



## **Propane/Gas Silver Plan**

- annual precision heating tune-up
- 50% off diagnostic
- 15% off repairs
- priority service

## **Cooling Silver Plan**

- annual tune-up
- 50% off diagnostic
- priority service
- 15% off repairs

**RINKER OIL**

C • O • R • P • O • R • A • T • I • O • N

**585-968-3330**

*Cuba, NY*

## Cooling Silver Plan

- annual tune-up
- 50% off diagnostic
- priority service
- 15% off repairs

*Available at a discounted price  
when purchased with a heating plan.*

## PRECISION HEATING TUNE-UP

**A tune-up includes the following:**

- ❖ Clean heating unit, vent pipe and chimney base.
- ❖ Adjust burner for maximum efficiency.
- ❖ Clean and adjust electrode and nozzle assembly.
- ❖ Lubricate all motors, bearings, fans and circulators.
- ❖ Replace oil nozzle and oil filter.
- ❖ Test and adjust all safety and operating controls.
- ❖ Inspect flue pipe, barometric damper and combustion chamber.
- ❖ Test oil pump operation.
- ❖ Evaluate condition of air filters; clean and replace with customer-supplied filter.
- ❖ Check oil tank and lines.
- ❖ Inform customer of equipment condition.

**See inside for Terms and Conditions.**

**See back for water heater coverage  
and Loyalty Credits.**

## PRECISION COOLING TUNE-UP

- ❖ Lubricate all moving parts.
- ❖ Use gauges to record operating pressures and temperatures.
- ❖ Evaluate condition of air filters; clean and replace with customer-supplied filter.
- ❖ Measure refrigerant superheat to fine-tune its charge.
- ❖ Flush condensate drain to protect against overflow.
- ❖ Clean outdoor condenser coil.
- ❖ Check blower motor (and belt if applicable).
- ❖ Test “temperature drop” at return and supply air; adjust blower speed.
- ❖ Safety-test all controls for proper operation.
- ❖ Check voltage and amperage in all motors; test for worn bearings.
- ❖ Test condition of compressor contacts.
- ❖ Inspect start and run capacitors and relays for bulges, rust and leaks.
- ❖ Tighten, safety test all wires, connections.
- ❖ Clean thermostat.
- ❖ Inform customer of equipment condition.

## Terms and Conditions

1. The Silver Plan covers scheduled routine maintenance and provides a 15% discount on repair charges and 50% on diagnostic.
2. The Gold Plan covers scheduled routine maintenance, diagnostic charges and repair charges, including labor and parts listed in the plan. The Gold Plan becomes effective only after inspection of equipment and systems by Rinker Oil. All equipment must be brought up to standard before it is accepted for a service plan. Advance payment does not make a plan become effective.
3. Rinker Oil will not guarantee replacement or repair of parts or equipment which have become obsolete. All replacements of parts are subject to their availability from the supplier. Rinker Oil has the option of declaring unit obsolete or irreparable, therefore rendering this contract void.
4. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. Rinker Oil will indicate its acceptance of a service plan by issuance of an invoice.
5. A service plan is transferable to a new owner at the option of property seller, or the plan may be voided at seller's request, but there will be no refund of unused portion of the plan.
6. Rinker Oil's responsibility under a service plan will automatically cease if service or any parts or equipment covered by the plan are procured from another source or if customer's account is past due.
7. Service plan customers receive priority scheduling, ahead of non-plan customers. Rinker Oil will provide dependable, prompt emergency heating service 24 hours a day, 7 days a week, 365 days a year.
8. To help hold down the price of service plans by eliminating unnecessary service calls, plan customers are expected to make sure thermostat or humidistat is properly set and to check all switches and circuit breakers or fuses. Customers are also expected to monitor condition of all filters (heating, cooling, humidifier, air cleaner, etc.). Customer-supplied filters will be cleaned/replaced, as needed, during scheduled routine maintenance.
9. Replacement of entire unit or following systems and devices are not covered under either plan: condensing coils, flues, duct systems, evaporator coils, radiators, registers and grills, and heating system piping, other than piping near boiler. The following services are not covered: electrical service from circuit breaker to unit, gas leak repairs, refrigerant leak tests and repairs.
10. The following items are not covered under either plan: compressors, heat exchangers, burners, refrigerant recovery or filters. If heat exchanger or compressor is covered under a manufacturer's warranty, labor and materials for a replacement system are included.
11. The following items are not covered under the Gold and Silver heating plans unless separate coverage is purchased: central air conditioners, heat pumps, water heaters, generators and most propane appliances.
12. Water heater coverage can only be purchased in conjunction with heating system plan. Coverage includes repair discount on burner parts, aquastat, controls and emergency switch. A burner tune-up is also included and will be performed in conjunction with your heating system tune-up.
13. Parts and labor not covered under a service plan will be billed at prevailing rates.
14. Calls to replace dirty filters, balance heat and/or cooling to individual rooms, perform air bleeding of hot water radiator systems and repair radiators may be considered chargeable calls.
15. Service plans include only repair and replacement of parts that are specifically listed in the plan and that are defective due to ordinary use or wear and tear, based on the judgment of Rinker Oil. Rinker Oil shall be released from liability for failure or delay to provide, within a reasonable period, service called for under the plan when failure or delay results from strike or other labor disturbance; fire, flood, lightning or other acts of God; supply shortage of electricity, gas or water; freezing or breaking of pipes; government regulations; extreme weather conditions; unavailability of parts; or improper operation, negligence or misuse of covered equipment. If such service is requested, it will be billed at prevailing rates.
16. Rinker Oil reserves the right to cancel any plan without notice and refund the unused portion of the plan.
17. Rinker Oil reserves the right to make all calls during regular working hours, with the exception of “no heat” calls. “No cooling” calls will be made during regular working hours and will not be made at night or on weekends.
18. Rinker Oil will endeavor to render prompt and efficient service, but it is expressly agreed that Rinker Oil shall in no event be liable for damage or loss caused by delay or any loss arising out of the performance of this plan.
19. The obligation to furnish replacement parts is subject to availability through normal supply sources.
20. Annual tune-ups may be scheduled at any time during the service plan year. Through a regular program of postcard reminders and follow-up phone calls, Rinker Oil will make every attempt to schedule the tune-up; however, this responsibility is shared with the customer. Customer must also make the unit accessible to be worked on during normal working hours.
21. Gold and Silver heating service plan customers receive \$50 in Loyalty Credits for each consecutive year they renew their plan. Credits, up to a maximum of \$500, may be used toward the purchase of a boiler, furnace, central a/c system, heat pump, ductless a/c system, oil tank, indirect water heater or oil burner. Credits are not transferable and may not be used to pay for repairs, installation of system accessories, other purchases or any outstanding balance to Rinker Oil.
22. This agreement is void if all heating fuel requirements are not purchased from Rinker Oil.
23. There shall be no liability for any reason on the part of Rinker Oil for work done by anyone else, unless such person is authorized in writing by Rinker Oil to perform such work or furnish parts.
24. The length of this agreement is one year. It will automatically renew at that time unless Rinker Oil is notified of cancellation in writing 30 days prior.

## Water Heater Coverage

You can add coverage for your oil or propane water heater to your service plan.

Coverage is billed separately. Please call for pricing.

## Loyalty Credits

For each consecutive year you are enrolled in our service plan, you earn \$50 in Loyalty Credits. You can accumulate up to \$500 in credits and apply them to the following equipment purchased from us.

Boiler .....	\$500
Standby generator .....	up to \$500
Furnace .....	\$350
Central a/c .....	\$250
Ductless a/c .....	\$250
Oil tank .....	\$250
Indirect water heater .....	\$100
Oil burner .....	\$100

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**RinkerOil.com**  
29 Water Street  
Cuba, New York 14727