

# HOME HEAT SERVICE YOU CAN RELY ON.



Parts Protection Plan - Oil

## THREE SIMPLE STEPS TO HOME HEAT PROTECTION



### STEP 1: LEARN THE BENEFITS

Fully understand the benefits of the Plan and why it is a must-have for your furnace.



### STEP 2: UNDERSTAND THE DETAILS

Review the details of the Plan. We've laid them out in this document with as little jargon as possible.



### STEP 3: SUBMIT THE APPLICATION

Complete the application form found at the back of the Plan. You can pass your completed application to your service technician, mail it to North Atlantic at the address provided, or call one of our customer service agents at **1-877-635-3645**.

# A WARM WELCOME.

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**Hello and welcome to this easy reference guide for North Atlantic's Parts Protection Plan.**

The purpose of this document is to take you through the benefits of the Plan, before looking at the excellent protection and reassurance it provides. The application form for the Plan is at the back of this document, along with submission instructions.

This guide has been developed as part of North Atlantic's ongoing commitment to provide the very best in home heat service across Newfoundland. It is our mission to ensure all customers get the most out of their home heating equipment, avoiding issues and expenses relating to a lack of periodic maintenance.

Please read on to learn how North Atlantic's Parts Protection Plan can help ensure you always receive a warm welcome home.

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## STEP ONE

# WHAT'S IN IT FOR YOU?

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**There are no better spokespeople for the benefits of North Atlantic's Parts Protection Plan than our own service technicians. They are on the ground and get to see all kinds of situations relating to homeowners and their home heating systems. Here are a few key benefits our service technicians have observed.**

### PEACE OF MIND

The Parts Protection Plan is great value. Why? Because it gives you peace of mind that you are covered in the event of an equipment problem. With the Plan in place, you can rest assured that a technician will be out to assess emergency issues right away. Best of all, the annual cost of our Plan is very affordable and a great alternative to paying for parts and labour every time your furnace needs maintenance or repairs.

### PREVENTATIVE MAINTENANCE

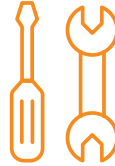
A thorough annual inspection is included in the cost of the Parts Protection Plan, where a technician will take apart your heating equipment (for example, your furnace and boiler) to inspect its components, clean the unit, and change the oil filter and nozzle. The technician will also carry out an efficiency test to ensure the equipment is running perfectly and not wasting energy or money. This maintenance will optimize and extend the life of your home heating equipment.

### GOOD HELP IS EASY TO FIND

Your Plan gives you access to North Atlantic's network of experienced service technicians, across the island. Our technicians are on call 24/7 and work with our after-hours call centre to address emergency service requests as they arise, no matter the time of day or night.



**EMERGENCY  
SERVICE**



**ANNUAL TUNE-UP  
& CLEANING**



**FURNACE PARTS  
& LABOUR**



**TANK  
REPLACEMENT \***

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**Above all, your North Atlantic Parts Protection Plan ensures your home stays warm, no matter the age and condition of your equipment.**

The annual inspection ensures your equipment is running optimally and reduces the likelihood of an untimely breakdown. In the event an emergency does occur, a technician will be out to fix it in a jiffy.

\* Maximum coverage (for parts, labour, and taxes) for oil tanks is \$150.00. All other charges are payable by the customer. Replacement applies only to tanks that leak under normal usage conditions and not due to provincial and/or municipal regulations.

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# WHAT DOES YOUR ANNUAL PARTS PROTECTION PLAN VISIT INCLUDE?

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**Your annual Parts Protection Plan inspection is a comprehensive examination of all your heating system's component parts. The orange bar to the right lists all aspects of this inspection.**

The Plan covers all key parts of your heating equipment. While not every single part of your furnace or boiler is included in your warranty (for example, the body of the furnace, the coil in the boiler, etc.) the majority of parts are covered. Most importantly, your Parts Protection Plan covers the parts that have shown to be most prone to breaking down.

Please review the full list of covered parts on Page 5 before filling out your application form.

- Cycle unit
- Inspect burner motor and fan
- CO2 test
- Inspect fan motor and fan
- Smoke test
- Inspect circulator motor
- Flue gas temperature test
- Inspect and test safety and operating controls
- Draft test
- Clean and inspect flue pipe and chimney base
- Inspect combustion chamber
- Clean and inspect electrodes
- Inspect and replace customer supplied air filter
- Clean and re-set electrodes
- Replace nozzle
- Inspect oil filter and replace oil filter cartridge
- Clean and inspect heat exchanger
- Visually inspect oil supply lines
- Clean, adjust, and inspect burner assembly
- Test fuel pump pressure
- Check and adjust draft regulator
- Check fill and vent pipes
- Visually inspect fan belt and pulleys
- Test transformer
- Inspect transformer leads
- Visually inspect oil tank

# PARTS COVERED

	WARM AIR	HOT WATER		WARM AIR	HOT WATER
<b>CONTROLS</b>			<b>FUEL SUPPLY PARTS</b>		
Single aquastat and triple aquastat	NA	✓	Flare fitting	✓	✓
Circulator control	NA	✓	Fuel filter cartridge	✓	✓
Temperature gauge	NA	✓	Fuel filter complete	✓	✓
Smoke pipe (2 elbows and 3 sections)	✓	✓	Fuel pump	✓	✓
Draft regulator	✓	✓	Fuel pump bleeder	✓	✓
High limit control	✓	✓	Fuel pump seal	✓	✓
Thermostat (standard)	✓	✓	Fuel pump strainer	✓	✓
Blocked vent switch	✓	✓	Oil line (inside/exposed only) and fittings		
<b>WARM AIR SYSTEMS</b>			<b>BURNER PARTS</b>		
Blower bearings and belt	✓	NA	Burner coupling	✓	✓
Blower complete	✓	NA	Burner switch	✓	✓
Blower motor (up to 1/3 hp)	✓	NA	Burner flange gasket	✓	✓
Blower pulley, shaft and wheel	✓	NA	Burner motor	✓	✓
Capacitor	✓	NA	Cad cell assembly	✓	✓
Fan control	✓	NA	Cad cell	✓	✓
<b>BOILER SYSTEMS</b>			<b>TANK</b>		
Auto air vent	NA	✓	Fill pipe	✓	✓
Backflow preventer	NA	✓	Vent pipe	✓	✓
Bearing assembly	NA	✓	Tank gauge	✓	✓
Circulator coupling	NA	✓	Tank whistle (vent alarm)	✓	✓
Circulator impeller	NA	✓	Oil tank replacement*	✓	✓
Circulator motor and mounts	NA	✓			
Complete circulator	NA	✓			
Expansion tank	NA	✓			
Flow control valve	NA	✓			
Pressure reducing valve	NA	✓			
Pressure relief valve	NA	✓			
Zone valve complete	NA	✓			
Zone valve end switch	NA	✓			
Zone valve motor	NA	✓			
Tempering valve	NA	✓			

\* Maximum coverage (for parts, labour, and taxes) for oil tanks is \$150.00. All other charges are payable by the customer. Replacement applies only to tanks that leak under normal usage conditions and not due to provincial and/or municipal regulations.

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## STEP TWO

# YOUR NORTH ATLANTIC PARTS PROTECTION PLAN.

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**The following pages outline in detail the coverage provided by your North Atlantic Parts Protection Plan. It is important that you review this information carefully and fully understand what is included in the Plan.**

We are sure you will find that the Plan provides excellent coverage to both maintain your home heating system and repair it in the event of a reasonable failure or malfunction. An annual inspection is included as part of the Plan, along with 24/7 emergency service. The Plan is contingent upon you purchasing a minimum of 900 litres of heating oil annually from North Atlantic.

The Parts Protection Plan has been developed as part of North Atlantic's ongoing commitment to providing the best home heat service in the province.



In consideration of the Customer paying to the Company the applicable annual rate in effect for each item of residential heating equipped with a maximum firing rate of 200,000 BTUs located on the premises (the "**Equipment**"), the Company agrees to supply the parts and services under the terms and conditions as contained in this **Parts Protection Plan** (the "Agreement" or the "Plan"). The Plan commences when signed by the Company's authorized representative and remains in effect for one year from date of approval and will be automatically renewed, unless terminated as set out herein.

**The Plan includes the following:**

**1. PARTS REPLACEMENT OR REPAIR**

The Company agrees to repair or replace those parts of the Equipment that are covered by the Plan (the "Parts Covered"), as outlined in the Parts Covered section hereof, and which become defective or malfunction due to normal use.

Coverage for wood and oil furnace or any other type of dual fuel combination furnace applies only to the parts used for oil burning and does not cover failure of parts caused by the burning of other fuels.

The coverage under this Plan applies only to domestic heating equipment using standard high pressure gun type oil burning equipment.

The Company shall be the sole judge of whether a part should be repaired or replaced and whether a new part or one rebuilt to the original specification or an acceptable substitute may be supplied.

**2. INSPECTION OF EQUIPMENT**

The Company reserves the right to inspect and approve the Equipment within 45 days of the effective date of the Plan. The Customer agrees to provide the Company with reasonable access to the Customer's premises for the purpose of inspecting the Equipment. Any repairs required to put the Equipment in a condition acceptable to the Company are chargeable to the Customer at prevailing rates and must be completed and paid in full for coverage under the Plan to continue. Necessary work will be first quoted to and approved by the Customer, before the work is commenced.

The exterior visual inspection of the oil tank does not guarantee the tank will not fail due to internal corrosion.

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### 3. EMERGENCY SERVICE

Emergency service will be provided 24 hours per day, 7 days per week for no heat or no hot water service due to the failure of Parts Covered.

### 4. GENERAL SERVICE (NON-EMERGENCY)

General service (including annual cleaning and inspecting) is available during normal business hours (8:00 a.m. to 5:00 p.m. Monday to Friday).

### 5. EXCLUDED SERVICES, MAXIMUM COVERAGE, AND LIMITATION OF LIABILITY

This Plan does not provide coverage for service calls for the following and such calls will be charged to the Customer at the Company's prevailing service rates:

Boiler set back and/or temperature reset control modules – humidifiers – electronic air cleaners – bleeding of radiators – dirty air filters – improper setting of a thermostat – blown fuses or tripped circuit breakers – switches turned off in error – removal of water from oil tanks – warm air zone dampers – power failures – water damage – repair or replacement of duct work or pipes – coils and domestic hot water components – checking heat exchangers for cracks – after hours calls, except for no heat or hot water – power venters and their components – direct vents and their components – chimneys and their components – commercial zone control valves – setback thermostats – in-floor heating components – frozen oil lines – part failures due to poor water conditions – System antifreeze/glycol – damaged to system parts due to antifreeze/glycol – cleanup of oil leaks/spills – part failures due to lack of proper maintenance of other components not covered under the plan – fuel flow problems caused by poor fuel condition, including failure of the company to deliver fuel due to poor credit status – parts that need to be replaced due to provincial and or municipal regulations – service calls where no parts are found to be faulty.

Damages caused by fire, flood, acts of God, storm, accident or any other extraneous cause are not covered by the Plan.

IT IS UNDERSTOOD AND AGREED THAT CORPORATION'S LIABILITY AND CUSTOMER'S SOLE REMEDY, WHETHER IN CONTRACT, UNDER ANY WARRANTY, IN TORT (INCLUDING NEGLIGENCE), IN STRICT LIABILITY IS LIMITED TO THE REPAIR OF THE EQUIPMENT AND SUCH LIABILITY SHALL NOT EXCEED THE AMOUNT OF THE ANNUAL FEE PAID BY CUSTOMER, AND UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR ANY OTHER DIRECT OR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PERSONAL INJURY, PROPERTY DAMAGE, DAMAGE TO OR LOSS OF EQUIPMENT, LOST PROFITS OR REVENUE, COSTS OF RENTING REPLACEMENTS AND OTHER ADDITIONAL EXPENSES, EVEN IF THE CORPORATION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS EXPRESSLY PROVIDED HEREIN, ALL REMEDIES WHICH MIGHT OTHERWISE ARISE BY IMPLICATION OR OPERATION OF LAW ARE HEREBY EXCLUDED AND WAIVED.

## 6. PURCHASE OF NORTH ATLANTIC HOME HEATING FUEL

The Customer is required to purchase a minimum of 900 litres of heating oil, annually, from the Company during the initial term and any renewal term of this agreement.

## 7. TERMINATION

Either the Customer or the Company may terminate this Agreement by giving 30 days written notice of the termination to the other party. If the Customer terminates this Agreement, the Company shall only be required to credit or refund the Customer for that portion of the annual fee attributable to the remaining months left in the term less any outstanding service costs owing to the Company.

This Agreement will automatically terminate (a) if the Customer uses heating oil other than that supplied by the Company, (b) if the Equipment is repaired, replaced or altered other than by an authorized Company serviceperson, (c) if the Customer refuses to allow the Company to inspect the Equipment or to complete any repairs required to put the Equipment into an acceptable condition as required by Section 2 hereof, (d) if the Customer makes changes to the system which violate municipal or provincial codes and/or regulations, and (e) if the Customer is not meeting Company credit terms. In the event of automatic termination, the Customer shall not be entitled to the return of any monies paid under this Agreement.

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## **8. CUSTOMER REPORTING OBLIGATIONS**

The Customer is required to notify the Company of any: (a) problems with the Equipment covered by this Agreement; (b) service to or alternation of the Equipment not performed by the Company; and (c) use of heating oil in the Equipment other than that supplied by the Company.

## **9. OWNERSHIP OF THE EQUIPMENT**

The Customer confirms that all heating Equipment, oil storage tanks, and oil lines are the property of the Customer.

## **10. TERMS OF PAYMENT**

Amounts owing under this Agreement are payable in accordance with the Customer's payment terms with the Company, as set out in the application form and/or pre-authorization form completed and signed by the Customer and submitted to the Company.

## **11. ENTIRE AGREEMENT AND HEADINGS**

The Plan contains the entire agreement of the parties hereto (other than payment terms) and there are no promises, representations, warranties, conditions, or obligations other than printed here. The division of this Agreement into sections and the use of headings is for convenience of reference only and shall not affect the construction or interpretation of the Agreement.

**STEP THREE**

# YOUR APPLICATION.

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This form is to be filled out if you wish to benefit from the warming reassurance of the North Atlantic Parts Protection Plan. Before completing your application, please ensure you have read and understood the terms and conditions outlined in this document. Your completed application form can be handed to your North Atlantic service technician, mailed to the address on the back of this guide, or you may call in your application at **1-877-635-3645** (please have the information requested in the form ready to pass along to the North Atlantic customer service representative).

## CUSTOMER ACCEPTANCE

I understand and agree to (1) purchase home heating fuel from North Atlantic as required by this Agreement, and (2) all other terms and conditions of this Agreement as printed on all pages of this brochure.

CUSTOMER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

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## NORTH ATLANTIC ACCEPTANCE

This Agreement shall not be valid until signed and approved by one of the Company's authorized representatives.

NORTH ATLANTIC SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

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## CUSTOMER ACCOUNT INFORMATION

NAME \_\_\_\_\_

STREET \_\_\_\_\_

TOWN/CITY \_\_\_\_\_

POSTAL CODE \_\_\_\_\_

TELEPHONE - HOME \_\_\_\_\_

TELEPHONE - WORK \_\_\_\_\_

SERVICE ADDRESS - IF DIFFERENT FROM ABOVE  
\_\_\_\_\_  
\_\_\_\_\_

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### TYPE OF PLAN

HOT WATER

WARM AIR

OIL-FIRED WATER HEATER

CHANGEOVER - HOT WATER

CHANGEOVER - WARM AIR

### ANNUAL RATE

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

\$ \_\_\_\_\_

HST \_\_\_\_\_

**TOTAL** \_\_\_\_\_

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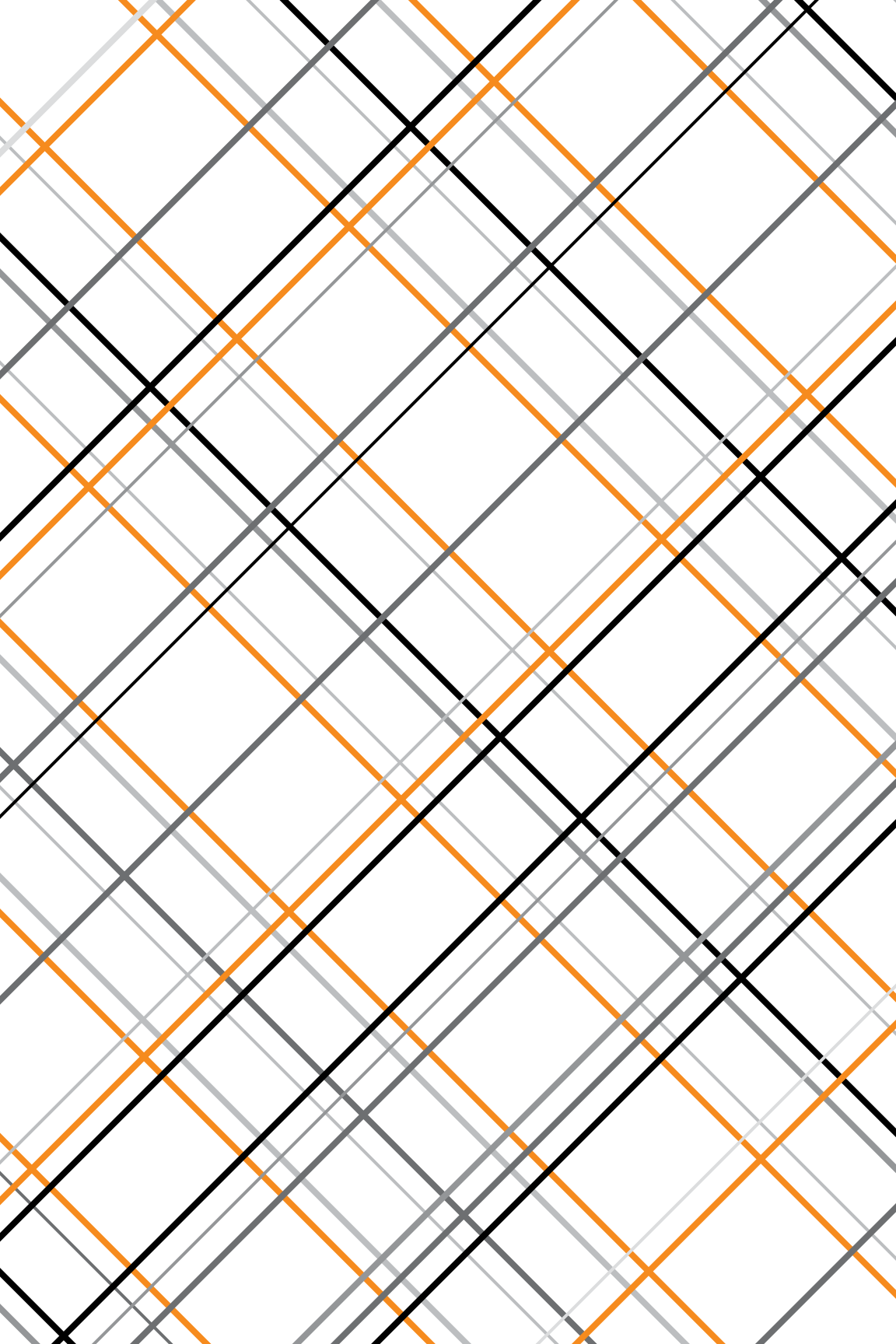
### PAYMENT OPTIONS

PAYMENT ENCLOSED

BILL TO MY ACCOUNT

INCLUDE IN MY BUDGET PLAN

ACCOUNT NUMBER \_\_\_\_\_





CARBONEAR • 596.0805

CLARENVILLE • 466.2500

CORNER BROOK • 639.2284

GANDER • 256.5050

GRAND FALLS - WINDSOR • 489.7900

MARYSTOWN • 279.1015

ST. JOHN'S • 579.5831

STEPHENVILLE • 643.6446

TOLL FREE

**1.877.635.3645**

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