

Residential Service Plans



Gas-Electric Water Heater Protection Plan



Heating & Air Conditioning Services



Helping you protect
your heating system.

So you can help
protect the investment
in your home.

**Your home is one of your most
valuable assets – don't trust
it to anyone else but Petro.**

Most homeowner's insurance does not cover repairs to water heating systems. That's why we have a plan that can help you avoid any unexpected costly expenses. More importantly, our plan protects your home by ensuring that any repairs and maintenance are done in a timely manner.

We realize that this kind of protection can also be called peace of mind. That's what we really deliver. That's what we're really about.

Our Gas-Electric Water Heater Protection Plan includes:

On-call access to service – 24-hours a day, seven days a week.

When you call, we're there for you. This means you can get repairs done quickly before they become bigger problems. There are no charges for services covered by this agreement when performed between 8:00am and 5:00pm. If you request service for arrival prior to 8:00am or after 5:00pm, on a federal holiday (a day when the post office is closed) or weekend, there will be a diagnostic fee of \$98.00 unless you have purchased the 24/365 option on your heating plan.

Free service visits on covered repairs.

To help you keep your system running at peak efficiency, your plan also covers service visits for covered repairs.

System check-up.

To help keep your energy bills low, you should consider a periodic system check-up. This service is available at an additional cost. Customer-requested inspections may be scheduled between March 30th and September 1st. This schedule will allow us to optimize our response to your emergency service needs during the heating season.

Enjoy a 15% discount on regular rates.

To help you save even more, this plan gives you a 15% discount on our regular rates for any repair work not covered by your plan.

Quality repairs by experienced Petro technicians.

When you ask Petro for help, you're accessing some of the best repair technicians around. It's their job to keep your system in top condition.

Selected combustion components and heating system parts are covered, including:

- Aquastat well
- Barometric diverter
- Burner head
- Burner tube
- Burner motor (induced draft)
- Draft hood
- Drain-off valve
- Electric water heater element
- Flame spreaders
- Flue pipe sleeves (galvanized only, up to 9" diameter)
- Flue piping (galvanized only, up to 9" diameter, additional charge for "B" type vent pipe or stainless steel)
- Gas control(s)
- Gas valve(s)
- Pilot burner
- Pilot orifice
- Pilot safeties
- Pilot tubing
- T and P relief valve
- Thermocouple
- Thermostat (standard type)

The following general exclusions apply:

- Services to identify or remedy gas leaks
- Coverage can be revoked if customer fails to pay for service within terms
- Coverage can be revoked if customer fails to remedy conditions identified as hazard
- Coverage can be revoked if customer permits anyone other than Petro rep to service equipment
- Providing adequate ventilation for combustion
- Removal of materials containing asbestos
- Monitoring vacant or unattended premises
- Replacing fuses
- Resetting circuit breakers
- Turning on the emergency switch
- Setting system temperatures
- Replacing batteries in system devices
- Not available for water heating systems with tanks in excess of 50 gallons



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Serving home comfort
needs for over a century.

1.800.OIL HEAT (645.4328)
petro.com



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