



• Family Owned & Operated Since 1929 •  
27 Laura Street • New Haven, CT 06512 • Website: BlueFlameOil.com  
Phone (203) 468-2176 • Email: Service@BlueFlameOil.com

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## Commercial Oil Burner Service Agreement

Our service plan agreement is designed to provide commercial customers with economical 24-hour emergency service and carefree heating:

### Commercial Service Plan

Includes annual cleaning, tune and test, combustion analysis and repair or replacement of the following parts:

- |               |                  |                         |                      |
|---------------|------------------|-------------------------|----------------------|
| •Burner Motor | •Fuel Oil Pump   | •Ignition Transformer   | •Primary Control     |
| •Nozzle       | •Nozzle Line     | •Pump Strainer          | •Cad Cell Complete   |
| •Tank Gauge   | •Oil Solenoid    | •Oil Filter Cartridge   | •Electrodes          |
| •Vent Alarm   | •Burner Switches | • Burner Pump Couplings | •Oil Filter Complete |

## General Terms and Conditions

- Plans are available to Blue Flame Oil Co., Inc. oil customers who are on automatic delivery and who purchase their total fuel requirements from Blue Flame Oil Co., Inc. using a minimum of 1000 gallons annually.

- Annual tune-ups are scheduled Monday through Friday during regular business hours, 8:00am to 2:00pm. It is the property owner/manager's responsibility to ensure maintenance is scheduled within one year of purchasing their policy. There will be no carry-overs into the following year or credits given for annual service not performed.

- These policies do not include the replacement of obsolete equipment. Any services or parts not covered will be the responsibility of the customer and billed at the prevailing hourly rate.

- All heating equipment is subject to our inspection and approval for acceptance of any Service Plan. Pre-existing conditions are not covered. If equipment becomes unfit for normal use during the life of the Service Plan. The Service Plan will be cancelled upon notification of the homeowner.

- The policy does not cover repairs or replacements made by others not authorized by Blue Flame Oil Company, Inc. Service policy will be terminated if any service is performed on the unit by anyone other than Blue Flame Oil. If a customer's credit becomes impaired during the life of the Service Plan, Service will be discontinued until credit terms have been reinstated.

- Emergency calls resulting from burner failure caused by flood, fire, lightning, power failure, blown fuses, main switch off, flooded heating system, no oil in tank (except when customer is on our Automatic Delivery basis and in good credit standing), no water in the boiler, water in oil tank, frozen oil lines, or other conditions beyond our control is not covered and will be charged at our prevailing service rates.

- Policies are considered in effect for one year and will automatically renew unless cancelled by either party. No refund will be given if a policy is cancelled by the property owner before their anniversary date. Policies are non-transferable and are not in effect until payment is received.

## Service Hours

- Plans cover 24-hour emergency service, 7 days a week, 365 days a year
- Emergency service is constituted by no heat, a serious oil leak, or a dangerous situation.
- All non-emergency services will be performed during regular business hours Monday through Friday, 8:00 am to 4:00 pm

Please call or email our office for pricing.

Please print for you records