



(914) 666-4328 (HEAT)

## Bronze Plan

### EMERGENCY SERVICE CONTRACT HOURS:

WINTER: SEPTEMBER 24 through MAY 7, 8:00 a.m. to 11:00 p.m., seven days a week including holidays.

SUMMER: MAY 8 through SEPTEMBER 23, 8:00 a.m. to 6:00 p.m., Monday through Saturday, excluding Holidays.

Service available outside scheduled service contract hours at prevailing rates. (One-hour minimum charge.)

### BURNER PARTS

- Burner Motor (up to 1/6 HP)
- Burner Coupling
- Burner Fan
- Fuel Oil Pump
- Fuel Oil Pump Gasket
- Fuel Oil Pump Strainer
- Ignition Transformer
- Ignition Wires
- Ignition Electrodes
- Ignition Porcelains
- Nozzles
- Nozzle Adapter
- Nozzle Adapter Nipple
- Nozzle Line
- Nozzle Line Filter

### CONTROLS

- Plain Thermostat
- Cad Cell Control Combustion Relay (Air conditioning model excluded)
- Cad-Cell Assembly
- Aquastat (Single Action Only)
- Pressuretrol (Operating)

### OTHER

- Oil Filter Cartridge
- Oil Filter Gasket
- Oil Tank Cap (one per year)
- Water Level Glass Gauge
- Water Level Glass Gauge Washers

PLEASE NOTE: If the stack control combustion relay fails, Almeida Oil will convert the unit to a cad cell combustion relay and provide all parts free of charge. Labor will be charged at prevailing rates. (One-hour minimum charge)

Service to any part not listed above will be billed at prevailing rates.

### Coverage for Bronze, Silver and Platinum Plans:

Almeida Oil will furnish the parts listed below each plan and labor necessary to replace them if they are defective or worn from normal use. Additionally, all the plans include an annual tune-up on your burner and ash removal, if necessary, from your heating appliance. Annual Tune-ups are performed during normal business hours on weekdays from March through September.

## Silver Plan

### EMERGENCY SERVICE CONTRACT HOURS:

WINTER: SEPTEMBER 24 through MAY 7, 24 hours a day, seven days a week including holidays.

SUMMER: MAY 8 through SEPTEMBER 23, 8:00 a.m. to 9 p.m., seven days a week, including holidays.

Service available outside scheduled service contract hours at prevailing rates. (One-hour minimum charge.)

### BURNER PARTS

- Burner Motor (up to 1/6 HP)
- Burner Coupling
- Burner Fan
- Fuel Oil Pump
- Fuel Oil Pump Gasket
- Fuel Oil Pump Strainer
- Ignition Transformer
- Ignition Wires
- Ignition Electrodes
- Ignition Porcelains
- Nozzles
- Nozzle Adapter
- Nozzle Adapter Nipple
- Nozzle Line
- Nozzle Line Filter

### CONTROLS

- Plain Thermostat
- Cad Cell Control Combustion Relay (Air conditioning model excluded)
- Cad-Cell Assembly
- Aquastat (Single Action Only)
- Pressuretrol (Operating)

### OTHER

- Oil Filter Cartridge
- Oil Filter Gasket
- Oil Tank Cap (one per year)
- Water Level Glass Gauge
- Water Level Glass Gauge Washers

PLEASE NOTE: If the stack control combustion relay fails, Almeida Oil will convert the unit to a cad cell combustion relay and provide all parts free of charge. Labor will be charged at prevailing rates. (One-hour minimum charge)

Service to any part not listed above will be billed at prevailing rates.

## Platinum Plan

### EMERGENCY SERVICE CONTRACT HOURS:

WINTER: SEPTEMBER 24 through MAY 7, 24 hours a day, seven days a week including holidays.

SUMMER: MAY 8 through SEPTEMBER 23, 8:00 a.m. to 9 p.m., seven days a week, including holidays.

Service available outside scheduled service contract hours at prevailing rates. (One-hour minimum charge.)

### BURNER PARTS

- Burner Motor (up to 1/6 HP)
- Burner Coupling
- Burner Fan
- Diffuser
- Delayed Oil Valve
- Fuel Oil Pump
- Fuel Oil Pump Gasket
- Fuel Oil Pump Strainer
- Ignition Transformer
- Ignition Wires
- Ignition Electrodes
- Ignition Porcelains
- Nozzles
- Nozzle Adapter
- Nozzle Adapter Nipple
- Nozzle Line
- Nozzle Line Filter

### CONTROLS

- Plain Thermostat
- Cad Cell Control Combustion Relay (Air conditioning model excluded)
- Cad-Cell Assembly
- Aquastat (Single Action Only)
- Fan & Limit Control
- Pressuretrol (Operating)

### OTHER

- Altimeter Gauge
- Blower Motor (up to 1/3 HP)
- Blower Belt
- Motor for rebuildable Circulator (one per year)
- Circulator Coupling
- Taco 007 Circulator Complete (labor is billable)
- Oil Filter Cartridge
- Oil Filter Gasket
- Oil Tank (\$225 towards replacement or \$100 towards invasive cleaning)
- Oil Tank Vent Cap
- Oil Tank Fill Cap (one per year)
- Water Level Glass Gauge
- Water Level Glass Gauge Washers
- Zone Valve Power Head (one per year)

PLEASE NOTE: If the stack control combustion relay fails, Almeida Oil will convert the unit to a cad cell combustion relay and provide all parts free of charge. Labor will be charged at prevailing rates. (One-hour minimum charge)

Service to any part not listed above will be billed at prevailing rates.

## EMERGENCY SERVICE

It is our intention to provide year round emergency service beyond the normal working hours. If the company is requested to provide service calls, which are considered minor or non-essential after normal working hours, we reserve the right to invoice these services at prevailing overtime rates.

The following are some examples of problems not normally considered service emergencies.

- 1 Too much heat.
- 2 Insufficient domestic hot water.
- 3 Fan will not turn off.

**To avoid unnecessary charges, we recommend that the customer confirm the following conditions before calling for service:**

- 1 Thermostat is set to 5 or more degrees above room temperature.
- 2 All switches are "on". These are usually located:
  - at the top of the stairs to the basement
  - at the door to the boiler room
  - on the boiler, furnace or hot water heater
- 3 No blown fuse or tripped circuit breaker.
- 4 Sufficient water level in steam boilers.
- 5 Sufficient fuel oil in tank.

**Service calls made for items 1 through 5 as listed above will be charged at prevailing rates.**

If the conditions described for items 1 through 5 are satisfactory and the burner still will not start, please press the reset button, **once only**, and wait for approximately two minutes.

Then call for service and describe to our customer service representative, which of the following observations apply:

- A. After pressing the reset button, the burner tried to start for between 15 and 90 seconds and then shut down. (In this case repair service is required)
- B. After pressing the reset button, the burner made no noise and appeared to do nothing. (In this case repair service may be required but re-check items 1 – 4 as described above first)
- C. After pressing the reset button, the burner continued to run. (In this case we would advise scheduling a non-emergency service call to avoid future interruptions in service.)