



3799 N. DuPont Hwy.,
Dover DE 19901



Serving you from THREE convenient locations:
MILFORD • DOVER • LEWES
1-800-505-4281

Priority Plus Gold Service Plan

Customer Name _____

Street Address _____

City _____ State _____ Zip _____

Phone Number _____ SE/Poore's Acct. # _____ Date Cleaned: _____

Priority Plus Gold Service Plan: \$ _____ 1st Year (if New) _____ or Renewal _____ 1st Year Discount

Plan A: Gas Heat with AC\$410.00	348.00	Plan E: Gas Heat Only\$250.00	Discount
Plan B: Oil Heat with AC\$480.00	408.00	Plan F: Air Conditioner Only\$270.00	212.00
Plan C: Heat Pump\$370.00	314.00	Plan G: Boilers\$370.00	229.00
Plan D: Oil Furnace Only\$310.00	263.00			314.00

SERVICE ENERGY/POORE'S PROPANE WILL:

1. Clean and inspect equipment and installation before accepting this plan. If equipment needs repair before it is accepted and customer authorizes Service Energy/Poore's Propane to perform the necessary work, all charges to bring equipment to satisfactory condition are in addition to the Service Plan amount. We cannot accept special types of equipment or obsolete equipment.
2. Provide 24-hour, 7-days-a-week emergency service. Any call after hours that is not of an EMERGENCY-NO HEAT nature will be charged at regular rates. Calls received between 4:30 p.m. and midnight are not considered emergencies if outside temperature is above 40° Fahrenheit. Between midnight and 7:00 a.m., temperatures must be below 35° Fahrenheit for calls to be considered an emergency. AIR CONDITIONING CALLS WILL BE HANDLED DURING REGULAR HOURS ONLY, MONDAY THROUGH FRIDAY, 8:00 A.M. TO 4:30 P.M.
3. Automatically renew service contract on the expiration date. Customer needs to call and schedule clean and service.
4. For above ground tanks, we will perform an ultrasonic inspection at time of annual maintenance.
5. Any part that fails which is not one of these 49 items will be charged based on our 15% off flat rate pricing.

PARTS COVERED BY THIS AGREEMENT:

- | | | | |
|------------------------|--------------------------|-------------------------|----------------------------|
| 1. Standard Thermostat | 14. Sequencers | 27. Refrigerant | 39. Circulator Motor Mount |
| 2. Blower Motor | 15. Contactors | R-410A up to 1 pound | 40. Circulator Wicking |
| 3. Condenser Motor | 16. Reversing Valve | 28. Burner Motor | 41. Expansion Tank |
| 4. Fan & Limit Control | 17. Oil Filters | 29. Fuel Pump Coupling | 42. Feed Valve |
| 5. Fan Belts | 18. Filter Driers | 30. Porcelains | 43. Flow Valve |
| 6. Transformers | 19. Defrost Timers | 31. Primary Control | 44. Pressure Switches |
| 7. Start Relay | 20. Defrost Thermostats | 32. Stack Relay | 45. Pilot Orifices |
| 8. Blower Relay | 21. Defrost Relays | 33. Cad Cell | 46. Thermo Couple |
| 9. Start Capacitor | 22. Crankcase Heaters | 34. Bearing Assembly | 47. Ignitors |
| 10. Run Capacitor | 23. Heater Elements | 35. Circulator Complete | 48. Nozzles |
| 11. Metering Devices | 24. Induced Draft Motors | 36. Circulator Coupling | 49. Pump Stainers |
| 12. Hi P.S.I. Control | 25. Gas Valve | 37. Circulator Impeller | |
| 13. Lo P.S.I. Control | 26. Circuit Boards | 38. Circulator Motor | |

If the heating/air conditioning service plan is purchased the a/c tune-up will be performed in conjunction with the heating system tune-up. An employee from Service Energy/Poore's Propane will schedule the date. Tune-up service includes, but is not limited to, lubrication and cleaning of motors; cleaning of condenser and evaporator coils, cleaning of heat exchangers, when applicable; cleaning of condensate drain pans and condensate traps; wire tightening and component inspection; performance analysis rendered by pressure readings, superheat and sub-cooling calculations, temperature differential reading, voltage and current draws and combustion testing, when applicable. Air filter replacement not included.

Service Energy/Poore's Propane shall not be obligated to provide parts and service at no charge required by acts of God, fire, water damage (water in tank), boiler failure, failure to set thermostat, electrical failure, failure of low water cut off, automatic feeder; defective radiator, piping systems, duct work, domestic hot water equipment water circulators, warm air blowers, or other accessories. Service Energy/Poore's Propane's obligation to furnish parts shall be subject to availability through usual supply sources.
"Will call" customers: fuel run out not covered, a restart fee will apply

HEATING TERM: Heating plan is good from the date of acceptance for a 12-month period; not to exceed 1 year from acceptance date.
COOLING TERM: Cooling plan is good from the date of acceptance for a 12-month period; not to exceed 1 year from acceptance date.

Service Energy/Poore's Propane shall not be liable for any loss or damage resulting from delay or failure to render service when such delay or failure is caused by war, strikes, differences with workman, lack of materials or any conditions beyond its control or resulting from fires or accidents that are unavoidable or beyond its control. In no event shall Service Energy/Poore's Propane be liable for incidental or consequential damages or injury.

ACCEPTED:

Service Energy/Poore's Propane: _____ Date: _____

Customer: _____ Date: _____