

Downeast Energy Offices

BRUNSWICK

18 Spring Street/04011
729-9921 or 1-800-339-9921
In Boothbay: 633-6652

DENMARK

48 Bull Ring Road/04022
452-2151 or 1-800-287-7475

HALLOWELL

283 Whitten Road/04347
622-7521 or 1-888-320-3168

KENNEBUNK

14 Depot Street/04043
985-3154 or 1-800-286-6364

MOUNT VERNON

1464 Pond Road/04352
685-3851 or 1-888-685-3851

SOUTH PORTLAND

172 Main Street/04106
799-5585 or 1-800-244-5585

SPRINGVALE

288 River Street/04083
324-6777 or 1-888-890-0246

WALDO

1376 Waterville Road/04915
342-4040

WATERVILLE

95 College Avenue/04901
873-3050 or 1-800-773-3050

WINDHAM

34 Manchester Drive/04062
892-4806 or 1-800-640-4806

YARMOUTH

8 RR Square/04096
846-5507 or 1-800-244-5585

DOVER, NH

63 Fourth Street/03820
603-742-1565 or 1-800-345-3509

Call 1-888-665-2727

www.downeastenergy.com

Heating Oil Service Contract

No matter what time of day it is, you'll never have to worry about your heating system with a Downeast Energy service contract.

Our service contract includes a periodic heating system inspection, adjustment and tune-up, and emergency service.



**DOWNEAST
ENERGY**
Feel Good Inside

The Most Comprehensive Plan For the Money

Proper maintenance of your heating system can give you not only peace of mind, but savings in fuel and repair bills. Our service contract helps to assure your heating system will be kept in optimum operating condition with emergency service 24 hours a day, 7 days a week. All work is done by our own qualified, licensed burner technicians.

Included in the contract is the repair or replacement, when necessary, of the parts listed and the routine and emergency labor associated with those parts.

The plan also covers a periodic inspection, adjustment and cleaning of your boiler or furnace. This tune-up will include the following steps:

1. Test and check all oil burner safety controls
2. Clean or replace oil filters or strainers
3. Clean nozzle assembly and change nozzle
4. Clean and adjust ignition system
5. Inspect and vacuum smoke pipe and boiler (or furnace) as necessary
6. Lubricate motors and bearing assemblies
7. Visually inspect wiring
8. Combustion efficiency testing done for maximum performance

We make every effort, via phone and email, to contact our customers regarding scheduling of tune-ups. If you do not hear from us, please don't hesitate to contact our office prior to the end of your contract period to schedule a convenient time.

Terms and Conditions

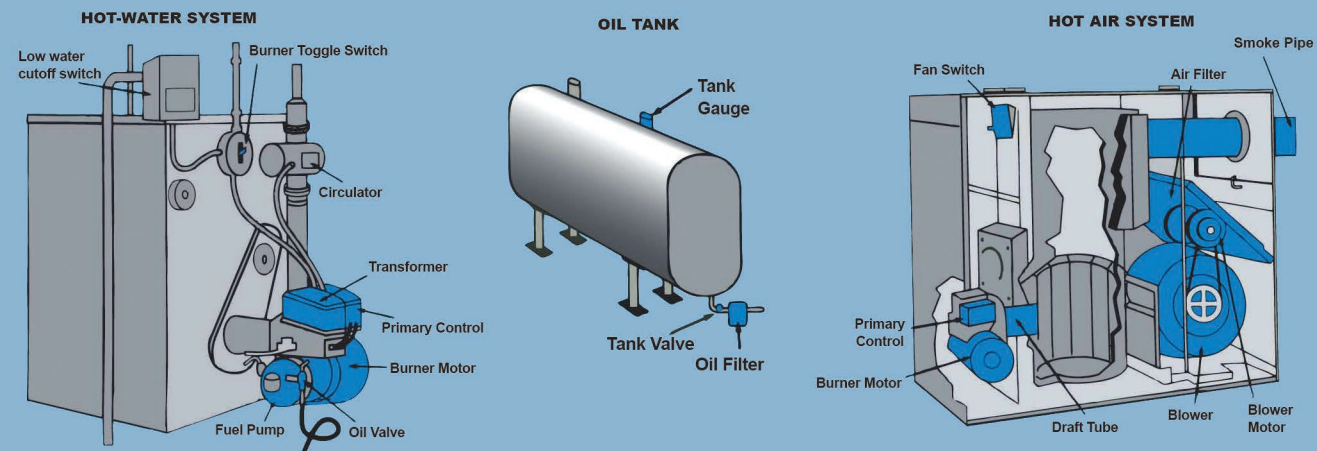
1. Downeast service contracts are available only to customers who purchase their **total** annual consumption of fuel and qualify for our full range of offerings including 24 hr. service. Cancellation of fuel or delivery or failure to maintain a satisfactory credit status automatically terminates the contract without a refund.
2. We reserve the right to inspect and approve the heating system prior to issuing a contract. Improperly installed equipment not meeting state or local codes cannot be covered. Repair, if authorized, would be done at prevailing rates.
3. This plan covers only residential heating systems fired at 3.0 gallons an hour or less. Other systems (over 3.0 gallons an hour) are subject to increased rates available upon inspection.
4. Terms of the agreement are for a period of twelve months from the date of invoice and will renew automatically each successive year unless either party gives notice prior to the renewal date.
5. We will not accept liability for:
 - a) Any work performed on heating equipment other than by our own technicians or others authorized by us.
 - b) Any direct or indirect injury, damage or resulting failure of the oil burner, associated equipment or dwelling due to an act of God, unavoidable delays, fires, abuse, neglect or any cause beyond our control.
6. This plan does not cover, and we are not responsible for, any damage, including environmental damage, arising out of any leakage or spillage from any oil lines, oil tanks or any other part of your heating system.
7. After 4pm Monday through Friday, weekends and Holidays this plan covers emergency service only. Emergency service is defined as total loss of heat, total loss of hot water and/or fuel leaks.

Exclusions

Service Contracts do not cover:

1. Malfunctions due to a) switches left off; b) failure to manually fed boilers or flush low water cut-offs; c) blown fuses; d) electrical failures unrelated to heating system such as power surges from generators; e) oil or water valves left off; f) damages as a result of heat failure even if due to failure of a covered part.
2. Antifreeze: We will not cover any damage caused by the problems associated with antifreeze. Antifreeze needs to be tested annually.
3. Complete replacement of oil burner, boiler, furnace, combustion chamber or heat exchanger.
4. Air conditioning equipment.
5. Clock thermostats.
6. Heat and hot water distribution systems and their accessories except items in Water Parts Option when purchased.
7. Tankless coils, gaskets and related labor.
8. Oil tank, unless the TankSure™ program is purchased.
9. Draft inducers and power ventors.
10. Wood or coal units and their related parts.
11. Burner service required due to failure of adequate fuel supply, your delivery being held due to unsatisfactory credit status, or inaccessibility to tank.
12. Water storage tanks.

Heating Oil Service Contract—The Colored Areas Are Covered Under Basic Contract



Heating system maintenance is simple with a Doweast Energy service contract.



DOWNEAST ENERGY
Feel Good Inside

To sign up for a service contract, please call us OR mail this card to your nearest Doweast Energy office. We'll use this information to enroll you in your desired plan and coverage options.

Basic Contract

- Air Filter
- Aquastat
- Blower and Shaft Assembly
- Blower Belt
- Blower Motor (up to ¾hp)
- Burner Coupling
- Burner Fan
- Burner Motor
- Cad Cell Assembly
- Delay Oil Valve and Timer
- Draft Regulator
- Draft Tube Assembly
- Fan & Limit Switch
- Fuel Pump
- Gauge
- Oil Burner Valve
- Oil Filter (cartridge)
- Oil Filter (complete)
- Standard Oil Tank Gauge
- Pump Strainer
- Nozzle
- Pressurtrol (steam)
- Primary Control
- Smoke Pipe
- Stair and Burner Toggle Switch
- Standard Thermostat
- Tank Valve
- Transformer
- Vent Alarm and Gauge Combination
- Vent Alarm

\$ _____

Basic Contract Options

The following option is available exclusively to those customers purchasing a basic service contract.

Water Parts Option

For our customers wishing to cover water related parts and labor, we will provide the same coverage as our Basic Plan plus the following parts:

- Pressure Reducing Valve
- Back Flow Valve
- Circulator and Associated Parts
- Circulator Relays
- Flange Gaskets
- Relief Valves (Boiler and Domestic)
- Expansion Tank Switch
- Low Water Cutoff
- Mixing Valves
- Zone Valves
- Flo Checks
- Hyvent

\$ _____

Water Heater Contract

If you would like to have coverage on a separate oil fired hot water heater, we will provide 24 hour emergency service and repair under the same conditions as our basic contract.

\$ _____

TempAssure™

Help protect your home with our TempAssure™ remote monitoring system. This wireless sensor technology constantly monitors room temperature, fuel oil and propane level and heating system problems (optional - may require additional equipment).

\$ _____

TankSure™

At the time of your next service we will perform an ultrasonic tank test on your oil tank to measure the level of corrosion occurring inside the tank. If your tank qualifies, you may purchase the TankSure Program Warranty.

\$ _____

Date _____

Account Number _____

Owner's Name _____

Street _____

City _____

Telephone _____

Number of Units _____

Owner's Signature _____

Yes! Please sign me (us) up for the Service Plan(s) as noted below:

Basic Contract

Water Parts Option

Water Heater Contract

TempAssure™ Program

TankSure™ Program

Value Shared Service Plan