

General Conditions & Exclusions

1. These plans cover one residential heating unit. Oil tanks, oil lines, and any associated problems are specifically excluded unless otherwise noted. Shawn Harris Enterprises (herein referred to as "Company") reserves the right to inspect the equipment covered before acceptance. Any part requiring an upgrade prior to acceptance will be charged at prevailing rates. The plans are billed and renew annually, if the customer cancels the plan for any reason before the end of the service period all work previously covered by the plan will be billed at prevailing rates. The plan and billing will renew automatically at the annual start date unless cancelled by either party.

2. Company reserves the right to deem equipment not worth repairing based on factors such as age and condition, in which event the price of the service plan will be credited toward new equipment sold and installed by Company.

3. The plan selected and services rendered are contingent upon customer signing up for automatic heating oil delivery from Company. Annual tune-ups will be scheduled during normal working hours, Monday through Friday. These plans are transferable to new owners if the house is sold, but they are not refundable. Further, the plan is void if any person, including owner, renders service to equipment except as instructed by Company.

4. Account must be current. Past due balances on any open account will void this plan.

5. Company shall not be responsible for customer's failure to use ordinary care in the operation of any heating/cooling/hot water system such as, but not limited to, replacing blown fuses, resetting breaker switches, or turning on and off power switches.

6. Frozen or congealed oil lines, lack of oil when not on automatic delivery, water or contamination in fuel, electric and/or wiring problem, or customer not available will be charged at prevailing rates.

7. Our obligation to service and replacement of any part is subject to location accessibility and parts availability through normal sources of supply.

8. This plan does not cover services or replacement of parts damaged by water, fire, acts of God, accident, or abuse. Company shall not be held responsible for any non-performance when prevented by any circumstances beyond its control.

9. These plans do not include plumbing repairs; circulators; repairs to zone valves, radiators, connectors, hot water coils, feed, and release valves; bleeding or purging air from system; draining expansion tank; repair of water leaks; thermostat wiring; low and line voltage wiring; power venters and venting systems; all parts associated with chimney; or items not identified in plan agreement.

10. This plan may also be terminated by Company (a) if customer fails to comply with Company credit terms, (b) if customer fails to provide a safe and reasonably clean place in which to work, or (c) if customer installs or attaches non-compatible devices to any system.

11. All services will be provided between 8 a.m. and 4 p.m. Monday through Friday. No service will be performed in inclement weather or flooded areas. Services provided on holidays and/or outside of 8 a.m. and 4 p.m. will be billed at prevailing rates. Services do not include freight, filters, air distribution systems or other adjustment, evaporative or condenser coils, or other parts not specifically included in the plan. Limited to units up to five tons.

12. Company will not be held liable for injury or damage to persons, property, or consequential damage resulting from defects in or the non-operation of, customer heating equipment or its accessories nor for damages resulting from heat failure in a vacant building.

13. All plans that include the TankSure® Program provide a tank testing service and the TankSure® Program tank replacement payment described below. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. We will perform an annual test of your fuel tank. If a tank leak occurs subsequent to this test due to internal corrosion once you are on the program or due to a manufacturer's defect, or if a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software, Company will pay up to \$1,000 toward the replacement of your tank in accordance with the terms of the TankSure® Program which is described in the TankSure® brochure that we have provided to you.

14. Amendment and Cancellation. We may amend or change the terms of this plan at any time. We may amend or change the services offered as part of the plan at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change.



SHAWN HARRIS ENTERPRISES

HOME COMFORT SERVICE PLAN



781-545-2954

24 COUNTRY WAY • SCITUATE, MA 02066

sharrisent@gmail.com

HOME COMFORT PLAN PLUS **

\$289.00



**SHAWN HARRIS
ENTERPRISES**

Safety Inspection

Our technicians will conduct a safety inspection of your heating system based on manufacturer's recommendations and industry best practice.

Tune-Up \$189.00 Value

The annual tune-up will keep your system running efficiently which saves on fuel usage and extends the life of your equipment.

Tune-up includes new oil filter, air filter and nozzle. If applicable, pump strainer and nozzle, clean and adjust electrodes, test the ignition transformer, vacuum boiler or furnace as well as the chimney base.

* Client is responsible for scheduling yearly maintenance.

50% off Parts Listed Below

Replacement or repair of the following parts listed below will be covered at 50%. The remainder including tax is billed to you. All other service parts that are not covered is your responsibility at 100% cost. Labor is included.

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|--------------------------|-----------------------------|-----------------------------|
| • Barometric Damper | • Burner Pump | • Control Pressuretrol |
| • Boiler Service Switch | • Burner Transformer | • Control Primary |
| • Burner Blast Tube | • Control Aquastat | • Control Stack Relay |
| • Burner Coupling | • Control Combination Relay | • Electrical Firomatic |
| • Burner Delay Valve | • Control Fan Limit | • Flue Pipe (up to 10 feet) |
| • Burner Motor | • Control Hi Limit | • Gauge Glass & Washers |
| • Burner Nozzle Assembly | • Control Lo Limit | • Oil Filter Complete |

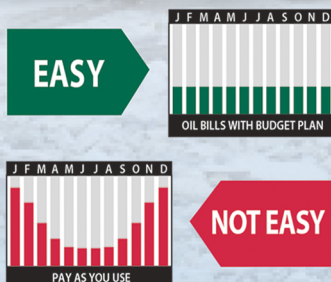
Note: Discounts and special labor rates do NOT apply to new installs or system replacement.

**** Must sign up for automatic delivery service**

BUDGET PLAN

JULY 1 THROUGH JUNE 30

We highly recommend our budget plans to any customer who would like to manage their fuel oil and Home Comfort Plan payments as efficiently as possible. Your budget payment lets you spread your heating costs into smaller, predictable payments over the course 12 months. When you enroll in any of our Home Comfort Plans, the cost can be wrapped into your budget payment.



Labor rates are **FREE** (Monday - Friday) 8 a.m. - 4:00 p.m.

After business hours, holidays and weekends labor rate is \$75.00/hour (Normally \$125.00)

Emergency Service

Rest assured if your system needs unplanned repair that we will be there for you 24/7.

OTHER SERVICES

from Shawn Harris Enterprises

10 Day Prompt Pay Discount - 10¢ per gallon

Prebuys with price capping

Fuel Assistance

AC Inspections, Maintenance and Installations

Mass Save Certified

Installation of Boilers, Oil Tanks, Heat Pumps and Condensers

Off-Road Diesel: Daily Job Site Deliveries

Transportation Services: Equipment moves, 100 yard trailers
and Hauling

Dumpster Rentals: Commercial and Residential - 10, 15, 20, 30
& 40 Yard Roll Offs

GIVE US A CALL FOR A FREE QUOTE

781-545-2954

Shawn Harris Enterprises

24 Country Way

P.O. Box 395

Scituate, MA 02066

sharrisent@gmail.com