

## Service Guarantees

You deserve great service and value.  
By enrolling in our service plans,  
you can count on:

1. Expert heating and cooling tune-ups. When we tune up your system, we don't just "eyeball" your equipment. We ensure efficiency and performance by checking the complete operation of your system.
2. We will respond within two hours of a no heat call.
3. 24-hour emergency service. We're here for you 24 hours a day, 365 days a year.
4. One-year warranty on repairs. We guarantee repairs for one full year. If a part or repair breaks within one year, we will fix it at no charge. We do not cover anything from storm damage or power outages resulting in damage to parts.
5. No subcontractors. We use only our own certified technicians, who receive ongoing training and have all the resources they need to solve the most complicated problems.
6. New parts. Other companies use reconditioned parts. We don't. We use new parts, when available, for repairs.
7. Respect for your home. We always clean our work area when we finish a job.
8. 100% satisfaction. If you are not satisfied with a repair, we will return to fix it – and we won't leave until you're satisfied.

 **Call us today to schedule your tune-up!**

## Annual Oil Tune-Up

Your oil tune-up takes place within the service plan term, during regular working hours. We will:

- 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 and oil filter
- 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

## Annual Gas Tune-Up

Your gas tune-up takes place within the service plan term, during regular working hours. We will:

- Perform efficiency test
- Clean and adjust burners and inspect heat exchanger
- Check thermostat operation
- Lubricate all motors, bearings, fans and circulator pumps
- Clean pilot assembly
- Install 1-1" filter
- Test and adjust operation of safety and operating controls
- Inspect flue pipe and gas valve
- Check blower motor (and belt if applicable)
- Test and tighten all wiring and connections
- Turn exposed dampers to heating position if marked (no balancing)
- Flush Condensate drain to protect overflow
- Check temperature rise
- Check fan speeds
- Check gas pressure at gas valve
- Inform customer of equipment condition. Recommend necessary repairs

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

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# Downey Energy

Oilheat • Propane • Diesel



## Oil & Gas Service Plans

### Oil Comfort Plan

- Annual Tune-Up
- 20% off ALL repairs
- Priority Service

### Oil Comfort Plus Plan

- Annual Tune-Up
- Priority Service
- No charge for parts or labor on covered items (details inside)
- 20% off noncovered parts

### Gas Comfort Plan

- Annual Tune-Up
- 20% off ALL repairs
- Priority Service



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**(845) 265-3663**

**DowneyOilNY.com**

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Cold Spring, NY 10516

# Covered Parts for the Comfort Plus Plan

## Controls

- Aquastat
- Cad Cell Relay
- Circulator Relay
- Combination Control
- Draft Regulator
- Emergency Switch
- Fuses
- High Limit Control
- Low Limit Control
- Pressuretrol Control
- Primary Control
- Reverse Aquastat
- Triple Aquastat
- Triple Aquastat Relay

- Burner Switch
- Buss Bar Transformer Leads
- Cad Cell Assembly
- Cad Cell Eye
- Electrodes
- Electrodes Assembly
- Electrode Wires
- End Cone
- Flare Fittings
- Ignition Leads
- Ignition Transformer
- Nozzle
- Nozzle Assembly
- Nozzle Line

## Warm Air Systems

- Blower Belt
- Blower Motor
- Blower Pulley
- Fan Control
- Limit Control

## Fuel Supply Parts

- Fill Cap
- Firomatic Valve
- Fuel Filter Cartridge
- Fuel Filter Complete
- Fuel Oil Pump
- Fuel Pump Strainer
- Oil Tank Gauge
- Oil Tank Whistle

- Vent Cap

## Other Parts

- Air-out Air Vent
- Automatic Water Feeder
- Blower Complete
- Blower Shaft
- Blower Wheel
- Boiler Valves
- Circulator Bearing Assembly
- Circulator Complete
- Check Valves
- Combustion Chamber
- Extrol Tank
- Feed Valve
- Pressure Reducing Valve\*
- Purge Valve
- Radiator Valves
- Relief Safety Valve
- Temperature Gauge
- Thermostat (manual)
- Zone Valve Complete
- Zone Valve Motor
- Zone Valve Powerhead
- Zone Valve Relay

## Services

- Venting of baseboards or radiators
- Adjusting boiler pressure
- Adjusting water level

## Hot Water Systems

- Circulator Coupling
- Circulator Motor
- Circulator Motor Mounts
- Circulator Wicking
- Circulator Switch

## Burner Replacement Parts

- Burner Blast Tube
- Burner Cables
- Burner Coupling
- Burner Fan
- Burner Flange Gasket
- Burner Motor

# Terms and Conditions

1. Comfort Plan offers a 15% discount off diagnostic and repair charges, PLUS scheduled routine maintenance.
2. Comfort Plus Plan covers labor and most frequently replaced parts when you have a problem with your covered equipment, PLUS scheduled routine maintenance.
3. Service plans become effective only after inspection of equipment and systems by Downey Energy. All equipment must be brought up to standard before being accepted for a service plan. Advance payment does not make a plan become effective. For new customers only. Preexisting conditions are not covered by contract.
4. Must be on automatic deliver to enroll in service plan.
5. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. Downey Energy will indicate its acceptance of a service plan by issuance of an invoice.
6. Service plans are transferrable to new owner at seller of property's option or voided at request, but no amount is refundable.
7. Downey Energy's responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan is procured from another source or if a client's account is past due.
8. Priority Service—our plan agreement clients receive priority scheduling ahead of non-agreement clients. Most calls are answered within 24 hours. However, longer response periods can be encountered during peak periods. Downey Energy makes no guarantee of any specific response time.
9. To help hold down the price of our plans by eliminating unnecessary service calls, our clients are expected to: make sure the thermostat or humidistat is properly set and check all switches including circuit breakers or fuses. Clients are also expected to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.). We will clean/replace these filters as needed during our maintenance service.
10. Replacement of the entire unit or of the following systems and devices are not covered under either plan: electrical service from breaker to unit, condensing coils, flues, duct systems, evaporator coils, radiators, gas and water leaks, registers and grills, refrigerant leak tests and leak repairs and heating system piping other than near boiler piping.
11. The following items are not covered under either plan: compressors, heat exchangers, burners, refrigerant recovery or filters (other than standard 1" disposable filters). If heat exchanger or compressor is covered under a manufacturer's warranty then labor and materials for a replacement system is included.
12. The following items are not covered under either plan unless separate coverage is purchased for them: humidifiers, electronic air cleaners and other accessories not an integral part of the air conditioner or furnace.
13. Parts and labor not covered under a service plan will be billed at prevailing rates.
14. Calls to replace dirty filters and to balance heat and/or cooling to individual rooms, air bleeding of hot water radiator systems and repairs to radiators themselves will be considered chargeable calls.
15. The plans do not cover non-maintenance work or acts of God such as: work required because of fire, lightning, explosion, flood, freezing or breaking of pipes, sabotage, or shortage of electrical, gas or water supply, electrical work beyond the units, cleaning of ducts, painting, moving of equipment or correction of installation or design deficiencies, or expense caused by improper operation, negligence or misuse of the equipment or damage from any cause that is external or that does not arise solely and directly out of the operation of this equipment. If you request such service, it will be charged to you at prevailing rates.
16. Downey Energy reserves the right to cancel any agreement without notice and refund the unused portion of the agreement.
17. Downey Energy reserves the right to make all calls during regular working hours except 'No Heat' calls. 'No Cool' calls must be made during daylight hours for safety reasons.
18. Downey Energy will endeavor to render prompt and efficient service, but it is expressly agreed that Downey Energy shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this agreement.
19. The obligation to furnish replacement parts is subject to availability through normal supply sources.
20. Annual tune-ups may be scheduled at any time during the service plan year. Through a regular program of service contract reminders and follow-up phone calls, Downey Energy will make an attempt to schedule the tune-up; however, this responsibility is shared with the client who must make the unit accessible to be worked on during normal working hours.
21. The Loyalty Reward Equipment Replacement Program gives each client with a Comfort or Comfort Plus Plan \$50 for each consecutive year that a plan is in place towards the purchase of a replacement furnace, heat pump, air handler or condensing unit, up to a maximum of \$500. It cannot be used for repairs, installation of accessories or any other purchases to pay any outstanding balance to Downey Energy. Balance must be current in order to redeem and has to be claimed within 90 days of installation.
22. The Loyalty Reward allowance is not transferrable and cannot be paid in any form in lieu of purchase.
23. The equipment being replaced must have been covered under a current service plan with Downey Energy.
24. Downey Energy reserves the right to modify this program, including terminating it without prior notice. In the event of program termination all earned rewards will be available for use by our clients.

## LOYALTY CREDITS

For each consecutive year you are enrolled in our Comfort Plus or Comfort plan, you earn \$50 in Loyalty Credits. You can accumulate up to \$500 in credits and apply them to the following equipment purchased from us.

- heat pump . . . . . \$400
- boiler . . . . . \$350
- furnace . . . . . \$250
- central a/c system . . . . . \$250
- oil tank . . . . . \$200
- oil water heater . . . . . \$200
- burner . . . . . \$100

A maximum of \$50 in Loyalty Credits is awarded each year, regardless of how many service agreements you have.

## Loyalty Credits

For every consecutive year you renew your service plan you **earn \$50 in Loyalty Credits**. These credits may be used toward 10% of the total purchase price of any new or replacement equipment. See Terms and Conditions for further details

## Propane and Oil-Fired Water Heater Plan

Our water heater service agreements cover labor and most components of your oil-fired water heater, at no additional charge for the Comfort Plus water heater agreement, or with a 20% repair discount for the Comfort water heater agreement.



\*On heating system only. Honeywell or White-Rodgers zone valves only. No parts for HW coils. One zone valve per unit. One Extrol per unit.