

# The Platinum Plan



## Are You Covered if Something Goes Wrong With Your Heating System?

Introducing the Hoffman Platinum Service Plan, the ultimate in heating system protection and the finest protection program in the oil heat industry! When you go Platinum, you'll never have to worry about costly repairs, parts or labor for as long as you are covered.

**But the Platinum Service Plan goes beyond repair coverage, featuring:**

- **Comprehensive Preventative Maintenance Protection:** The Platinum plan ensures your system is operating at its peak efficiency while providing maximum comfort.
- **A periodic inspection and efficiency adjustment** performed by one of our experienced service technicians.
- **Burner Protection:** Our Platinum plan covers virtually every single part in your system against failure - 37 major parts and system components in all. If any part breaks, we'll replace it at any time of day or night. This means you'll never have to worry about paying for these parts for as long as you're covered.
- **Emergency Service:** Our Platinum service features expanded service protection at no cost 24 hours per day, even weekends and holidays.
- **Peace of Mind:** The last thing you want to worry about on a cold winter morning is your heating system. With a Hoffman service plan, your worries are over. We're there whenever you have a question or a problem. And in the

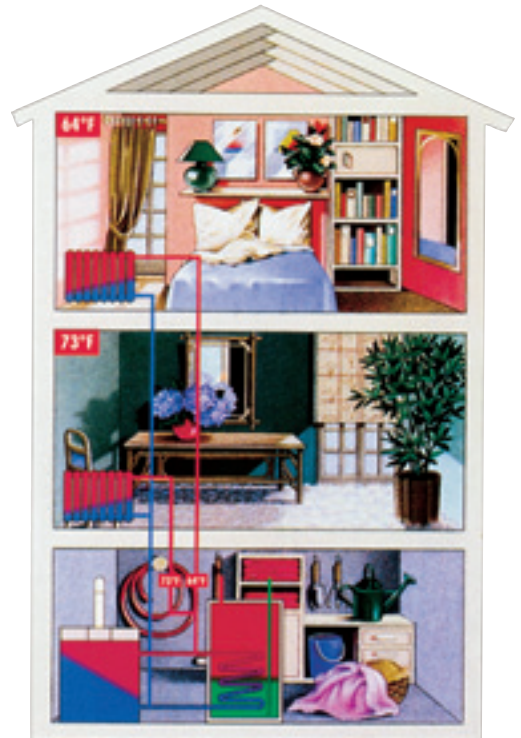
event of an emergency, we're only a phone call away.

- You can purchase an annual service policy to protect your hot water heater. This water heater option provides additional protection to cover repairs and replacement of oil burner parts and operating controls, including a periodic inspection and tune-up.

That's the power of Platinum - total coverage, total protection, totally worry free.

So if you want worry-free protection and maximum comfort from your heating system, get with the plan - the Hoffman Platinum Service Plan. You can't buy a higher level of heating service protection today.

For more information about the Hoffman Platinum Service Plan, call our office and one of our customer service representatives will be happy to help you.



## Upgrade to Platinum Plus

**With Hoffman's Platinum Plus, you get the same priority service you do with the Platinum Plan. We'll even replace your burner, boiler or furnace if it can't be repaired. That means you never have to worry about your heating system again because our skilled service technicians respond to all emergencies - 24 hours a day, 365 days a year.**

## General Conditions and Terms

This Platinum Service Plan was launched May 1, 2010 and now supersedes all prior Platinum burner service plan certificates sponsored by the Hoffman Fuel Company Bridgeport, Hoffman Fuel Company Danbury. This new Platinum burner plan provides additional value to the customer because of the total parts and service coverage now in the new agreement. (For clarity, we use the term "Hoffman" instead of the official name of each Hoffman company.)

1. We offer this service plan only for personal residences whose heating systems qualify for coverage and shall automatically cease if the customer procures fuel oil or service on parts or equipment covered by this plan from any source other than Hoffman, or if customer is delinquent on any moneys due Hoffman. Automatic delivery of oil is required for the term of the service plan agreement.

A minimum of 700 gallons annually is required. Use of less than 700 gallons annually may cause a labor fee to be charged on service calls.

2. a) The equipment covered by this agreement is subject to Hoffman's inspection and approval before the contract is issued. Any repairs required to initially put equipment in acceptable condition will be charged separately. Under the Platinum plan, boiler, boiler piping, heating valves, and heat exchanger are covered only during use for heating purposes, and only in the case of failure due to normal use. Blower, blower motor and fan belt are covered for heating use only.

b) This agreement does not guarantee that the existing heating system has the ability to supply the amount of heat and hot water that may be required.

c) Hot water storage tanks, tankless coils, coil gaskets, all domestic plumbing, electric stack dampers, warm air humidifiers, electronic air filters, power vents, and chimney maintenance are not covered under this agreement.

The repair or replacement of any part is the sole judgement of Hoffman.

3. This agreement does not cover the cost of labor or materials for repair or replacement as a result of, in whole or in part for the following reasons:

a) Damage caused by fire, water, flooded cellar, freezing, storms, power outages, strikes, embargoes, insufficient fuels or any other causes which may affect the normal operation of the equipment or other causes beyond Hoffman's control.

b) Concealed or buried parts, pipes, tanks or wiring must be made accessible. If your heating system has been damaged or denied fuel by broken or plugged oil lines, by water, sediment

or sludge in your tank or by inadequate fuel pumping equipment, coverage is not provided.

c) Parts also used for air conditioning are not covered.

d) Hoffman shall not be liable for any damage if there is no heat in unattended houses.

e) Hoffman is not obligated to furnish or cover obsolete parts or special order parts or equipment.

f) Maintenance needed beyond the limits of state burner licensing will not be covered.

4. Regular servicing hours are from 8 am to 4:30 pm on Monday through Friday. Emergency service is available 24 hours daily.

Non-emergency service performed after regular service hours may be charged a labor surcharge.

5. All billing for service plans will be initiated as of the first of the month. There will be no refunds on any "unused portion" of the plan, although it may be transferable, subject to our approval.

6. Hoffman may perform preventative maintenance service on your oil burning equipment on a periodic basis. Hoffman will do this only by appointment and only during our normal business hours. Your right to this maintenance call expires at the end of each coverage year. We will issue no credit for its value if not performed nor will we carry over this right to any subsequent year. It is your responsibility to contact us to arrange an appointment for this important service. Payment for this contract is due upon presentation of invoice to customer. If payment is beyond credit terms, Hoffman may terminate the contract and bill customer for all materials and labor received by the customer as a result of this contract.

7. There are no promises, terms, conditions or obligations not herein written that are a part of this agreement.

8. This plan may be terminated by Hoffman at the end of the term agreement due to poor equipment or excessive service.

9. Length of Coverage: Each service plan will be in effect for a one year period from the date it is billed to your account. To ensure continuing coverage, Hoffman will bill subsequent plans during their anniversary month unless first canceled by either party. The extent of coverage and the price of subsequent service plans is subject to change.

10. The Platinum plan does not cover tank repair or replacement. Customer shall be responsible for the condition and maintenance of the fuel tank, oil lines and all piping. Hoffman assumes no liability for same. This contract does not ensure against tank leakage or any damage to persons or property resulting from tank leakage.

This contract does not cover any installation, clean up, removal, remedial, or other costs of compliance with any environmental or other laws, rules or regulations. Hoffman shall not be liable to render any services for which it is not licensed. Hoffman will not be responsible for bodily injury or property damage arising out of the disposal, discharge, dispersal, release or escape of oil or other petroleum substances or derivatives into or upon the customer's property, surrounding properties, the atmosphere, or any water course or body of water, unless caused by the negligence of Hoffman. In no event shall Hoffman's liability for any such damages exceed \$1,000.

11. This service plan is not a warranty or guarantee that your heating system will operate without defect or failure. The plan provides only for the repair and replacement of similar parts or those specific covered parts which fail or become defective from ordinary use. Hoffman reserves the right to determine the replacement parts or systems to be installed and covered by this service agreement. By the purchase of this plan, you explicitly agree that we may be held liable only for the value of the goods or service provided by the plan purchased and that we will not be liable for any incidental or consequential damages whatsoever. You further agree to be bound by our terms and conditions. Verbal agreements, representations or understandings with sales representatives, service technicians, or dispatch personnel regarding our plans will not be binding on us unless set forth in this agreement.

12. Platinum Plus Plan only covers heating systems with capacities up to 150,000 BTU net output and includes steam boilers. For larger systems with BTU capacities greater than 150,000, Hoffman may approve of a Platinum Plus agreement by assigning a \$3000 credit to the account should the heating system fail to operate and be replaced by Hoffman.

13. Hoffman is not responsible for the discovery or removal of asbestos material.

14. This agreement is void if anyone other than a Hoffman employee performs modifications to the systems or equipment without prior written approval by Hoffman.

In effect, the Platinum program covers all parts of your oil heat system located within your basement. The plan, however, does not cover baseboards, radiators or water pipes within the living areas of your home.

15. A one hour charge will be assessed on all diagnosed service calls for which Hoffman is not retained to complete repairs.