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

Oil Service Plans

Our service plans are designed to provide residential customers with economical 24-hour emergency service and carefree heating, with different options available to meet your home-specific and budgetary needs:

Burner Service Plan

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

- Oil Burner Motor
- Nozzle Complete
- Burner Pump Couplings
- Oil Filter Cartridge
- Smoke Pipe*
- Fuel Oil Pump
- Nozzle Line
- Oil Solenoid
- Electrodes
- Air Filter Disposable Type**
- Ignition Transformer
- Pump Strainer
- Thermostat (non-Wi-Fi)**
- Burner Switches
- Blower Motor Capacitor
- Primary Control
- Cad Cell Complete
- Blower Belt
- Tank Gauge Only

*Covers 5" & 6" in diameter up to 2 feet in length.
**One Per Year (Excluding HEPA and Electronic cells)

Furnace Premium Service Plan

Includes everything in our basic plan plus the parts listed below:

- Combustion Chamber
- Oil Line (When Exposed)
- Air Filters***
- Blower Circuit Board
- Fan Timer
- Fan Center Relay
- 8184M Primary Control
- Isolation Relay
- Oil Burner Squirrel Cage
- Blower Complete(non-ECM)†
- Blower Squirrel Cage
- Blower Motor
- Blower Shaft
- Blower Pulley
- Blower Bearings
- Humidifier Pad*
- Humidifier Solenoid
- Humidifier Fan
- Humidistat
- Zone Damper Complete*
- Zone Damper Motor*
- Zone Panel
- Oil Burner Squirrel Cage
- Nozzle Assembly
- Air Band & Shutter
- Blast Tube
- End Cone
- Oil Burner Flange
- Low Fire Baffle
- Hydraulic Jack(Riello)
- Draft Regulator(5",6",7")
- Fire Valve
- Under Tank Fire Valve
- AC Ready Kit
- Oil Line Fittings
- OSV Valve
- Scully Fill Cap Complete
- Vent Cap
- Vent Alarm
- Vent Combo Gauge
- Flex Oil Lines
- Dresser Couplings
- Retention Head
- Fan & Limit Control
- Oil Filter Complete

Part Failures During Air Conditioning Season are Not Covered

* (1 per year)

** (When accessible)

*** (Excluding HEPA and Electronic cells)

†ECM blower motors are not covered and any blower motors that fail during the air conditioning season are not covered. A discount of $150.00 will be applied towards a new ECM motor

Boiler Premium Service Plan

Includes everything in our basic plan plus the parts listed below:

- Air Scoop
- Hi-Vent
- Expansion Tank(#30#60)
- Auto Water Feeder
- Back Flow Preventer
- Relief Valve
- Low Water Cut Off
- Tempering Valve
- System Purging
- Isolation Relay
- Vent Cap
- Retention Head
- Circ Complete
- Circ Relay Single Zone
- Circ Zone Panel (1 to 3 Zones)
- Circ Flanges (standard 2 holes)
- Aquastats
- Triple Acting Aquastat
- Single Zone Switching Relay
- Pressuretrol
- Bleeding Radiators
- Blast Tube
- Vent Alarm
- Oil Filter Complete
- Boiler Drain Cap
- Combustion Chamber**
- Zone Valve Complete*
- Flow Check*
- Zone Heads(Removable Type)*
- End Cone
- Oil Burner Squirrel Cage
- Nozzle Assembly
- Air Band & Shutter
- Flex Oil Lines
- Vent Combo Gauge
- Oil Burner Flange
- Low Fire Baffle
- Hydraulic Jack(Riello)
- Draft Regulator(5",6",7")
- Fire Valve
- Under Tank Fire Valve
- Oil Line (when exposed)
- Oil Line Fittings
- OSV Valve
- Scully Fill Cap Complete
- Dresser Couplings

* (1 per year)

** (When accessible)

Oil Fired Water Heater Plan

- Includes all basic plan oil burner parts
- Coverage can only be purchased in conjunction with a service plan (Basic/Premium)
- Annual testing and tune-ups will be scheduled and preformed with the heating system

Customer Rewards Program

- Included with both the basic and premium service plans:
- For every consecutive year that you renew your service plan you will receive:
    - $25.00 in credits for Basic plan
    - $50.00 in credits for Premium plan
- Credits can be used towards the purchase of new heating, hot water, or oil tank equipment installations:
    - Maximum allowed credits towards a Boiler installation is $500.00.
    - Maximum allowed credits towards a Furnace installation is $400.00.
    - Maximum allowed credits towards an Oil Tank installation is $200.00.
    - Maximum allowed credits towards an Oil-Fired Water Heater installation is $200.00.

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 600 gallons annually.

• Annual tune-ups are scheduled Monday through Friday during regular business hours, 8:00am to 2:00pm. It is the homeowner'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.

• When an oil burner has become obsolete and is a hazard, a discount of ($100.00) one hundred dollars will be applied toward the replacement of a new oil burner.

• 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 homeowner 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
- Policy is in effect only during the **Heating Season**: October 1st – April 30th

Please call or email our office for pricing.

Please print for you records