



GENERAL CONDITIONS



PROUDLY SERVING THE CHESTNUT HILL AND GREATER PHILADELPHIA AREAS SINCE 1875

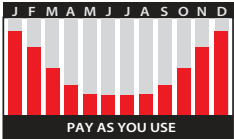
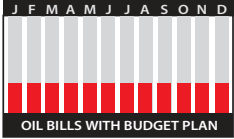
The Dwyer Difference:

- Dependable service, often within hours of your service request
- Efficient budget planning for our oil heat customers.
- Knowledgeable professionals who are experienced in providing the most comprehensive home comfort possible.

BUDGET PLAN

Winter weather can be unpredictable. That's why Dwyer Oil developed a plan that will make things easier for you by spreading your heating costs into smaller, more convenient payments. We offer a 12 month budget plan which may include your Energy Savings Plan. The budget plan takes the guesswork out of paying your heating bills.

EASY



NOT EASY

1. Prices listed under both Energy Savings Plans reflect a discounted rate for customers who currently purchase ALL their heating oil from Walter A Dwyer, Inc. (Company). Any customer who does not purchase ALL of their heating oil from the Company will be subject to an additional \$150 per either Plan. This agreement will automatically suspend if the customer fails to pay for all heating oil delivered or for repair parts, labor, or other chargeable items when due, or renders or permits anyone other than the Company to perform service to the burner or associated heating equipment, unless so instructed beforehand by the Company. There shall be no obligation upon the Company to perform any service or provide parts after termination of this agreement. Upon termination there shall be no refund or credits allowed. This agreement is not transferable.

2. This agreement is offered to all heating oil customers of the Company, subject to inspection and approval of heating equipment. If, on inspection, Customer's heating equipment is found to be obsolete or otherwise unacceptable, the contract coverage will be canceled and a pro-rated refund will be returned to the Customer. Any repairs required to place equipment in acceptable condition are excluded and will be charged separately. Prices advertised refer to the majority of residential type burners and shall be limited to those rated at a maximum firing rate of three (3) gallons per hour. Special service agreements are available for larger domestic or commercial units.

3. This agreement will become effective immediately following the inspection and approval of Customer equipment as required by the preceding paragraph, and will automatically renew itself annually, unless either party gives 30-day written notice of termination, or there is a termination under the provisions of Paragraphs 1 or 2.

4. **Emergency Service is defined as first available service and will be billed at normal business hour rates (8:00 A.M. - 4:30 P.M.). Emergency Service provided on holidays and/or outside of normal hours will be subject to a prevailing rate of 1-1/2 times, minimum 1 hour. Customer will receive 15-30% discount on applicable labor rate when enrolled in the corresponding Energy Savings Plans.**

5. This is not an agreement to sell or deliver heating oil by the Company. This Agreement covers only the items of service and parts expressly provided.

6. The Company is not responsible for damages that may be caused by the late delivery or misdelivery of heating oil.

7. The Agreement does not cover repair or service to oil burner equipment damaged due to fire, flood, lighting, freezing or other acts of God, nor service calls caused by improper setting of thermostats, switches in the "off" position, inadequate water in the boiler, inadequate oil in the tank, or tampering with equipment. Company's obligation to furnish parts specifically listed herein shall be subject to their availability through usual sources of supply. Replacement of obsolete items for which parts are not available will be done on a time and materials basis.

8. The Company warrants that all service performed under this Agreement shall be in a good and workmanlike manner, and all parts installed shall be fit for their particular intended use. Company shall be liable solely for repair to the heater and burner and related equipment caused by its negligence, but not otherwise, and under no circumstance shall the Company be liable for any consequential or resultant damage or injury (including death) to persons or property, nor for damage resulting from defective heaters or burners, or for loss or damage resulting from operation or non-operation of said equipment. Delays in performing service, making repairs or installation of parts because of strikes, accidents, explosions, shortages, or other conditions beyond the control of the Company shall excuse the Company from performance of this Agreement.

9. Customer will receive an annual 10% discount on the lower-priced option of any bundled Maintenance Plan(s) upon renewal.

10. All promises and understandings are contained in this Agreement. No additional promises on the part of the Company or modifications to this Agreement shall be binding unless made in writing and executed by an authorized representative of the Company.

ENERGY SAVINGS PLANS (For Heating Oil Systems)



The Only Plan You Will Ever Need for Your Home Comfort.
Exceptional Service. No Nonsense.

(215) 248-4300 www.dwyerhomecomfort.com

152 S. Main Street • Ambler, PA 19002
PA HIC# 006313

ENERGY SAVINGS PLAN

(For Furnace or Boiler Fired Systems)

\$18.50 per month

\$219.95 annually



ANNUAL HEATING SYSTEM TUNE-UP

Just like changing the oil in your car, your heating system should be tuned up annually. Below are the benefits of receiving an annual heating system tune-up:



Keeps the system running cleanly & reduces unexpected service calls



Increases efficiency of your heating system



Saves you money on fuel



Prolongs the life of your heating system

We conduct the following maintenance (when necessary):

- Vacuum of unit
- Oil burner conditioning
- Burner nozzle replacement
- Oil filter cartridge change
- Safety controls check
- Motor
- Blower and pump lubrication
- Chimney draft checks
- Air leak cementing
- Combustion and ignition adjustments
- Control inspections



EFFICIENCY TEST

With the annual servicing we provide full combustion efficiency testing to ensure your system is tuned to peak operating performance. Efficiency documentation is included.



15% DISCOUNT ON PARTS & LABOR

15% discount on parts and labor. (This does not apply to system replacement.)



EMERGENCY SERVICE

At Dwyer Oil, we are here for our customers. With our 24-hour emergency service, no matter what the season, or reason, you can count on a Dwyer Oil service technician to come to your home.

ENERGY SAVINGS PLAN PLUS

(For Furnace or Boiler Fired Systems)

\$22.50 per month

\$269.95 annually



ANNUAL HEATING SYSTEM TUNE-UP

Just like changing the oil in your car, your heating system should be tuned up annually. Below are the benefits of receiving an annual heating system tune-up:



Keeps the system running cleanly & reduces unexpected service calls



Increases efficiency of your heating system



Saves you money on fuel



Prolongs the life of your heating system

We conduct the following maintenance (when necessary):

- Vacuum of unit
- Oil burner conditioning
- Burner nozzle replacement
- Oil filter cartridge change
- Safety controls check
- Motor
- Blower and pump lubrication
- Chimney draft checks
- Air leak cementing
- Combustion and ignition adjustments
- Control inspections



EFFICIENCY TEST

With the annual servicing we provide full combustion efficiency testing to ensure your system is tuned to peak operating performance. Efficiency documentation is included.



30% DISCOUNT ON PARTS & LABOR

30% discount on parts and labor. (This does not apply to system replacement.)



EMERGENCY SERVICE

At Dwyer Oil, we are here for our customers. With our 24-hour emergency service, no matter what the season, or reason, you can count on a Dwyer Oil service technician to come to your home.



NEW SYSTEM DISCOUNT

\$300*

TOWARD A HEATING SYSTEM REPLACEMENT

*Save coupon for \$300 toward your heating system replacement. Cannot be combined with other offers. Limit of one per customer. Coupon only valid for equipment sold and installed by Walter A. Dwyer, Inc. while currently enrolled in either Energy Savings Plan at time of replacement.



ADDITIONAL MAINTENANCE PLANS



MULTIPLE ZONE/UNIT DISCOUNT



AIR CONDITIONING



HEAT PUMP



PROPANE



NATURAL GAS

Bundle Maintenance Plans and Save 10%!



Dwyer HVAC Services:

- Oil
- Air Conditioning
- Heat Pumps
- Polarized-Media Electronic Air Cleaners
- UV Air Purifiers
- Humidifiers
- Duct Work
- Sump Pump
- Sewers
- Pool Heaters
- Solar Panels
- Water Softeners
- Gas Heaters

Plumbing Services

