchases are discontinued. This also applies to the TankSure® and ProGuard Programs.
2. Parts normally will be replaced or repaired promptly as needed, however, the company cannot guarantee to replace unobtainable or obsolete parts. Substitutions for same, if feasible, will be billed at factory list prices.
3. This contract does not cover the cost of labor or materials when required for: (A) Damages caused by flooded basements and crawl-spaces, storm, fire, electrical failure or other abnormal external occurrences; (B) Switches turned off or thermostat incorrectly set.
4. Services will be performed as soon as feasible under normal conditions. However, the company shall not be liable for any delay or failure to supply any service or material when such delay or failure is due to conditions beyond company's control. In no event shall the company be liable for any consequential damages or injury.
5. Unnecessary calls, such as the failure of the customer to maintain proper water level in the heating system, failure to maintain a sufficient supply of fuel oil (when due to neglect of customer), improper setting of controls or shutting off oil burner switch by customer, misuse or abuse of the oil burner or controls by the customer, and/or servicing by other companies, will be charged at Woodruff's prevailing service rate at the time.
6. The company reserves the right to decline or modify any agreement if prior inspection should reveal that the heating unit is in such condition that the services offered under the agreement would be unsatisfactory to either or both parties, or if the equipment is in immediate need of repair, in which case refund of any advance payment will be made.
7. Steam Systems: The low water cut-off should be flushed regularly by the owner to prevent sediment from interfering with its operation. While the company will render service on this device on a time and material basis, no responsibility will be assumed for the failure of this control, or condition of system water.
8. Plans are due and payable when invoiced. Failure to pay within 30 days may result in cancellation of the contract at the company's option.
9. Prices quoted refer to domestic type heating equipment only.
10. A Service Response Fee (\$50.00) will be billable to customer under the following conditions: 1. Not cancelling services in a timely manner; 2. Flooded basement or crawl spaces; 3. Locked doors; 4. Equipment not accessible (working space); or 5. Unsanitary or dangerous conditions. (Example: If Woodruff Energy responds to a service call and any of the above apply, a \$50.00 Service Response Fee will be charged.)
11. It is understood that the heating oil tank and all associated equipment and transmission lines are the property of the home owner. Therefore, Woodruff Energy is not responsible for the equipment or the maintenance of the equipment. As such, any resulting oil spills from leaks or the malfunction of equipment are the responsibility of the tank owner/home owner.



**Commitment to Service:** Since 1869, we've worked to earn your trust. Our professionally trained and certified staff is always at your service. Your comfort, peace of mind and security are our top priority.

**Service Plan Value:** Service plans ensure professional preventive maintenance for your home comfort systems. A tune-up will keep your systems working at peak efficiency, and save on energy costs.



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Salem, Gloucester and  
Atlantic counties

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**WoodruffEnergy**

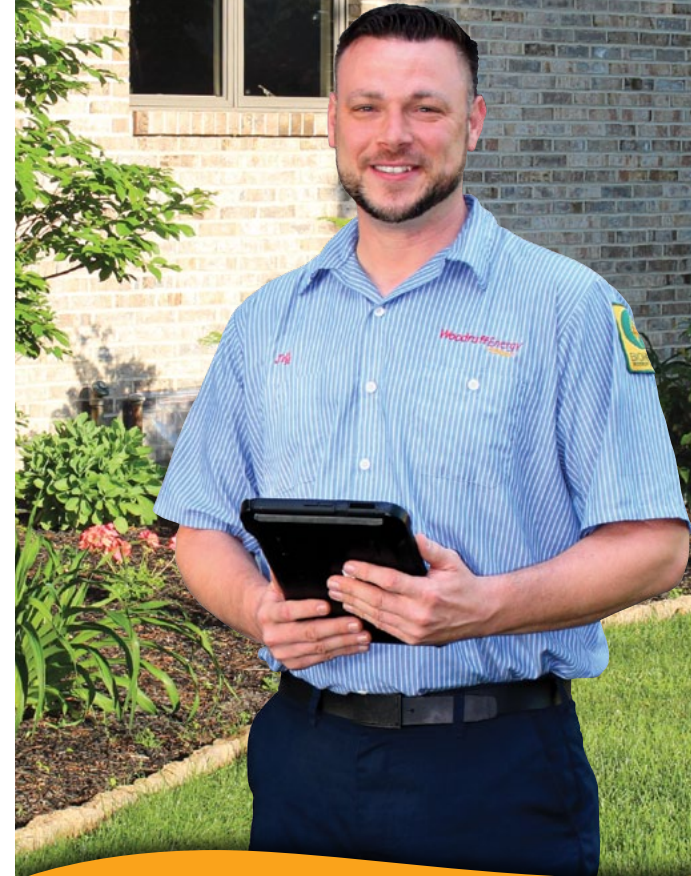
P.O. Box 777  
73 Water Street,  
Bridgeton, NJ 08302  
856-455-1111 • 800-557-1121  
[www.woodruffenergy.com](http://www.woodruffenergy.com)

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## Plan (A) Annual Tune-Up, Basic Maintenance

**Oil Fired Furnace – \$190.00**

**Oil Fired Boiler – \$220.00**

**Natural Gas/Propane Furnace – \$180.00**

**Natural Gas/Propane Boiler – \$220.00**

Our Basic Comfort Plan protects your heating system with an annual maintenance tune-up to help keep your heating system at peak efficiency. Annual tune-ups that take longer than 2 hours or if an additional service technician is required, will be billed an additional charge. Parts are extra.



## Plan (B) Annual Tune-Up, Plus Labor Coverage

**Oil Fired Furnace – \$275.00**

**Oil Fired Boiler – \$345.00**

**Natural Gas/Propane Furnace – \$265.00**

**Natural Gas/Propane Boiler – \$345.00**

Our Plus Comfort Plan protects your heating system with an annual tune-up plus labor associated with maintaining your heating system at peak efficiency. This plan provides all the service listed in the Basic Plan, plus labor costs are free when service is done on items listed in the **Covered Parts** section for one year from the date issued. Parts are extra. Service work done on items listed in the Not Covered section will be billed as an additional charge. Please also see the Terms & Conditions.



## Plan (C) Annual Tune-Up, Plus Labor & Parts Coverage

**Oil Fired Furnace – \$355.00**

**Oil Fired Boiler – \$399.00**

**Natural Gas/Propane Furnace – \$345.00**

**Natural Gas/Propane Boiler – \$399.00**

Our Ultimate Comfort Plan is the ideal in home heating protection. It includes your annual tune-up and most parts and labor associated with maintaining your heating system at peak efficiency. This complete plan includes everything listed in the Plus and Basic Plans. In addition, there is no charge for **Covered Parts** listed here. Service work done on items listed in the Not Covered section will be billed as an additional charge. Please also see the Terms & Conditions.

## The Importance of Annual Maintenance

*Professional preventive maintenance is strongly recommended annually for all heating systems. Save up to 10% on heating costs with the increased efficiency of a properly maintained system. Add years to the life expectancy of this essential equipment.*



1. Test and regulate all burner and safety controls
2. Clean or replace fuel oil strainers and filters
3. Change nozzle
4. Check and adjust ignition system
5. Vacuum furnace/boiler and smoke pipe to chimney base
6. Check and lubricate motors
7. Check and adjust fan belt
8. Seal air leaks around combustion chamber
9. Adjust heating unit to maximize efficiency
10. Perform an efficiency check
11. Clean chimney base

### Covered Parts with Plan C:

Actabs	Condenser fan motor	Oil burner motor
Air filter (standard)	Draft regulator	Oil filters
Aquastat	Electrodes/Porcelains	Outside Disconnect
Blower motor	Fan belt	Primary control
Blower pulley	Fan and limit control	Refrigerant, up to 1lb. (R410A only)
Blower motor pulley	Fuel pump & strainer	Solenoid
Burner drive coupling	Fuses	Standard digital wall thermostat (non-programmable)
Cadcell relay or eye	Ignition wires	Suction line insulation
Circulator coupling	Ignition transformer	Taco 007 Circulator
Circulator motor	Nozzle (unless failure caused by sludge or water)	Thermocouple
Circulator motor mounts	Oil burner fan	
Circulator relay SR501		

### Parts and Labor NOT Covered:

A/C Compressor	Combustion chamber	Pilot Burner assembly
A/C Coil	Condensate Pump/Line	Piping – water or steam leaks
Air filters (media/air bear)	Condenser Fan Blade	Power venter
Complete circulator	Ducts	Radiation
Back-flushing hot water coils	Domestic hot water coils	Relief valve
Burner bearings, shaft, wheel	ECM Motor	Tempering valve
Boiler gauges	Electronic air filters	Thermostats (programmable)
Burnt or loose fuse	Expansion tanks	Venting valves
Boiler or furnace repairs (welding, etc.)	Filling or venting the heating system	Water heaters
Burner housing, draft tube, end cone	Flue pipes	Water pumps
Chimney, chimney bases and chimney liners	Flushing out boiler	Water feeders
Circuit control boards	Gaskets	Wiring or electrical switches
Circulator bearing assembly	Gas Valve	Zone valves
	Humidifiers	
	Low water cutoff	Any parts not listed under "Covered Parts" section above
	Nozzle line	
	Oil lines or oil leaks	
	Oil tanks	

## Central Air Conditioning Comfort Plans Maintenance and Tune-Up – \$135.00<sup>+</sup>\* Ultimate Coverage – \$265.00\*



A professional, annual air conditioning maintenance and tune-up is strongly recommended to keep your system running at peak efficiency—eliminating problems before they occur. Any additional repairs will be billed separately.

1. Inspect evaporator coil and clean if necessary
2. Replace all filters, wash if applicable
3. Inspect all belts, pulleys, direct drive motors, blower fans
4. Inspect condensate pan, clean and blow out trap, and check operation of condensate pump
5. Wash and clean condenser unit
6. Inspect all operational controls, contractors, coils, etc.
7. Refrigeration pressure check

### Humidifier Service

**Cleaning Only – \$75.00** (at time of regular heater tune-up)<sup>++</sup>

### Electronic Air Cleaner Service

**Cleaning Only – \$75.00** (at time of regular heater tune-up)<sup>++</sup>

## Domestic Hot Water Heater Tune-up Plans



**Tune-up Only – \$115.00** (at time of regular heater tune-up)<sup>++</sup>

**Tune-up Only (At Separate Visit) – \$153.00<sup>+</sup>\***

**Tune-up Plus Plan B – \$226.00<sup>+</sup>\***

**Tune-up Plus Plan C – \$252.00\***

**Anode Rod Service (Plus Cost Of Rods) – \$ 65.00<sup>++</sup>\***

**Natural Gas/Propane Plan A – \$89.00<sup>++</sup>\***

**Natural Gas/Propane Plan B – \$200.00<sup>++</sup>\***

**Natural Gas/Propane Plan C – \$226.00\***

*All plans can be divided into your monthly budget plan. Call our office for plan arrangements.*

## TankSure® Program – \$65.00 (at time of regular tune-up)<sup>\*</sup>

Eliminate the worry of an oil tank replacement or an unexpected leak by providing an annual preventive maintenance practice. This program monitors and protects your fuel oil tank. *Must be on automatic delivery.*

**\$1,000 Proactive Tank Replacement Warranty.** Your tank's thickness measurements, physical characteristics and surrounding environment will be analyzed with our Tank Profiling Software to determine if and when your tank needs to be replaced in the future.

**Monitoring & Inspection.** State of the art ultrasonic equipment is used to test and measure the thickness of your tank to determine when it should be replaced.



*\*Plus NJ Sales Tax. \*Parts are extra.*

For more information or to schedule service

**Call: 856-455-1111**

Visit [www.woodruffenergy.com](http://www.woodruffenergy.com)