



Terms & Conditions of Silver Comfort Service Plan Contract

A. Terms: When you purchase the Plan, Suburban will provide you the following:

1. One annual check-up of your Covered Equipment and performance of the following services:

Gas System
<ul style="list-style-type: none">• Conduct combustion testing prior to annual check up• Inspect and clean the heat exchanger• Inspect condition of combustion chamber• Clean and check venting system-flue pipe and chimney base, flue pipe and power vent or special venting system• Clean basic 1 inch air filter(s) or replace free• Lubricate all motors and bearing assemblies• Test ignition system components• Safety check all operation controls, wiring and thermostats• Fine tune the heating system to its peak efficiency• Check voltage on valve• Check gas inlet/outlet pressure• Check distribution fan and clean (if necessary)• Clean flame sensor (if applicable)• Check for quiet even burner ignition• Clean burners (if necessary)• Clean pilot (if applicable)

Oil System
<ul style="list-style-type: none">• Conduct combustion testing prior to annual check up• Inspect and clean the heat exchanger• Inspect condition of combustion chamber• Clean and check venting system-flue pipe and chimney base, flue pipe and power vent or special venting system• Check distribution fan and clean (if necessary)• Service burner, including cleaning and adjusting electrodes, inspecting fan, end cone, air tube, and free nozzle replacement• Clean basic 1 inch air filter(s) and oil filter cartridge or replace free• Check oil pump strainer and clean or replace free• Lubricate all motors and bearing assemblies• Test ignition system components• Safety check all operation controls, wiring and thermostats• Adjust control for proper flue pipe draft• Fine tune the heating system to its peak efficiency• Visually inspect indoor or aboveground outdoor fuel storage tank(s) and associated piping systems

2. During the Term, you will be charged a preferred rate (15% below our standard prices) on all parts and labor for repair services on Covered Equipment.
3. Priority response to service request calls. We service Plan holders first.
4. Standard 24-hour 7 days a week service. After hour charges may apply.
5. Capitalized terms are used as defined on the opposite side of this Contract.

B. Conditions:

1. This Contract shall continue for one year from the Plan Start Date and shall automatically renew on each anniversary for successive one-year periods unless terminated by either party at anytime by 30 days prior written notice mailed to other party. This Contract may, at Suburban's option, be terminated upon 15 day's prior written notice if Customer fails to pay any installment of the Contract Price when due or if any part of the Covered Equipment is serviced by any party other than an authorized Suburban representative without Suburban's prior approval. Suburban has the right to terminate this Contract at any time after the services described in paragraph 1 above have been performed should Customer discontinue purchase of gas or oil ("fuel") from Suburban and in that event any unpaid balance of the Contract Price for services performed hereunder shall become immediately due and payable.
2. Customer has authorized or hereby authorizes Suburban to conduct a credit check to evaluate his/her credit prior to Suburban's acceptance of this Contract. Customer shall contact Suburban to schedule a convenient date for the annual check-up. Customer shall provide Suburban with unobstructed access to the Covered Equipment.
3. Suburban shall not be liable for failure or delay to provide service called for under the Plan if such failure or delay is due to any of the following: flood, fire, adverse environmental condition, labor dispute, vendor inability to supply parts, failure of the Customer's supply of water, electricity or fuel to the Covered Equipment, government order, act of God, or any other cause beyond Suburban's reasonable control, or for defects or liabilities caused by Customer's equipment, for any negligent act or omission on the part of Customer and/or for any loss or damage arising from Customer's breach of this Contract or service discontinuance as a result thereof.
4. Suburban's liability under this Contract is limited to providing the services and preferred parts and labor costs specified. Suburban shall not be liable for any consequential or incidental damages in any way arising out of the performance or non-performance of the Covered Equipment or of Suburban under the Plan. Suburban's liability is limited to the Contract Price. All notices shall be effectively given if in writing and mailed postage prepaid to the respective address for Suburban and Customer. Customer authorizes Suburban to leave a notice at the address of the Covered Equipment of any condition preventing Suburban's performance of this Contract or otherwise requiring Customer's attention.
5. This Contract shall be construed in accordance with the laws of the jurisdiction where made, and is transferable by Customer with the prior written consent of Suburban. This contract contains the entire agreement between Customer and Suburban with respect to the subject matter hereof. In VT Customer has the right to cancel this Agreement within 20 days of receipt and receive a refund of amount paid by contacting Suburban at the office listed on reverse side.