



# WatchGuard® Service Plans • Terms & Conditions

Heating System Preventive Maintenance & Repair Plan With 24 Hour Emergency Service  
 • Annual Maintenance Visit • 24 Hour telephone & on-site support • Covers up to 3-heating zones

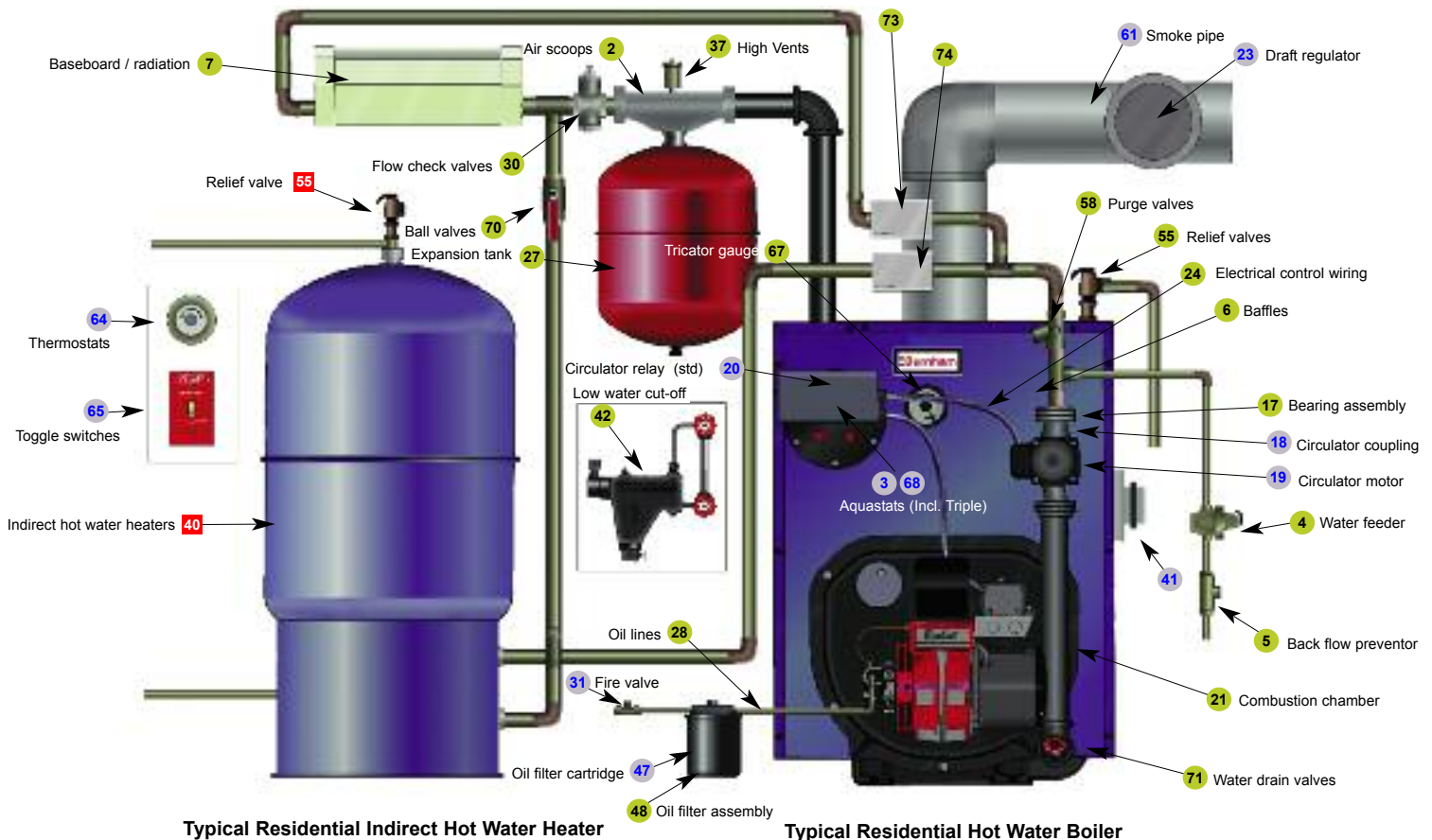
## Annual tune-up visit

- System safety check
- System vacuum (as needed)
- Oil filter change (1)
- Air filter change (1 standard)
- Oil pump strainer change
- Oil burner nozzle change
- Energy efficiency audit
- Lubrication of motors
- Inspection of chamber
- Check limits
- Ignition check
- Fuel unit check
- Secure vent connector
- Digital flue gas analysis

## Parts covered for repair or replacement

- |   |   |  |
|---|---|--|
| 1 Air filters fiberglass type (1 change) ●●         | 25 Electrodes ●●                                  | 51 Oil tank gauge (not shown) ●            |
| 2 Air scoops ●                                      | 26 End cones ●                                    | 52 Oil tank vent alarm (not shown) ●       |
| 3 Aquastats (standard type) ●●                      | 27 Expansion tanks (up to #30) ●                  | 53 Oil tank vent pipe (not shown) ●        |
| 4 Automatic water feeders ●                         | 28 Exposed oil lines ●                            | 54 Porcelain insulators ●●                 |
| 5 Back flow preventor ●                             | 29 Fan center & limit controls ●● (for heating)   | 55 Pressure relief valves ●                |
| 6 Baffles ●   | 30 Flow check valves ●                            | 56 Pump gaskets ●●                         |
| 7 Baseboard (air purging) ●                         | 31 Fire valves ●●                                 | 57 Pump strainers ●●                       |
| 8 Belts ●●  | 32 Fuel pump coupling ●●                          | 58 Purge valves ●                          |
| 9 Blast tubes ●●                                    | 33 Fuel pumps ●●                                  | 59 Radiator valves (not shown) ■           |
| 10 Blower wheel, housing, bearings & shaft ●        | 36 Heat exchanger failure testing ●●              | 60 Re-set button ●●                        |
| 11 Blower motor pulleys ●● (for heating)            | 37 High vents 1/8" ●                              | 61 Smoke pipe ●●                           |
| 12 Blower motors (PSC Type) ●● (Max 1/4 HP heating) | 38 Humidifiers ■                                  | 62 Stack relays ●●                         |
| 13 Burner fans ●●                                   | 39 Ignition wires ●●                              | 63 Steam valves (not shown) ■              |
| 14 Burner motors ●●                                 | 40 Indirect hot water heaters ■ Water heater plan | 64 Thermostats (standard) ●● (for heating) |
| 15 Cadmium cell relay controls ●●                   | 41 Low voltage transformers ●● (for heating)      | 65 Toggle switches ●● (for heating)        |
| 16 Cadmium cells ●●                                 | 42 Low water cut offs ●                           | 66 Transformers (ignition) ●●              |
| 17 Circulator bearing assemblies ●                  | 43 Nozzle ●●                                      | 67 Tricor (temp. & pressure gauge) ●       |
| 18 Circulator coupling ●●                           | 44 Nozzle adapter ●●                              | 68 Triple aquastats ●●                     |
| 19 Circulator motor (max. 1/4 HP) ●●                | 45 Nozzle line (internal) ●●                      | 69 Tripped circuit breakers & fuses ■      |
| 20 Circulator relays ●●                             | 46 Nozzle line (external) ●●                      | 70 Valves (ball, gate) ●                   |
| 21 Combustion chambers ●                            | 47 Oil filter cartridge (1 change) ●●             | 71 Water drain valves ●                    |
| 22 Powered oil valves ●●                            | 48 Oil filter assembly ●                          | 72 Zone dampers ● Multi zone (for heating) |
| 23 Draft regulators ●●                              | 49 Oil tank duplex fitting (not shown) ●          | 73 Zone valve ● Multi zone                 |
| 24 Electrical control wiring ●● (for heating)       | 50 Oil tank fill cap (not shown) ●                | 74 Zone motors ● Multi zone (for heating)  |

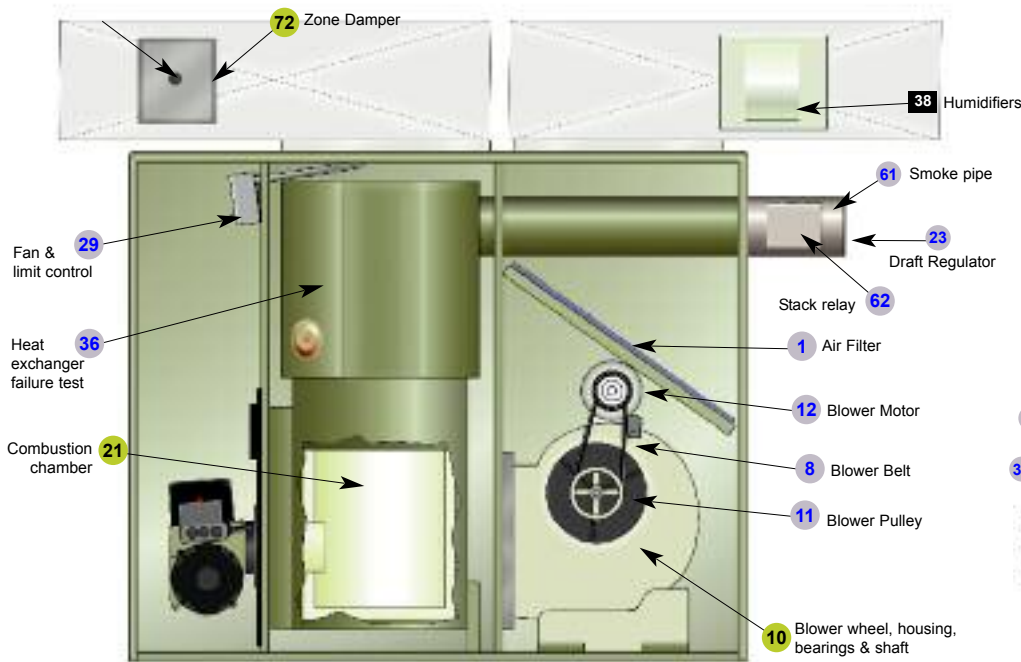
● Silver Plan Parts Coverage ● Gold Plan Parts Coverage ■ Optional Coverage ■ No Coverage



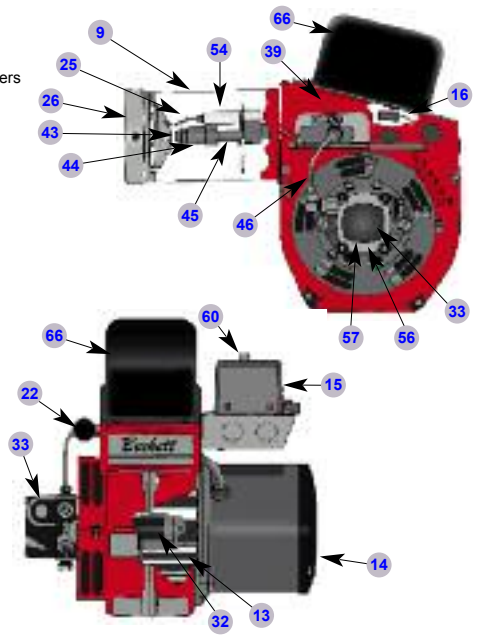
Typical Residential Indirect Hot Water Heater

Typical Residential Hot Water Boiler

SEE REVERSE SIDE FOR MORE INFORMATION ➔



Typical Residential Warm Air Furnace



Typical Residential Oil Burner

## Terms & Conditions

### Contract Exclusions

#### (Chargeable For Both Parts and Labor)

- Non-emergency service calls after working hours
- Damages caused by fire, flood, or acts of nature
- Parts and labor required to re-start burner due to lack of fuel caused by non-payment, or foreign materials and/or water in fuel tank
- All service and incidental damages related to insufficient combustion air
- Blown fuses, tripped circuit breakers, or emergency switches in the OFF position
- Service and/or damages caused by draft-reversing systems, such as attic exhaust fans or clothes dryers
- Thermostats turned down below room temperature
- Any service calls pertaining to frozen water pipes, air handlers, or oil lines
- Sippin customers with oil tanks located in un-heated areas are required to use a cold temperature additive provided by Sippin Energy. Refusal to use these additives voids service contract coverage
- Incidental damage caused by failure to provide service due to conditions beyond our control
- Incidental damages caused by failure of any component of heating system
- Replacement or repair of water vessels heat exchangers, or complete oil burner assemblies
- Programming or replacement of set-back thermostats
- Cost of service provided by another company
- Heating equipment powered by any fuel not provided by Sippin Energy Products
- Service requirements beyond CT State occupational licensing laws
- Heating equipment used for other than residential use (unless otherwise agreed in writing)
- Remediation of oil spills, water, or soot
- Oil line replacement or repair of hidden oil lines
- Any high voltage electrical wiring or any wiring not attached to the heating unit
- All parts and labor related to air conditioning
- Upgrades of operable equipment
- All parts and labor related to any plumbing or movement of water (silver plan only)\*
- All air handling equipment external to the main heating unit, including air handlers, zone dampers\* & controls, humidifiers, and electronic air cleaners
- Obsolete equipment (no longer manufactured), such

as rotary burners, G.E. burners, etc.

- Powered exhaust fans, draft inducers, automatic fuel dampers, and powered combustion air systems
- Special purpose media air filters such as Air Bear® or Space Guard® air filters. Labor to replace such filters will be covered under the plan (furnace only)
- Fuel de-aeration and transfer systems
- Proprietary (non-standard) components (IE, Tekmar, Buderus, Energy Kinetics, Lennox, Viessman, etc.)
- Inspection or replacement of cathodic protection systems
- For circulator or blower motors exceeding the allowed size limit (noted on front covered parts list), Sippin Energy will only bill the difference between the covered part and the larger motor; labor will be provided at no charge

### Emergency Service

is defined as follows: No heat during a time in which heat is required for safe occupancy of the home (September – May). Also defined as an emergency is a failure of any of the listed covered parts that cause the heating unit to be shut down for safety purposes. Non-emergency calls will be billed on a time & materials basis.

### Contract Terms

- Coverage is provided for up to 3-zones. Additional zones will be billed at the prevailing per zone rate
- Payment for all plans is due net 10 days from invoice date (unless on budget plan)
- Contracts can be terminated or suspended for non-payment of any products or services provided by Sippin Energy Products
- No pro-rated refunds will be issued after 90 days
- Any service work provided will be billed at the prevailing retail rate, and deducted from refund
- All new contracts will be activated on the 1st of the following month
- Any un-authorized work performed on system voids service plan
- Service contracts are exclusively limited to Sippin Energy Products customers on automatic delivery who consume a minimum of 400 gallons annually. Purchase of fuel from supplier other than Sippin Energy Products voids contract

### Equipment Under Warranty

- Equipment covered under the original manufacturers warranty will receive a "Fire & Test" in place of the normal preventive maintenance visit for the first year of coverage under this plan

### Service Scheduling

- Sippin Energy Products will attempt to contact customers to schedule their service visit, however, it is ultimately the customer's responsibility to see that the service is scheduled as there are no carry-overs or rebates
- Missed appointments will be charged 1/2 of our normal hourly billing rate
- System tune-ups are included with all Sippin Energy service plans and are recommended to be done annually. A unit will be considered neglected if two years have passed since the last maintenance visit. Service calls and damaged parts caused by neglected maintenance may be billed at prevailing rates

### Inspection & Pre-existing Conditions

- All heating equipment is subject to a pre-inspection by a Sippin Energy Products technician prior to the initiation, or during the term of any contract. If the system is not acceptable for contract coverage, the contract will be terminated, and service provided will be billed on a time and materials basis. Initiation of new contracts requires that there be no pre-existing conditions hindering the proper operation of the heating unit. Any pre-existing problematic conditions must be remedied (chargeable) prior to the initiation of the new contract

### Parts

- Sippin Energy reserves the right to use new or remanufactured parts at its discretion. Generic parts may also be used in place of OEM parts on any repair or replacement. Component conversions may be done (to improve reliability) at the discretion of Sippin Energy

\* Coverage available on Gold Plan Emergency Service

CT Heating and Cooling License(s): S-1 302743, S-1 303723 • Additional information is available at our website at [www.sippin.com](http://www.sippin.com)



This plan was revised on 12-02-2009 and supercedes all previously published materials.

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