

**CITIZEN ENERGY**

**HEATING & COOLING**

**207-407-4099**

**CITIZEN ENERGY**

**580 Lisbon Street Suite 8**

**Lisbon Falls, Maine 04252**

## **ANNUAL OIL BURNER SERVICE CONTRACT AGREEMENT**

### **Emerald Plan- \$250 (Annual tune up for oil boiler and warm air furnace)**

- Vacuum unit (smoke pipe checked free of debris)
- Install new oil filter
- Install new fuel pump strainer
- Clean and check nozzle assembly
- Install new burner nozzle
- Clean and set electrodes
- Check motor belts, pulleys and couplings
- Inspect combustion chamber
- Check fuel pump pressure
- Test transformers and motors
- Check all safety and operating controls
- Test and adjust oil burner for maximum efficiency
- Full efficiency test

### **Ruby Plan- \$399.00 (Includes everything covered in Emerald Plan with 25% off Labor and 25% off Parts listed below)**

- Cad Cell Relay
- Cad Cell Assembly
- Cad Cell Eye
- High limit control
- Burner Coupling
- Burner End Cone
- Burner Gasket
- Burner Motor
- Electrodes
- Ignition Transformer
- Nozzle
- Nozzle Adapter
- Nozzle Line
- Air Tube
- Low Voltage Transformer
- Switching Relay
- Primary Control
- Thermostat (Heat only)
- Triple Aquastat
- Blower Belt
- Fan and Limit Control
- Fuel Filter Cartridge
- Fuel Pump
- Fuel Pump Strainer
- Blower Motor (1/3 HP)

### **Diamond Plan - \$599.00 (Includes everything covered in Ruby + Emerald Plan with 50% off Labor and 25% off Parts listed below)**

- Circulator Coupling
- Circulator Motor (basic)
- Circulator Flange Gasket
- Combustion Chamber
- Cartridge Circulator (Limit 1)
- Delayed Oil Valve
- Drain Valve
- Expansion Tank
- Expansion Tank
- Firematic Oil Valve
- Gauge Glass
- Hot Water Temperature Valve
- Low Water Cut-Off Float
- Low Water Cut-Off Switch
- Pressure Reducing Valve
- Tempering Valve Element
- Tridicator Gauge
- Zone Valve Transformer
- Zone Valve (limit 1)

\*Annual maintenance customers will receive preferential service over non-contract customers

**YOUR OIL HEAT SYSTEM:**

**HOW DOES IT GENERATE HEAT?**

When you set your thermostat to a desired temperature, it continuously monitors the room’s actual temperature through a built-in sensor. If the room temperature drops below the set level, the thermostat sends a signal to the heating system to turn on.

Here is what happens next in a typical oil-fired heating system:

- 1. **Signal to Burner:** The thermostat's signal activates the burner control system.
- 2. **Fuel Delivery:** A fuel pump draws heating oil from the storage tank, pulling it through a filter to remove impurities.
- 3. **Atomization:** The filtered fuel is sprayed as a fine mist into the burner’s combustion chamber. This atomization allows for better mixing with air.
- 4. **Air Mixing and Ignition:** The fuel mist is mixed with air and ignited, usually by an electric spark.
- 5. **Combustion:** The fuel-air mixture burns inside the combustion chamber, producing heat.
- 6. **Heat Transfer:** The hot combustion chamber then transfers heat to air or water, depending on your system (forced air or hydronic), which is distributed throughout the home.

Once the room reaches the desired temperature, the thermostat sends another signal to stop the burner, completing the cycle.

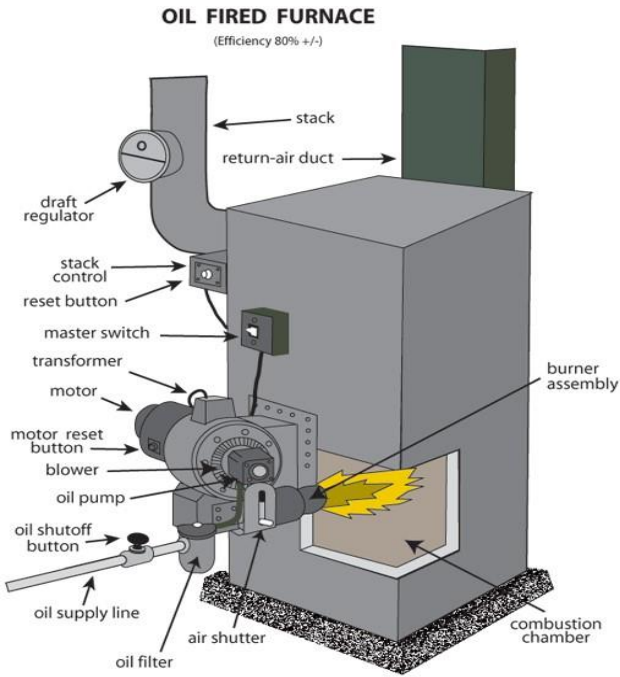
**HOT WATER SYSTEM**

In a hot water system, water travels around the boiler’s water passages. A circulator then pumps the hot water through your radiators or baseboards.

**HOT AIR SYSTEM**

In a hot air system, heat is absorbed by the air in your furnaces heat exchanger. The blower then sends this air through air ducts and heats your home. This process repeats itself until the thermostat is satisfied.

**NOTES:**



Customer’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Citizen Energy Employee: \_\_\_\_\_

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## ANNUAL PROPANE/NATURAL GAS SERVICE CONTRACT AGREEMENT

### **Emerald Plan- \$250** (Annual tune up)

- |                                      |   |
|--------------------------------------|---|
| • Vacuum unit                        | • Test transformers and motors            |
| • Check condensate                   | • Check all safety and operating controls |
| • Examine and clean heat exchanger   | • Test and adjust for maximum efficiency  |
| • Clean sparker                      | • Full efficiency test                    |
| • Clean igniter                      |   |
| • Check gas line/valve for any leaks |   |
| • Safety check                       |   |
| • Efficiency test                    |   |

### **Diamond Plan- \$599.00** (Includes everything covered in Emerald Plan with 50% off Labor and 25% off Parts listed below)

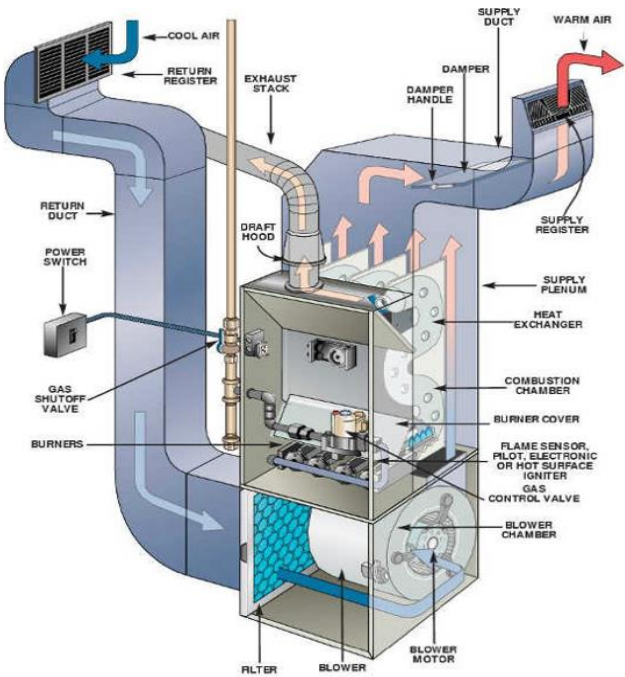
- |                   |                           |                     |
|-------------------|---------------------------|---------------------|
| • Flame rod       | • Expansion tank          | • Inducer motor     |
| • Igniter         | • Low voltage transformer | • Gas valve/Venturi |
| • Pressure switch | • Switching relay         | • Motherboard       |
| • Sensors         |                           |                     |
| • Circulator      |                           |                     |
| • Zone valve      |                           |                     |

\*HEAT EXCHANGER IS NOT COVERED UNDER ANY SERVICE PLAN

\*Annual maintenance customers will receive preferential service over non-contract customers

**YOUR NATURAL GAS/LP SYSTEM:**

A LP (Liquid Propane) furnace heats a home by burning propane to create heat, which is then transferred to the air and circulated throughout the house. The furnace operates through several key components, including the burner, heat exchanger, blower, flue, and thermostat. The propane is ignited, heating the heat exchanger, which in turn heats the air. The blower then forces the heated air through the ductwork, distributing it throughout the home. Once the desired temperature is reached, the thermostat switches off the burners and the blower continues to circulate the air.



**NOTES:**

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Citizen Energy Employee: \_\_\_\_\_

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## **ANNUAL HEAT PUMP CLEANING**

### **ANNUAL CLEANING- \$225 ( 1 outdoor condenser and 1 indoor head unit; \$75 each 1-1 outdoor-indoor unit)**

- Inspection on all units
- Clean inside and outside unit(s)
- Service unit(s)
- Temp probe on system
- Vacuum unit
- Wash and rinse coil(s)
- Clean and disinfect condensate
- Clean blower wheel

Bulk unit cleanings is always an option on a case-by-case basis

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## **NOTES:**

Customer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Citizen Energy Employee: \_\_\_\_\_

## **CITIZEN ENERGY SERVICE CONTRACT TERMS AND CONDITIONS**

1. Contract must be paid in full within 30 days of invoice date or contract will become null and void.
2. This agreement is subject to inspection and approval of equipment. If, upon inspection, the equipment is found to be unacceptable or obsolete, the contract coverage will be cancelled. Any repairs required are excluded and will be charged separately. Prices quoted refer to most domestic type equipment. All plans will automatically renew annually, unless either party gives at least 30 days prior written notice of termination, or there is a termination under Paragraph 1. Agreements are transferable to new occupant subject to Company approval.
3. This service agreement does not cover any chambers, coils, inducer motors, power venters, motherboards, gas valve/Venturi combinations, any water storage tanks (unless tank package is purchased)
4. This agreement does not cover repair or service of equipment damaged by fire, flood, lightning, freeze up, and other acts of God, nor service calls caused by improper setting of thermostat, switches in off position, power interruptions, blown fuses, or circuit breakers, water damage, oil in tank, or tampering with equipment. Our obligation to furnish parts specifically listed herein shall be subject to their availability through usual supply resources. Replacement of obsolete items for which parts are not available will be done on a time and material basis.
5. The company warrants that all service performed and parts installed by it shall be in a good and workmanlike manner, and fit for their intended use. Company shall be liable solely for repair to the heater and related equipment caused by its negligence, but not otherwise, and under no circumstance shall the company be liable for any consequential or resultant damages or injury (including death) to persons or property, nor for damages resulting from defective heater or burner, or for loss or damage resulting from operation or non-operation of said equipment, delays in performing service, making repairs or installation of parts, because of strikes, accidents, explosions, shortages, or other conditions beyond the control of Company. The Company shall not be liable for consequential or resultant damages or injury to persons or property caused by a boiler or furnace failure in an unoccupied or vacant home.
6. Emergency service is defined as no heat or hot water during the heating season only (October 1 through April 30), and/or a serious oil leak or other dangerous situations that may occur at any time. All other calls are handled during normal business hours Monday through Friday 8:00 a.m. to 4:30 p.m.
7. All promises and understandings are contained in this agreement. No added promises on the part of Company or modifications to this Agreement shall be binding unless made in writing and executed by an authorized representative of Company.

This is a service agreement and does not obligate us for repairs due to boiler or furnace failures, defective or unlined chimneys, smoke pipes, humidifiers, electronic air cleaners, duct work registers, water leaks, piping defects in radiators, water logged expansion tanks, domestic hot water equipment and accessories, hot water coils, frozen or blocked oil lines, air conditioning equipment or failure of electricity. In addition, this agreement does not obligate us for repairs due to an insufficient oil level in the tank. Labor and material for the above will be billed at hourly rates in effect at the time of service. Unoccupied homes or homes left empty for any period of time should be frequently checked to avoid damage caused by frozen pipes, soot damage or any other malfunction.