

Mirabito MVP Value Plan



SERVICE AGREEMENT

The Mirabito Value Plan Service Agreement Includes:

1. One Annual Boiler or Furnace Tune-up

↓	Reduces Service Calls	↑	Provides Greater Fuel Efficiency	+	Prolongs Heating System Life Span
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2. 24/7 Emergency Service Guaranteed

3. Parts & Labor Coverage

A 20% discount on parts and labor to repair or replace items that require repair or replacement due to normal wear and tear and are available through regular sources of supply for the duration of the agreement (excluding installation work and items listed in general terms and conditions).

Notes:

1. Water heater coverage includes water heater tune-up, which must be performed at the same time as furnace or boiler. Water heater coverage also includes burner parts, aquastat, controls, emergency switch and an annual tune-up. **Hot water tanks are excluded from the parts covered.**
2. A/C coverage includes labor charges for repairs during normal working hours. All parts are covered with the exception of compressors, condensing units, air handlers, or evaporator coils (Labor is additional for these repairs).
3. See reverse side for agreement terms and conditions.

Exclusions:

1. Direct Vent specialized parts and repairs not eligible.
2. **Wood/Oil combination units not eligible.**

The length of this agreement is one (1) year from the date of acceptance and payment for the agreement you select.

<input type="checkbox"/>	MVP Service Agreement	\$ _____
<input type="checkbox"/>	Additional Heat Zones	\$ _____
<input type="checkbox"/>	Water Heater Coverage	\$ _____
<input type="checkbox"/>	TankSure® Program	Oil	\$ _____
<input type="checkbox"/>	A/C	\$ _____
	Applicable Tax	\$ _____
	Total	\$ _____

Account # _____ Agreement Begins _____ Agreement Ends _____

Customer Name _____

Street _____

City _____ State _____ Zip _____

Phone _____

Email _____

Customer Signature _____ Date _____

GENERAL TERMS AND CONDITIONS

1. A tune-up will be performed once per year during regular working hours. A tune-up includes:

Fuel Oil Equipment Tune-Up

- The following parts are included with a residential tune-up: new oil filter cartridge, new oil burner nozzle, new pump screen, and new air filters, if applicable.
- Installation of oil filter cartridge, burner nozzle, pump screen and air filters, if applicable.
- Cleaning and checking electrodes and nozzle assembly
- A safety check on all operating controls.
- Inspection of combustion chamber.
- Inspection of chimney.
- Oiling all motors on burners, fans and circulators
- Vacuuming of interior of boiler or furnace and flue pipe.
- Adjusting system to maximum efficiency and performing efficiency test to check results.
- Additional parts and labor necessary to complete tune-up will be billed at our normal parts and labor rate on a time and material basis.
- Includes up to 2 hours labor to complete tune-up. Any additional time over 2 hours required to complete a tune-up would be billed at our normal hourly rates.

Gas Equipment Tune-Up

- Clean and adjust thermostat, all safety controls and pilot assembly
- Clean burners and controls.
- Adjust burner for maximum efficiency.
- Check for gas leaks in furnace.
- Lubricate moving parts.
- Check filters.
- Check belts and adjust tension.
- Check flue pipe, draft diverter and heat exchanger.
- Check fan control.
- Adjust pressure regulator.
- Check furnace for fumes.
- Check complete operating cycle.
- Make necessary recommendations to ensure your maximum comfort, safety and reliability.
- Includes up to 2 hours labor to complete tune-up. Any additional time over 2 hours required to complete a tune-up would be billed at our normal hourly rates.

2. **Mirabito Energy Products will not issue an agreement on obsolete equipment or units seriously in need of repair or replacement.**

3. This agreement does not cover: water tanks and anode rods, domestic plumbing, domestic/ electrical wiring that is not related to the heating system, low pressure burners, rotary burners, electronic air cleaners, permanent air filters, duct work, repair or replacement of obsolete parts which are not available through regular sources of supply, or any work that requires us to expose concealed piping or concealed oil or gas lines for repair.

4. This agreement does not cover parts or labor, secondary or consequential damages when failure is due to:

- Air in baseboard radiation or radiators.
- Changes in fuel consumption
- Customer leaving emergency switch in "off" position, thermostat set improperly, dirty air filter or lack of water in boiler.
- Failure of customer to maintain proper boiler water level or pressure.
- Freezing.
- Frozen pipes.
- Frozen or gelled oil lines.
- Fuses or circuit breakers blown.
- Inadequate warm air furnace/boiler room ventilation.
- Lack of oil/fuel when delivery was delayed due to delinquency in payment, or when customer is not on automatic delivery.
- Piping not related to the heating system.
- Power interruption, wars, acts of God, accidents, fire damage, flooding or other water damage, government regulations, strikes, riots, material or labor shortages, abuse or misuse of the system or other conditions beyond the control of Mirabito Energy Products.
- Parts expressly excluded from this agreement.
- Vacant or unattended premises.

5. This agreement will be void if:

- All fuel oil requirements are not purchased from Mirabito Energy Products.
- All heating equipment covered by one of our agreements must be serviced by an authorized service representative of Mirabito Energy Products.

6. Delinquent accounts past 30 days will result in automatic termination. Failure to keep your balance current will also result in cancellation unless arrangements are made with our credit manager. In a rental situation, if a tenant defaults in payment for oil delivered it is the landlord's responsibility.

7. There shall be no liability on the part of Mirabito Energy Products for work done by anyone else unless such person is authorized in writing by Mirabito Energy Products to perform such work or furnish such parts.

8. All equipment replacement credits are only applicable toward equipment purchased from and installed by Mirabito Energy Products or Mirabito Energy Products authorized personnel.

9. This agreement does not insure against leaks from fuel storage tanks or any damages to persons or to property resulting from such leaks. This agreement does not cover any installation, cleanup, removal, remediation, or other costs of compliance with any laws, rules, or disposal, discharge, dispersal, release, or escape of oil or other petroleum substance into or upon the customer's property, surrounding property, atmosphere, or any water course or body of water, unless caused by the negligence of Mirabito Energy Products. Customer shall be responsible for the condition and maintenance of the fuel storage tank, and for compliance with all laws requiring notice to government agencies or officials in the event of a leak from said tank.

10. The length of this agreement is one (1) year from the date of acceptance and payment for the agreement you select. If the customer moves, this agreement may be assigned to the new owner providing the new owner agrees in writing to assume this agreement, all customer's outstanding bills are paid and customer gives Mirabito Energy Products written notice at least ten (10) days before closing.

11. Mirabito Energy Products reserves the right to inspect a heating system before it is accepted for coverage. If inspection shows that the system is in unacceptable condition, it must be repaired or replaced before the customer will be accepted for coverage. Mirabito Energy Products reserves the right to reject, at any time, any equipment from coverage we deem unacceptable.

12. A tune-up completed in anticipation of service agreement renewal will be billed at our normal parts and labor rates, on a time and material basis, if the anticipated renewal is cancelled.

13. This agreement applies only to single residential heating equipment, additional units at the same location require their own agreement.

14. This agreement does not cover any work due to changes in government regulations, codes or insurance company needs or requirements, which might occur at some future date.

15. If an obsolete circulator, bearing assembly, motor or zone valve requires upgrading, there will be an additional charge.

16. Customer and Mirabito Energy Products agree that there are no promises, terms, conditions or obligations between the parties that are not already contained in this agreement. Statements made by Mirabito Energy Products personnel that are not contained in this agreement have not been relied upon by the customer and are not party to this agreement.

Service Hours:

During the life of this agreement, Mirabito Energy Products will provide dependable, prompt emergency service 7 days per week, 365 days per year.

Emergency Service:

Constitutes NO HEAT, SERIOUS FUEL LEAKS or DANGEROUS SITUATIONS. All other regular service work will be performed during normal working hours, Monday-Friday, 8a.m. - 5p.m. Non-emergency, if requested after hours, will be billed at our standard overtime rates.

**FOR INFORMATION ABOUT THIS SERVICE AGREEMENT
CALL 1-800-934-9480**