



# Value & Premier Service Plans

for oil  
heating systems



Choose the plan that's best for you and your home.



## Over 100 years of industry leadership.

Petro Home Services. The only company you need for oil heat.

Founded in 1903, we helped create the heating oil industry. After realizing the tremendous potential of oil to heat homes, our founder, M.A. Fessler, actually invented the first oil burner!

Our experience, large network and resources uniquely position us to support all of your home heating needs better than any other oil company. Even better, our customer service professionals, drivers and technicians are all local. We live and work where you do — so we can understand, support and service your home comfort needs on a personal level whenever you need us, 24/7, all year.

You're our #1 priority.

That's why our services and programs are all designed with you in mind. We go beyond providing you with professional service and installation, to offer flexible pricing and payment options to suit your needs and multiple service contract options to give you the level of protection that you need and deserve.

Petro has been keeping our neighbors throughout the Northeast and Mid-Atlantic warm in the winter with uninterrupted service for over a century. So trust us for all of your home heating and service needs.

## All of Petro's residential service plans offer you:

Quality repairs by experienced Petro technicians



Courteous, knowledgeable customer service reps to take your call 24 hours a day, 365 days a year



Convenient service hours



Periodic tune-ups to help save you money



15% discounts on non-covered repairs



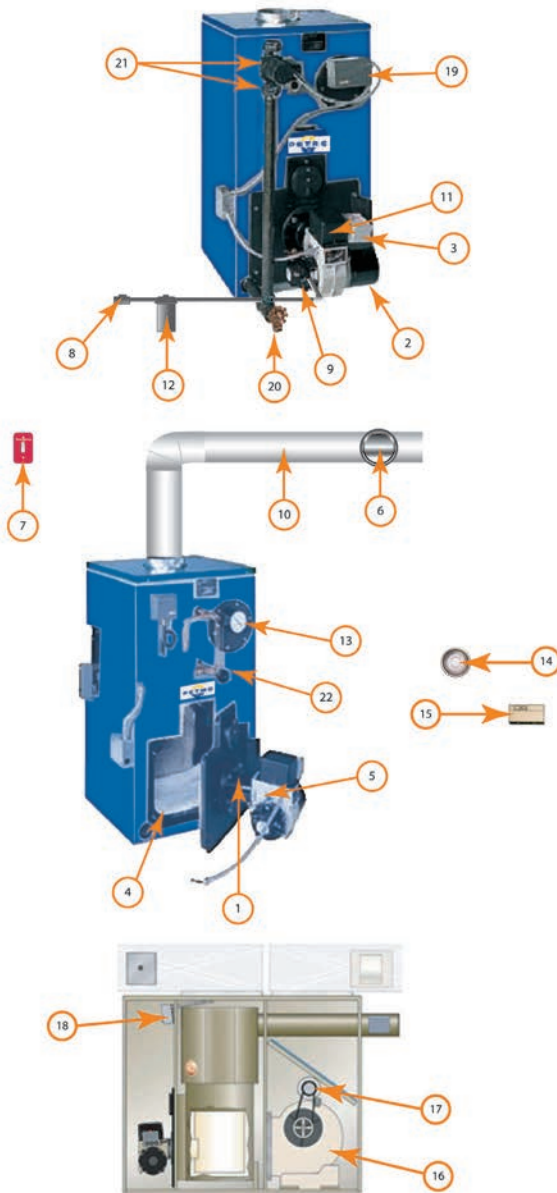
## V The Value Plan

Extensive coverage for the budget-minded homeowner.

## P The Premier Plan

Comprehensive coverage for peace of mind.

### The Parts



### Fuel & Combustion

	V	P
1 Air Tube	●	●
1 Burner Coupling	●	●
2 Burner Fan	●	●
2 Burner Motor	●	●
3 Cad Cell Eye	●	●
3 Cad Cell Relay	●	●
4 Combustion Chamber (wet-based, max 2.5 GPH)		●
5 Delayed Oil Valve	●	●
6 Draft Regulator (up to 9" diameter)	●	●
1 Electrodes	●	●
7 Emergency Switch	●	●
1 End Cone	●	●
8 Firomatic Valve	●	●
9 Fuel Pump	●	●
9 Fuel Pump Gasket	●	●
9 Fuel Pump Strainer	●	●
10 Flue Pipe (max 9" diameter)	●	●
11 Igniters	●	●
11 Ignition Transformer	●	●
1 Nozzle	●	●
1 Nozzle Adapter	●	●
1 Nozzle Line	●	●
Oil Check Valve	●	●

	V	P
12 Oil Filter Cartridge	●	●
12 Oil Filter Complete	●	●
Oil Safety Valve	●	●
1 Porcelains	●	●
Primary Control	●	●
14 Thermostat Standard	●	●
15 Thermostat Clock Type (\$50 credit)	●	●

### Warm Air

16 Blower Complete (up to 3/4 HP)	●	●
17 Blower Motor (up to 3/4 HP)	●	●
18 Fan & Limit Control	●	●
18 Fan Control	●	●

### Hot Water and Steam Components

Air Scoop		●
19 Aquastat (auto type only)		●
19 Aquastat Well		●
Automatic Air Vent (boiler room only)		●
Balancing Valve		●
20 Boiler Drain Valve		●
Boiler Relief Valve (up to 1" diameter)		●
21 Circulator Complete (kitchen zone up to 1/12 HP)		●
21 Circulator Components (kitchen zone up to 1/12 HP)		●

	V	P
Circulator Relay (kitchen zone up to 1/12 HP)		●
Domestic Relief Valve		●
Dual Valve		●
Expansion Tank (max 24 gallons)		●
Expansion Tank Valve		●
Extrol Tank (max # 60)		●
Feed Valve		●
Feed Valve Washer		●
Flow Check Valve		●
22 Gauge Glass & Washers	●	●
Limit Control		●
Low Voltage Transformer		●
Manual Feed Valve		●
Pop Safety Valve (up to 1" diameter)		●
Pressure Gauge		●
Pressuretrol (auto type only)		●
13 Pressure/Temperature Gauge		●
Zone Valve Complete (kitchen zone up to 1" diam.)		●
Zone Valve Component (kitchen zone up to 1" diam.)		●

Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed) or weekends, is subject to our after hours diagnostic fee, unless you have purchased the 24/365 enhancement. The service plans described in this brochure are subject to Petro's terms and conditions of service which are provided and incorporated by reference into this brochure.



# How your oil-fired heating system works.

## Heat distribution

Oil-fired heating systems distribute heat in one of three ways: warm air through vents, hot water through baseboards, or steam through radiators. Your thermostat senses that room temperature has fallen below your thermostat setting and sends a signal to your heating system to provide heat for your home.

When your oil burner is engaged, heating oil travels from the tank to the burner by way of a pump where it becomes a fine mist mixed with air. The fuel/air mixture is then injected into the burner where it is ignited in the combustion chamber.

## Heating system types

Depending on the type of system you have, water-based or warm air, the system works differently to disperse heat throughout your home.

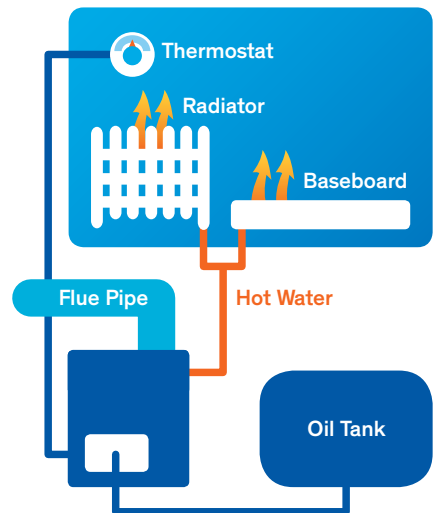
There are two main types of water-based systems: hot water systems and steam systems. Water is heated in either a cast iron or steel boiler before it is dispersed throughout your home.

In a hot water system, the heated water is circulated through radiators or baseboards.

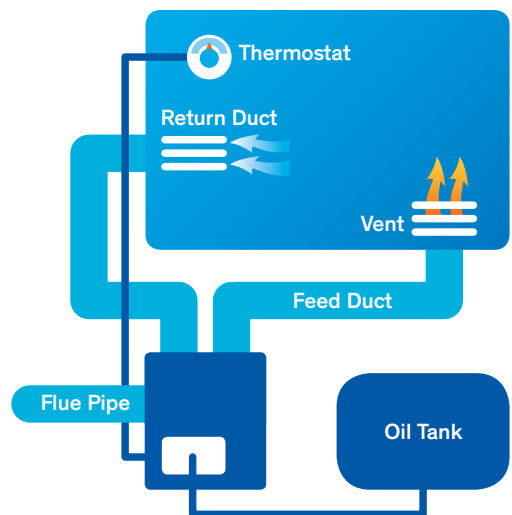
In a steam system, water turns to steam and rises through pipes to the radiators. In a warm air system, your furnace heats air. A blower then sends the heated air up through ducts and out of vents in your floors or walls. The air gets drawn back to the furnace through a return duct, and the cycle repeats.

Finally, emissions from the combustion of fuel and air exit the system through a flue pipe that runs out of your home through the chimney.

Typical Hydronic System  
Hot water or steam



Typical Warm Air System



## Still need more coverage?

We have other enhancements and agreements that are available at an additional cost to your existing plan and these are priced separately. They allow you to extend your coverage with more comprehensive protection and help you prepare for unexpected repair costs by allowing you to customize your protection to suit your needs. You must currently have a Petro Value or Premier Service Plan to add any enhancement coverage.

## Optional enhancements

### 24 Hours-a-Day/365 Days-a-Year Service

This enhancement extends your primary coverage by giving you access to Petro service 24 hours a day, 365 days a year. It waives our after hours diagnostic fee.

### Direct and Indirect Water Heater Repair and Part Replacement\*

This enhancement covers repairs and replacement of the parts listed below:

Air tube	Drip tube	Nozzle
Aquastat (auto type only)	Electrodes	Nozzle adapter
Burner coupling	Electrode wire & clips	Nozzle line
Burner fan	Emergency switch	Oil check valve
Burner motor	End cone	Oil filter cartridge
Cad cell complete	Firomatic valve	Oil filter complete
Circulator (bronze type, up to 1/16 HP)	Flue pipe (up to 9" diameter)	Oil safety valve
Delayed oil valve	Fuel pump	Porcelains
Draft regulator (up to 9" diameter)	Fuel pump gasket	Preference relay
Drain valve	Fuel pump strainer	Primary control
	Igniters	Relief valve
	Ignition transformer	

\*Covers residential, oil-fired water heaters up to a maximum firing rate of 1.25 gallons per hour. **Excludes coverage of the water heater tank**, recirculation lines and components, and anode rods. Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed), or weekends, is subject to our standard diagnostic fee, unless you have purchased the 24/365 enhancement. Repair and/or replacement must be performed by Petro.

### Limited Boiler and Furnace Replacement\*\*

This coverage provides an allowance of \$1,000 toward replacement of your main heating boiler or furnace if a Petro inspection determines that your existing equipment is not repairable. The new boiler or furnace must be replaced by Petro. Allowance is payable as a reduction to our normal retail price for the model specified.

\*\*Existing equipment must be inspected by Petro to qualify.

### Optional Zone Coverage\*\*\*

This enhancement covers repair and replacement of the parts listed below:

Automatic air vents (boiler room only)	Circulator relay
Circulator complete (up to 1/12 HP)	Flow check valve (up to 1-1/2" diam.)
Circulator coupling (up to 1/12 HP)	Isolation valves (up to 1-1/2" diam.)
Circulator flanges and gaskets (up to 1-1/2" diameter)	Thermostat (standard)
Circulator impeller (up to 1/12 HP)	Thermostat (clock type \$50 credit)
Circulator motor (up to 1/12 HP)	Zone valve (up to 1" diameter)
Circulator mounts (up to 1/12 HP)	Zone valve motor (up to 1" diameter)

\*\*\*Not available on steam systems and excludes air handlers. Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed) or weekends, is subject to our standard diagnostic fee, unless you have purchased the 24/365 enhancement. Repair and/or replacement must be performed by Petro.

## Additional agreements

### CARE® Environmental Protection

Fortunately, oil leaks don't happen too often. But when they do, they can damage the environment and cost thousands of dollars to clean up. And worse, most homeowners insurance doesn't cover oil leaks. The CARE program protects your investment in your home by providing clean-up coverage in case your tank, connected piping or oil lines leak. The CARE program is available for above-ground fuel tanks<sup>†</sup> and provides:

- Up to \$100,000 for clean-up\*\*\*\*
- Clean-up of releases from entire fuel oil system, including piping and lines
- Limited cost share
- Transferable if you sell your home
- Experienced professionals to handle the work

†A separate program is available for underground fuel oil storage tanks. Underground oil tanks require a one-time testing fee in addition to the cost of the program.

\*\*\*\*Does not include tank replacement.

### Oil Tank Agreement

In the event of an oil tank failure, this agreement gives you an allowance of \$750 toward a replacement tank. Your allowance is payable as a reduction to our normal retail price for the model specified. Replacement or repair must be done by Petro. Additionally, this coverage includes:

- Exposed fill and vent lines (up to 15' from the tank)
- Exposed oil lines (up to 15' from the tank), tank legs, vent alarm and tank valve



Contact us today  
for more information on our home services.

**800.645.4328**

petro.com 

connect on       

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