

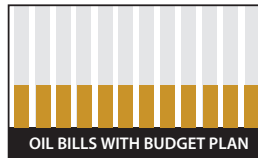


## ▶ AUTOMATIC DELIVERY

Don't worry about when you'll need your next delivery of oil; let us do that for you. Our computerized system tracks the weather and generates your delivery automatically for your convenience and peace of mind. Call us at (207) 272-5400 for more information and sign up. **We now deliver propane!**

## ▶ BUDGET PAY PLAN

Between volatility in fuel prices and weather patterns from year to year, there's no sure way to predict what your winter heating bills will total. Add predictability to your fuel costs by signing up for our monthly Budget Pay Plan which allows you to spread your heating costs throughout the year, resulting in lower, more manageable payments. We offer a 12 month Budget Pay Plan which may include your Maintenance Agreement, if desired.



## ▶ EMERGENCY SERVICE

We realize that breakdowns can happen at any moment; that's why you can count on us 24 hours a day in any emergency situation. Whether it is day or night regarding a heating, cooling, plumbing, or fueling issue, trust that a member of the F.F. Hitchcock team will be there to assist you. When it counts, count on F.F. Hitchcock!\*

\*Overtime rates apply for after hours emergency services.

## ▶ INSTALLS

- Gas
- Oil
- A/C
- Water Heater

## ▶ INDOOR AIR QUALITY

- Air Cleaners
- UV Lights
- Humidifiers

Make sure the air you breathe in your home is clean and safe for your family.

1. These plans cover one residential heating or air conditioning unit. Oil tanks, oil lines, and any associated problems are specifically excluded unless otherwise noted. F.F. Hitchcock (herein referred to as Company) reserves the right to inspect the equipment covered before acceptance. Any parts necessary for acceptance will be charged at prevailing rates. The plans are billed monthly and renew annually; if the customer cancels the plan for any reason before the end of the service period all work previously covered by the plan will be billed at prevailing rates. The plan and billing will renew automatically at the annual start date unless cancelled by either party in writing.

2. Company reserves the right to deem equipment not worth repairing based on factors such as age and condition, in which event the price of the service plan will be credited toward new equipment sold and installed by Company.

3. Annual tune-ups will be scheduled during normal working hours, Monday through Friday. These plans are transferable to new owners if the house is sold, but they are not refundable. Further, the plan is void if any person, including owner, renders service to equipment except as instructed by us.

4. Account must be current. Past due balances on any open account will void this plan.

5. Company shall not be responsible for customer's failure to use ordinary care in the operation of any heating/cooling/hot water system, such as, but not limited to, replacing blown fuses, resetting breaker switches, or turning on and off power switches.

6. Frozen or congealed oil lines, lack of oil when not on automatic delivery, water or contamination in fuel, electric and/or wiring problem, or customer not available will be charged at prevailing rates.

7. Our obligation to service and replacement of any part is subject to location accessibility and parts availability through normal sources of supply.

8. This plan does not cover services or replacement of parts damaged by water, fire, acts of God, accident, or abuse. Company shall not be held responsible for any non-performance when prevented by any circumstances beyond its control.

9. These plans do not include plumbing repairs; circulators; repairs to zone valves, radiators, connectors, hot water coils, feed, and release valves; bleeding or purging air from system; draining expansion tank; repair of water leaks; or items not identified in plan agreement.

10. This plan may be terminated by Company (a) if service is afforded by anyone other than Company, (b) if customer fails to comply with Company credit terms, (c) if customer fails to provide a safe and reasonably clean place in which to work, or (d) if customer installs or attaches non-compatible devices to any system.

11. All services will be provided between 8 a.m. and 5 p.m. Monday through Friday. No service will be performed in inclement weather, or flooded areas. Services provided on holidays and/or outside of 8 a.m. and 5 p.m. will be billed at prevailing rates. Services do not include freight, filters, air distribution systems or other adjustment, evaporative or condenser coils, or other parts not specifically included in the plan. Limited to units up to 5 tons.

12. Company will not be held liable for injury or damage to persons, property, or consequential damage resulting from defects in, or the non-operation of, customer heating equipment or its accessories, nor for damages resulting from heat failure in a vacant building.

13. All plans that include the TankSure® Program provide a tank testing service and the TankSure® Program tank replacement payment described below. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. We will perform an annual test of your fuel tank. If a tank leak occurs subsequent to this test due to internal corrosion once you are on the program or due to a manufacturer's defect, or if a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software, Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program which is described in the TankSure® brochure that we have provided to you.

14. Amendment and Cancellation. We may amend or change the terms of this plan at any time. We may amend or change the services offered as part of the plan at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change.

# F.F. HITCHCOCK

COMPANY, INC.



## (203) 272-5400

F. F. HITCHCOCK Co., Inc.  
CHESHIRE, CT 06410

HEATING OIL • PROPANE  
PLUMBING • HEATING • COOLING  
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# CALL TODAY TO SAVE!

## (203) 272-5400



# OIL-FIRED PLANS

## BASIC ENERGY EFFICIENCY PLAN

\$22/month or \$265 +tax

### ANNUAL SYSTEM TUNE-UP

### ULTRASONIC TANK TEST

### 10% REPAIR COVERAGE

Customers will receive a 10% discount off all parts & labor charges related to repair work of your system. (Based on normal rates)

## INCLUDED IN ALL OIL-FIRED PLANS:

### ▶ ANNUAL SYSTEM TUNE-UP

- Save money by reducing the amount of fuel you use
- Diagnose problems before they become expensive, inconvenient repairs
- Receive recommended, planned professional maintenance
  1. Test and regulate all burner and safety controls
  2. Clean or replace fuel oil strainers
  3. Replace nozzle
  4. Check and adjust ignition system
  5. Vacuum furnace/boiler and smoke pipe to chimney
  6. Check and lubricate motors
  7. Replace oil filter cartridge
  8. Inspect combustion chamber
  9. Adjust heating unit to maximum efficiency
  10. Perform an efficiency combustion test

### ▶ ULTRASONIC TANK TEST

**\$** Qualifying tanks receive a \$1000 tank replacement payment to help cover the cost of a replacement.

**✔** For aboveground non-qualifying tanks, we will give you a \$200 replacement credit to upgrade your oil tank.

**📱** An ultrasonic inspection of your tank wall's thickness evaluates when a proactive replacement is necessary **BEFORE** the tank leaks.

**🔍** Included is an inspection of common tank components such as legs, seams, fill and vent pipes, oil lines, and vent whistle.

**🌳** Using EPA-approved testing technology, ultrasonic equipment detects the level of corrosion inside oil tanks.

**\$** As a Tanksure® customer, you are eligible for a discount on your homeowners insurance. For more information visit [www.mytanksurediscount.com/CT](http://www.mytanksurediscount.com/CT)

## ENERGY EFFICIENCY PLUS PLAN

\$27/MONTH OR \$325 +tax

### ANNUAL SYSTEM TUNE-UP

### ULTRASONIC TANK TEST

### 25% REPAIR COVERAGE

Customers will receive a 25% discount off all parts & labor charges related to repair work of your system. (Based on normal rates)

### 24 HOUR EMERGENCY SERVICE

Rest assured knowing we'll be there for you 24 hours a day, seven days a week.

### 5% OFF ALL HEATING INSTALLS

Customers will receive a 5% discount on a replacement or new system installation. (Based on normal rates, replaces any loyalty discount)



**MULTIPLE PLAN DISCOUNT!!  
SIGN UP FOR MORE THAN ONE PLAN AND  
RECEIVE A 5% DISCOUNT OFF EACH PLAN!!**

## COMPLETE ENERGY EFFICIENCY PLAN

\$33/month or \$396 +tax

### ANNUAL SYSTEM TUNE-UP

### ULTRASONIC TANK TEST

### 50% REPAIR COVERAGE

Customers will receive a 50% discount off all parts & labor charges related to repair work of your system. (Based on normal rates)

### 24 HOUR EMERGENCY SERVICE

Rest assured knowing we'll be there for you 24 hours a day, seven days a week.

### 15% OFF ALL HEATING INSTALLS

Customers will receive a 15% discount on a replacement or new system installation. (Based on normal rates, replaces any loyalty discount)

### FUEL DISCOUNT

Customers will receive 2¢ off every gallon of fuel purchased during the life of this Plan.

### PRIORITY CALL PLACEMENT

Gain peace of mind in knowing that, as a Premium Plan customer, you will receive priority service.

## HOT WATER

### STANDARD

\$8/month or \$96 +tax

### ANNUAL SYSTEM TUNE-UP

Burner, smoke pipe, and lubrication of all bearing and motors. Complete flush of water heater.

### 50% REPAIR COVERAGE

Customers will receive a 50% discount off oil burner and controls during the plan year

### 24 HOUR EMERGENCY SERVICE

Rest assured knowing we'll be there for you 24 hours a day, seven days a week.

# COMPLETE PLUMBING SERVICES

F.F. Hitchcock is the name you can trust to do your job efficiently and correctly. All plumbing repairs, renovations, and new plumbing installations are carried out by our experienced experts who are fully-licensed and insured; from washers and faucets to complete plumbing system remodeling, we do it all.

## COMPLETE PLUMBING PROTECTION

\$10/month or \$120 +tax

### 15% REPAIR COVERAGE

Customers will receive a 15% discount off all parts & labor charges. (Based on normal rates)

### 24 HOUR EMERGENCY SERVICE

Rest assured knowing we'll be there for you 24 hours a day, seven days a week.

### 10% OFF ALL INSTALLS

Customers will receive a 10% discount on plumbing installations.

### ANNUAL INSPECTION

May 1st through September 1st only



## A/C PLAN

### STANDARD

\$13/month or \$156 +tax

### ANNUAL SYSTEM TUNE-UP\*

We check and lubricate a number of parts within your air conditioning system to ensure it is operating at peak efficiency.

### 15% REPAIR COVERAGE

### 24 HOUR EMERGENCY SERVICE

Rest assured knowing we'll be there for you 24 hours a day, seven days a week.

\*Temperature must be a minimum of 70°. Customer must call to arrange for service. Service will not be performed after dark or in inclement weather due to electrical danger. F.F. Hitchcock follows new environmental regulations to protect the ozone layer. If refrigerant must be removed from the unit, an additional charge will be applied for disposal.