



Annual Oil Burner Service Contract ‡

consumers energy cooperative, inc.

280 N. Bedford Road, Suite 308, Mt. Kisco, NY 10549

(914) 941 - 2288

Contract period:

May 1, 2024 to April 30, 2025

To place a service call or to schedule annual maintenance, please call your dealer directly. Before placing a service call, please read the sections below labeled **Emergency Calls, Non-emergency Calls & Before Calling**

Service Descriptions	Annual cleaning of a single unit includes Brushing and vacuuming of chimney base, flue pipe (up to 15 feet of length), the heat exchanger, and combustion chamber; replacing of nozzle, filter, and strainer. An efficiency test will be performed if requested.																				
Scheduling a Cleaning	Each member is responsible for calling their oil dealer DIRECTLY to make an appointment for the annual maintenance and cleaning of their system. To avoid a service charge, your call must be made between April 1 and August 20, Monday to Friday, 8:00am to 5:00pm. If you do call after August 20 and your dealer cannot fit in the work before October 1, it is entitled to charge you for an hour of labor at the prevailing rate. In the rare instance when you call between April 1 and August 20 and are unable to get an appointment date that is before October 1, please immediately call the CECI office.																				
Inclusions	Covered parts are listed below. Labor may be charged (see Service Contract Rates on reverse side) to remove, repair, replace and/or adjust covered parts. There are exceptions; see Exclusions . <table border="0"> <tr> <td>Single aquastat</td> <td>Ignition porcelain/electrodes</td> <td>Oil burner coupling</td> <td>Pressuretrol</td> </tr> <tr> <td>Cad cell eye and holder</td> <td>Ignition transformer</td> <td>Oil burner fan</td> <td>Oil strainer *</td> </tr> <tr> <td>Cad cell relay(single/multi-function)</td> <td>Ignition wires</td> <td>Oil burner motor</td> <td>Oil filter gasket</td> </tr> <tr> <td>Draft regulator (damper)</td> <td>Nozzle and adapter *</td> <td>Oil burner pump</td> <td>Toggle switch *</td> </tr> <tr> <td>Filter *</td> <td>Fuel oil cartridge</td> <td></td> <td></td> </tr> </table> <p>* Each contract: Two (2) Nozzles, Two (2) Filters, Two (2) Strainers, One (1) Toggle switch</p> <p>For items not listed above, parts will be billed at prevailing rates and labor at Service Contract Rates.</p>	Single aquastat	Ignition porcelain/electrodes	Oil burner coupling	Pressuretrol	Cad cell eye and holder	Ignition transformer	Oil burner fan	Oil strainer *	Cad cell relay(single/multi-function)	Ignition wires	Oil burner motor	Oil filter gasket	Draft regulator (damper)	Nozzle and adapter *	Oil burner pump	Toggle switch *	Filter *	Fuel oil cartridge		
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Exclusions	Any part not listed under Inclusions shall be considered excluded from coverage. Covered parts may be excluded under certain circumstances, as described below. Exclusions include but are not limited to: <ol style="list-style-type: none"> All multi-function controls, control systems, electronic controls; all sensors and relays (except Cad cell). Double and triple aquastats, zone valves, circulators, and check valves. Sludge related problems or water in fuel tank or in oil lines and clogged or frozen oil lines. General Electric, Timken, Blue Ray, Riello, and obsolete or non-standard oil burners are not covered under this Service Contract unless agreed upon by the oil dealer at the time-of-service acceptance. Thermostats, plumbing problems, and water leaking from plumbing parts or piping, corroded parts. Discontinued or obsolete parts. Damages due to water, fire, freezing, storms, power outages, low electrical power, power surges, lightning strikes, and other causes beyond CECI's control. Damages resulting from water on any burner parts. Parts used for air conditioning, heat exchangers, and blower motors, etc. Parts used to circulate air such as air vents and blowers. Failure of low water cutoff. Failure due to draining, purging, or bleeding air. Oil tank or oil line leaks are specifically excluded. Any part of the heating system that was improperly installed, has been maintained by anyone other than the CECI dealer, or is damaged due to negligence on the part of the member. 																				
Emergency Calls	Service calls regarded as emergencies, as determined by your dealer, fall into two categories: NO HEAT and SMOKE PROBLEMS . Calls about SMOKE PROBLEMS will be responded to within twenty-four (24) hours. Calls regarding NO HEAT will be responded to within twenty-four (24) hours from October 1 to the following April 30. Members will be charged for parts and labor for any repairs that involve parts not listed in the Inclusions section above. See the Rates section on the other side of this document for labor charges.																				
Non-emergency Calls	Calls for service that are not emergencies, as determined by your dealer, will be responded to during regular business hours. See the section labeled Non-emergency conditions on the other side. You may request from your dealer, on an exception basis, that they provide service outside normal business hours. See the Rates section on the other side of this document for labor charges.																				
Before Calling	To avoid a "nuisance" charge of one (1) hour labor minimum at the prevailing rate, you will be expected to have checked a number of items BEFORE calling your dealer for service. See the list of Items to Check in the next paragraph.																				

Please see other side for additional items.

‡ This contract shall be automatically renewed each year unless cancelled by you or CECI. Terms may change each year. Please read your copy of the current version of this contract before attempting to resolve issues of coverage. Additional terms are included in the current Membership Application form. We ask you to confirm acceptance of this Service Contract by signing and returning the stub below. You are bound by terms of the current year's Service Contract even if you do not return a signed stub.



consumers energy cooperative, inc.

280 N. Bedford Road, Suite 308

Mt. Kisco, NY 10549 (914) 941-2288

Contract period: May 1, 2024 to April 30, 2025

THIS STUB MUST BE RETURNED TO CECI
(your account will be billed)

Name _____	Date _____
Address _____	Member ID# _____
_____	Phone & Email _____
Signature _____	

Prices: Burner service \$325.00+tax	check here ▶	
Hot water service \$150.00+tax	check here ▶	



Annual Oil Burner Service Contract (continued)

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**Items to Check
(before calling
or during a call)**

1. Is the thermostat set above the room temperature? (Do powered thermostats have working batteries?)
2. Is the burner emergency switch on? (usually located in a stairwell and has a red switch plate)
3. Has a fuse blown and/or the circuit breaker set? (located in your main power panel)
4. Have you checked the level of oil in the tank? (inside tanks have a fuel gauge on top of the tank)
5. Does the control/reset button require resetting? (**Push ONCE only!**) (red button on box near burner)

**Inspection and
Servicing**

CECI and/or its dealers reserve the right to perform an inspection of all heating systems before acceptance of this Service Contract, and also may cancel this Service Contract without liability against any party. CECI may terminate this Service Contract at any time and without refund if service is performed by anyone who is not a CECI representative/dealer and if the service work performed does not conform to accepted practices.

**Service Contract
Rates**

This contract is strictly a burner service agreement only. There will be a one-hour minimum labor charge, from point of service, for work performed outside business hours (8 – 5, M - F). Excluded parts are chargeable at rates determined by your dealer. The following table shows the prevailing labor rates for the repair of parts on the burner listed on other side only:

\$165.00 per hour	Sundays and holidays
\$150.00 per hour	Monday through Friday 5:01 p.m. – 7:59 a.m., and Saturdays
\$100.00 per hour †	Monday through Friday 8:00 a.m. – 5:00 p.m. († not charged when work done involves covered parts, as listed under Inclusions)

**Work not
covered under
this Contract**

NOTE: If any repair or service work outside of the scope of this service contract is recommended by your dealer, request a written itemized estimate.

Exception

Allowed exception: If a CECI member places a **non-emergency** service call and asks that the service call be handled outside of normal business hours, the member will be charged a **minimum** one hour of labor. The dealer will ask for and receive - before going to the member's house - member can ask provider the cost of labor at the prevailing rate.

**Non-Emergency
conditions**

The following problems and conditions do not justify an emergency call under most circumstances:

- Water leaks
- No domestic hot water
- Air in the system
- Abnormal noise or squeal in the heating system
- Outside temperature is greater than 55°F

If a member requests service after normal business hours and the outside temperature is 55°F or above, the service call will be handled the next day. When making a call for service, explain any unusual circumstances and ask if your request qualifies as an emergency.

Holidays

New Years Day, Martin Luther King's Birthday, President's Day, Good Friday, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Columbus Day, Election Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Terms

Service Contracts are offered to fuel oil members of CECI **only** and are automatically renewed at future rates. All Members must purchase a minimum of five hundred (500) gallons per year to be eligible for a Service Contract. **If you purchase oil outside of CECI, this contract is null and void!** Service Contracts are subject to suspension or cancellation without refund and cannot be prorated.

Miscellaneous

- CECI is not responsible for heat in unoccupied buildings.
- This Service Contract does not cover service costs incurred from a will call fuel run-out.
- Members are solely responsible for any consequential damages resulting from a fuel run-out.
- **Driveways and paths to oil fills must be kept clear of snow and ice before deliveries can be made. You may be charged a service fee by your dealer to cover the cost of clearing a path.**
- Each burner unit for household heat requires a separate Service Contract.
- It is the sole responsibility of the member to confirm if services are covered by this Service Contract prior to the start of any repair work.
- Any service costing more than \$400.00 that is not covered by this Service Contract will be billed directly from CECI's dealer to the CECI member.
- Member must pay for any work performed that is not covered in this Service Contract.
- Any repairs done by an outside contractor or technician without the approval of CECI or its dealers are NOT covered by this Service Contract.
- **Secure a written estimate from your dealer.**
- If CECI does not arrange for an oil delivery because the CECI member did not pay their balance due, and then the CECI member runs out of oil, any service costs (both labor and parts) will be become the CECI member's responsibility to pay.
- This contract also serves to establish the terms and conditions for the **hot water** burner service contract.