

HARTPetroleum

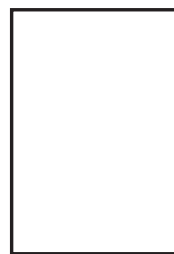
We love to keep you warm and green

323 Skidmores Road

Deer Park, NY 11729

(631) 667-3200

www.hartpetroleum.com



COMPREHENSIVE SERVICE AGREEMENTS

HARTPetroleum

We love to keep you warm and green

We Love To Keep You Warm & Green

Welcome to Hart Petroleum, the premier home heating oil and service company serving Nassau and Suffolk counties.

For more than a quarter of a century, our neighbors have known us for delivering reliable products and services at fair prices.

Our dedication to our customers, and to keeping up with the latest technology, means that we're there for you, 24 hours a day, 365 days a year. We provide the most innovative solutions to your comfort problems, and always with the care and concern that you and your family deserve.



About Us

Hart Petroleum is one of Long Island's most respected home comfort providers. Since our company opened back in 1980, we've been family owned and operated and committed to the kind of personal service you can only provide when you're right in the neighborhood. With 24-hour emergency service and more technicians per customer than any other company in the area, we're always accessible -- even during the worst weather situations.

At Hart, we take your home comfort seriously. Another thing we take seriously is the need for alternative, environmentally friendly fuel sources. That's why we're proud to be one of the first companies in the Long Island area to deliver BioBlend™ to its customers-at no extra charge!

And because we understand that energy bills are a big part of your household budget, we try to cushion the blow with monthly payment programs and the industry's best service plans to provide total peace of mind.

I invite you to browse through our website and see why we are one of the leading comfort providers in the region. Where other companies make claims, we give guarantees. But don't take our word for it. Please visit our testimonials page and see what your neighbors have to say about our service.

You'll see why we are a company you can trust and why we can guarantee your personal satisfaction.

Sincerely,

Ray Hart



Ray Hart - Owner



Personal Service



Dependable Delivery

General Conditions & Exclusions

Service Hours: During the term of this agreement, Hart Petroleum will provide dependable, prompt emergency service 7 days a week, 365 days a year. NO HEAT and FUEL LEAKS constitute emergency service. All other regular service will be performed during normal working hours, M-F, 8 a.m. to 4:30 p.m. Non-emergency work, if requested, will be billed at our standard overtime rates.

1. A HartWarmers Tune-up will be performed once per year or when necessary during regular working hours.
2. Labor is covered only for the repair or replacement of listed parts and services based on the contract chosen. All other work, labor plus parts will be charged at the normal rates that apply.
3. This agreement does not cover: water tanks and anode rods, domestic plumbing, domestic wiring, cooling equipment, low pressure burners, rotary burners and condensing equipment, electronic air cleaners, permanent air filters, ductwork, repair or replacement of obsolete parts not available through regular sources of supply, or any work that requires us to expose concealed piping or concealed oil lines for repair.
4. Our Total Comfort Plan includes the TankSure® Program which provides 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 a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the TankSure® Tank Analysis Software, the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program.
5. Hart Petroleum is not responsible for damages from, and Customer agrees to pay for parts and labor necessary to repair, the following conditions: Air in baseboard radiation or radiators, changes in oil consumption, customer leaving emergency switch in "off" position, thermostat set improperly, dirty air filter, lack of water in boiler, failure of customer to maintain proper boiler water level or pressure, frozen or gelled oil lines, fuses or circuit breakers, inadequate boiler room ventilation, lack of oil when delivery was delayed due to delinquency in payment or when customer is not on automatic delivery, piping not related to the heating system, power interruption, wars, acts of God, accidents, fire damage, flooding or other water damage, government regulations, strikes, riots or other conditions beyond the control of Hart Petroleum, and vacant or unattended premises.
6. This agreement will be void if: all fuel oil requirements are not purchased from

Hart Petroleum; Customer delays delivery; Customer procures heating equipment service or installation from any person other than Hart Petroleum; delinquent account.

7. This contract is for a term of one year from the last calendar date of the month in which it is signed. This contract will renew automatically from year to year at Hart Petroleum's prevailing price unless terminated in writing by either of us no less than 30 days and no more than 60 days prior to the renewal date. If Customer terminates this contract before the end of the term, the price will not be pro-rated. Renewed contracts may be subject to price and coverage changes. If the customer moves, this contract may be assigned to the new property owner providing the new owner agrees in writing to assume this contract, all customer's outstanding bills are paid, and customer gives Hart Petroleum Company written notice at least 10 days before closing.
8. There shall be no liability on the part of Hart Petroleum for work done by anyone else unless such person is authorized in writing by us to perform such work or furnish such parts.
9. Customer and Hart Petroleum agree that there are no promises, terms, conditions or obligations between the parties that are not already contained in this contract. Statements made by Hart Petroleum personnel that are not contained in this contract have not been relied upon by customer and are not part of this contract.
10. All equipment replacement credits ("Loyalty Credits") are applicable only toward equipment purchased from and installed by Hart Petroleum.
11. Hart Petroleum reserves the right to inspect a heating system before it is accepted for service plan coverage. If inspection shows that the system is in unacceptable condition, it must be repaired or replaced before customer will be accepted for coverage. Hart Petroleum reserves the right to reject, at any time, any equipment from coverage if we find it to be unacceptable.
12. A HartWarmers Tune-up completed in anticipation of service contract renewal will be billed at standard rates if the anticipated renewal is canceled.
13. This policy applies only to residential and small commercial heating systems up to 250,000 Btu's output.
14. Amendment and Cancellation. We may amend or change the terms of this Contract at any time. We may amend or change the services offered as part of the Contract 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. If you wish to cancel this Contract, you may do so with written notice or by calling the number noted on the Contract.

PAY ONLINE 24-7 AND SAVE TIME AND MONEY! www.hartpetroleum.com OR FILL OUT REPLY, CLIP AND MAIL!

- Super Value Plan**\$_____/yr. **Total Comfort Plan**\$_____/yr.
 Super Value Plan with TankSure® **ADD \$49.95/yr.** **Separate Oil Fired Water Heater Coverage**\$_____/yr.
 TankSure® Program Only\$89.95/yr.

Please charge my credit card (We accept MC, Visa, Amex only) **Please charge my account**
 Credit Card # _____ Exp Date _____
 I/We have read and agree to the foregoing General Conditions and Exclusions".
 Signature _____
 Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ E-Mail _____

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long term proactive replacement program for our customers.

Introducing an American Fuel of the Future, BioHeat® Heating Oil!

As a responsible, progressive heating fuel company, we are committed to both the environment and our country. We agree with experts who say that the country must seek alternative fuel sources.

That's why we've put our money where our mouth is and invested in BioHeat®, a clean-burning, renewable domestic fuel that is a blend of high-grade heating oil and premium domestic renewable resources.

Here are some of the features that make BioHeat® so attractive:

- ♥ It burns with lower levels of sulfur and nitrous oxides so it's better for the environment.
- ♥ Helps reduce U.S. dependence on foreign oil.
- ♥ Better fuel efficiency.
- ♥ Less wear and tear on heating equipment.
- ♥ Given current conditions in the energy markets, broader use of BioHeat® couldn't have come at a better time. Widespread use of BioHeat® could replace, at only a 5% blending ratio, an estimated 300 million gallons of petroleum-based heating oil a year. This may bring some price relief and reduce U.S. reliance on imported oil, making us less vulnerable to supply disruptions overseas.

The Hart BioHeat® Advantage

We're the only company on Long Island:

- ♥ **With storage facilities dedicated to biofuel.**
- ♥ **With access to a railway supply system** (*this is far more reliable than using trucks*)
- ♥ **Who offers BioHeat® to our customers – at no extra charge!**



The TankSure® Program For above ground & basement oil tanks

SPEND A LITTLE SAVE A LOT...

It's GOOD for You!
It's GOOD for your Investment!
It's GOOD for the Environment!



Our TankSure® Program enables us to evaluate the safety and integrity of your above ground oil tank. This is important for you and your investment in your home.

Benefits of this program include:

- \$1,000 Tank Replacement Payment
- An Annual Tank Test Using an EPA Approved Testing Technology
- \$200 credit for disqualifying tanks towards proactive replacement (can be combined with your loyalty credits).

If you are not a Total Comfort Plan customer and wish to enroll, please call our office at (631) 667-3200 or return the reply card today!

The annual TankSure® test and inspection is a very important process to evaluate your tank safety. If you are considering to decline enrollment in the TankSure® Program, please call us as we strongly recommend this service.

**Please make your oil tank accessible of testing. If we cannot reach your tank for testing your tank will disqualify.*



HEAR WHAT OTHER TANKSURE® CUSTOMERS ARE SAYING:

"I couldn't believe how quick and painless this process was. I had great service and all of my questions were answered right away... I would recommend this program to anyone who likes saving money."

- Timothy Roy

"The TankSure® Program is a wonderful service. Our fuel oil supplier is always thinking about us and offering this Program is just another example of the quality of service we get. When I needed a new tank I got the \$1,000 payment to contribute to the replacement with only minimal cost to me."

- Eileen Decesare

Super Value Plan

HartWarmers Tune-Up

Did you know the average heating system runs 2,000 hours during a typical winter? That's why your heating system should be tuned up once a year. Regular tune-ups keep your system running at peak efficiency, cut your annual fuel bills by 10% and help prevent inconvenient breakdowns.

Save up to 10% on your energy bills! Tune-Up Includes:

- Installing oil filter cartridge and burner nozzle.
- Adjust and check electrodes and nozzle assembly.
- Oiling all motors on burners, fans and circulators.
- Safety-checking all operating controls.
- Inspecting combustion chamber.
- Vacuuming interior of boiler or furnace, flue pipe and chimney base.
- Adjusting system to maximum efficiency and performing combustion efficiency test to check results.
- Customer will receive a written report detailing the condition and efficiency of their heating system at the conclusion of the HartWarmers Tune-up.

Parts Protection

Hart Petroleum will repair or replace any of the following parts which may become defective due to normal use or wear and tear during the life of this agreement. We will perform service during normal working hours only. See General Conditions for details.

CONTROLS

Aquastat
Barometric Draft Regulator
Burner Mount Relay
Cad Cell Eye & Cad Cell Relay
Circulator Switching Relay
Combination Control
Draft Regulator
Dual Aquastat
Emergency Switch
Fuses
High & Low Limit Control
Pressuretrol
Primary Control
Pyrostat
Stack Control
Thermostat (standard) *
Toggle Switches

OTHER

Anti-Hum Device
Single Wall Flue Pipe (up to 8")
Single Wall Smoke Pipe
Fittings (up to 8")

WARM AIR SYSTEMS

Air Filters **
Air Regulator
Air Stat
Blower Belts
Blower Driven Pulley
Blower Motor (up to 1/3 hp)
Fan Belt
Fan Control & Limit Control

BURNER REPLACEMENT

Air Shutter & Air Stabilizer
Burner Blast Tube
Burner Cables
Burner Capacitor
Burner Coupling
Burner End Cone
Burner Fan
Burner Flange Gasket
Burner Housing Assembly
Burner Motor
Burner Retention Head
Burner Switch
Buss Bar Transformer Leads

BURNER REPLACEMENT

Cad Cell Assembly
Cad Cell Wires
Delayed Oil Valve & Coil
Electrode Assembly & Wires
Electrodes
Flare Fittings
High Tension Wires
Ignition Leads
Ignition Porcelains
Ignition Transformer
Ignition Transformer Gaskets
Ignition Transformer Terminal
Ignition Wiring
Nozzle
Nozzle Adapter
Nozzle Assembly
Nozzle Line
Porcelain Insulators

HOT WATER SYSTEMS

Circulator Bearing Assembly
Circulator Complete
Circulator Coupling
Circulator Impeller
Circulator Motor

HOT WATER SYSTEMS

Circulator Switching Relay
Circulator Wicking
Expansion or Diaphragm Tank
Feed Valve
Gauge Glass
Gauge Glass Washer
Relief Valve

FUEL SUPPLY PARTS

Fill Cap
Firomatic Valve
Fuel Filter Cartridge
Fuel Filter Cartridge Gasket
Fuel Filter Complete
Fuel Pump, Bleeder,
Couplings, Fittings, Gasket, Seal & Strainer
Hydraulic Jack
Oil Line (exposed, up to 10')
Oil Line Fittings (exposed)
Oil Tank Gauge (above ground)
Oil Tank Valve
Vent Cap

* Honeywell & White-Rodgers only ** One standard disposable set per year during tune-up

Hart Customer Testimonials:

"I'm a very satisfied customer of Hart. The ladies in the office are ALWAYS very sweet, helpful, and knowledgeable. The service technicians are knowledgeable and courteous. Hart always sends a service rep in a prompt manner when I need someone for my boiler. Thanks to everyone at Hart."
- Laurie H. of Bethpage, N.Y.

"We just started with you in Sept/Oct '09, but so far we're happy. The service tech is very courteous and technical."
- David C. of Syosset, N.Y.

Total Comfort Plan

The Total Comfort Plan cushions you from virtually all service costs. **It includes everything in the Super Value Plan**, plus the significant addition of the replacement parts, services and credits. See General Conditions for details. Our HartWarmers Tune-up and TankSure® Program are also included.

HartWarmers Tune-Up

Please see details of our HartWarmers Tune-Up under our Super Value Plan.

The TankSure® Program (Above ground tanks only)

Hart Petroleum visually inspects and ultrasonically tests your above ground oil tank to determine the true integrity of the metal. Oil tanks typically corrode from the inside out and your tank could appear perfectly fine from the out side but could be wearing excessively thin from the inside. Qualified tanks receive a valuable proactive tank replacement payment along with annual testing of your above ground oil tank. Please see page 3 for more details.

Special Discounts

Our Total Comfort Plan offers a 10% discount on service contracts for each additional heating system in your home as well as a 10% discount on non-contract work (such as plumbing or non-covered heating system parts).

Parts Protection

Hart Petroleum will repair or replace any of the following parts which may become defective due to normal use or wear and tear during the life of this agreement. We will perform service during normal working hours only. See General Conditions for details.

PARTS

Air Purge Valves
Air Scoop
Automatic Air Vents
Automatic Water
Feeder Valve
Balance Valves
Boiler Baffles
Boiler Hand Valves
Check Valves
Clock Thermostat (analog)*
Combustion Chamber
Control Wiring
Diaphragm Assembly
Domestic Coil
Domestic Coil Gaskets
Dual Valve

* Honeywell & White-Rodgers only

** One standard disposable set per year during tune-up

*** Skuttle or Skuttle type only

PARTS

Exposed Heat Piping
Extrol Tank
Fire Side Gaskets
Flow Control Valve
Gate Valves
Globe Valve
Heating Pipes (exposed)
High Pressure Regulator
Limit Safety Control
Low Pressure Regulator
Low Voltage Transformer
Low Voltage Wiring
Low Water Cut-Off Float
Low Water Cut-Off Safety
Low Water Cut-Off Switch
Main Line Vents

PARTS

Manual Air Bleeders
Mixing Valves
Pop Safety Valve
Preference Relay
Pressure Reducing Valve
Pressure/Temperature
Gauge
Purge Valve
Radiator Valves
Relief Valve
Safety Relief Valve
Solenoid Valve
Turbulators
Zone Valve (up to 1")
Zone Valve Motor
Zone Valve Powerhead
Zone Valve Relay
Zone Valve Stem
Triple Aquastat & Relay

OTHER SERVICES

Adjusting boiler pressure
Adjusting water level
Repairing heating system water leaks
Venting of baseboard heaters or radiators

Loyalty Credits

For each consecutive year that you renew your service plan, you earn Loyalty Credits (\$50 for the Super Value Plan and \$100 for the Total Comfort Plan). You can use these nontransferable credits, up to a total of \$500, toward the purchase of heating equipment from us. Eligible equipment and the credit amounts that you can redeem for each are shown here.

| | |
|----------------------------|-------|
| 🏠 Boiler or Furnace | \$500 |
| 🏠 Oil-Fired Water Heater | \$200 |
| 🏠 Above ground Oil Tank | \$150 |
| 🏠 Burner | \$100 |
| 🏠 Digital Clock Thermostat | \$25 |

Separate Oil-Fired Water Heater Coverage

- Coverage includes burner parts, aquastat, controls and emergency switch.
- Annual inspection and tune-up (if necessary) of the burner is included and will be performed in conjunction with the inspection of your heating system.
- Coverage can only be purchased in conjunction with a heating system plan.