



IT Landes provides dependable, prompt service 24hrs/day, 7days/week, 365 days/year.

- Premier Coverage is available solely to Automatic Fuel Oil Delivery Customers of IT Landes Company.
- During the life of this agreement, we will provide parts and labor as outlined in equipment parts coverage below at no additional charge.
- Regular service hours are Monday through Friday 8:00AM to 4:00PM (excluding Holidays).
- Emergency service hours are Monday through Friday 4:00PM to 8:00AM and Saturdays, Sundays and Holidays.
- Emergency service constitutes No Heat, No Hot Water, or Dangerous Situations.

IT Landes Company agrees to keep the covered equipment in good working order and repair for the life of this agreement. This includes all parts and labor as detailed in this agreement. This agreement does not cover secondary/consequential damages from failed equipment or parts, ex: water damage.

1. A precision tune-up will be performed once per year during regular service hours.
2. Oil-Fired equipment parts and labor coverage (oil fired furnaces, hydronic boilers, steam boilers, water heaters). Coverage for main heating zone only. Additional zone parts coverage may be purchased in conjunction with plan.

Burner parts: nozzle, nozzle adaptor, nozzle line fuel pump, fuel pump gaskets, fuel pump strainer, burner and cone, burner motor, burner motor wheel, fuel pump jet line, fuel pump coupling, ignition electrodes, ignition transformer, nozzle adaptor.

Fuel supply parts: fuel filter, fuel filter canister, exposed oil line, fuel tank gauge glass, fuel fill cap.

Warm air systems: blower belt, one (1) set standard disposable filter per year, blower belt, blower motor (1 speed – 1/3 hp maximum), blower relay, fan/limit switch, blower-wheel, fan center, fan safety control systems, exposed flue piping up to 8” diameter.

Hot water and steam systems: pressuretrol pigtail, zone bearing assembly, zone circulator, zone circulator coupling, zone circulator impeller, zone circulator motor (1/6 hp maximum), zone circulator mounts, water gauge glass, air purge valves, air scoop, auto air vents (hydronic only), boiler flue way baffles boiler hand valves, expansion tanks, flow check valve, low water cutoff, low water cutoff blow down valve, pressure and temperature gauge, zone valve, zone valve relay, pressure relief valve (not on water heaters), exposed flue piping up to 8” diameter.

Controls: barometric draft regulator, pressuretrol, safety control/relay, primary zone circulator relay, thermostats*, temperature limit safety control.

**Thermostats* – plan covers only standard thermostats \$50 allowance. Does not cover wireless, communicating or “smart stats” (Lyric, Nest) thermostats.

Please Keep for Your Records

IT Landes Company 247 Main Street Harleysville PA 19438 www.itlandes.com 215-256-4221 HIC# PA023382

3. This agreement does not cover parts or labor for the following:

- Faulty heat exchangers and/or combustion chambers
- Expansion tanks with over five (5) gallon capacity
- Water piping, wells, coils, gaskets, valves, heating elements, storage tanks, or any parts which come in direct contact with water.
- Supply and return heat piping on boiler systems, radiators, radiator valves, steam traps and steam vents
- Air in baseboard or radiators (unless air is product of failed covered part)
- Cabinets, duct work, dampers, damper controls, damper motors, air cleaners and/or purifiers and associated high efficiency filters.
- Changes in fuel consumption.
- Client leaving emergency switch in "off" position, thermostat set or programmed improperly, and/or dirty air filter(s)
- Failure to maintain proper boiler water level
- Frozen or gelled or blocked fuel lines or heat piping
- Inadequate mechanical room ventilation – fresh air related problems
- Fuel tanks, fuel tank shutoff valves, fuel regulators, fuel gauges and oil tank vent alarm
- Chimneys, flue liners
- Oil fired appliance power vent systems
- Coil cleaning
- Electrical wiring
- Aquastats
- Primary controls
- Stove pipe replacement
- Radiant heat and associated controls
- Heat exchanger and associated parts
- Coil gasket repair
- Draft inducer fan and controls
- Indirect water heater and associated controls
- Repairs to radiators/radiation
- Lack of fuel
- Any work which requires IT Landes to expose concealed piping, wiring or fuel line for repair
- Additional zone components (if not added to plan)
- Vacant or unattended premises
- Repair or replacement parts that are not available through regular sources of supply
- Off-peak thermal storage systems
- Interruption of power, wars, acts of God, accidents, fire damage, flooding or other water damage, government regulations, strikes, riots, or other conditions beyond the control of IT Landes Company.

4. This agreement will be void if:

- Customer procures related equipment service or installation from anyone other than IT Landes Company. There shall be no liability on the part of IT Landes Company for work done by anyone else unless such person is authorized in writing by IT Landes to perform such work or furnish such parts.
- Customer procures fuel oil from anyone other than IT Landes Company.
- Delinquent accounts will result in automatic termination.
- In the event of cancellation, no refund will be made on any fraction of the year for any unused portion of the agreement.

The agreement does not cover any parts or labor aside from those outlined on previous pages.

All service and items not covered by the service agreement will be quoted and billed at prevailing Gold Shield discount prices. Service performed outside of regular hours is subject to billing at prevailing Gold Shield after-hours service rates.

The precision tune-up is a critical part of this agreement. IT Landes company will contact the customer by mail, email, phone or all in attempt to schedule this service. Failure on the client's part to schedule or allow this service within the agreement period will result in the loss of this service, without refund, for that agreement period. If emergency service becomes necessary as a result of the tune-up being delayed by the client's failure to schedule or allow this service to be performed, payment of the emergency service fee will be required. Under this condition, the client has the option to have the emergency service performed and pay associated emergency service fee or wait until such a time that the tune up and service can be scheduled and performed during regular service hours.

This agreement applies only to residential and small commercial heating systems.

All equipment replacement allowances are only applicable toward equipment purchased from and installed by IT Landes Company.

A system inspection may be required before the client is accepted for Premier Gold Shield coverage. If the inspection shows that the system is in unacceptable condition, it must be repaired or replaced before the client will be accepted for coverage. IT Landes reserves the right to reject, at any time, any equipment from coverage should IT Landes find it to meet the conditions for system replacement or if the client refuses required work beyond the scope of services covered under this agreement for the general and safe operation of the system.

Any precision tune-up completed in anticipation of service agreement renewal will be billed at standard rates if the anticipated renewal is cancelled.

The agreement does not insure against fuel storage tank leakage or any damages to persons or to property resulting from tank leakage. This agreement does not cover any installation, cleanup, removal, remediation, or other costs of compliance with any laws, rules, or regulations regarding fuel storage tanks. IT Landes Company will not be responsible for any injury or damage resulting from the disposal, discharge, dispersal, release or escape of fuel or other petroleum substances into or upon the customer's property, surrounding property, the atmosphere, or any water course or body of water. Client shall be responsible for the condition and maintenance of the fuel tank, fuel tank shutoff valve, fuel regulators, and for compliance with all laws requiring notice to government agencies or officials in the event of a leak from said tank. Separate residential oil tank protection is available for purchase through Pro-Guard (888-354-0677) www.powderhornagency.com .

Customer agrees by acceptance for the services furnished that, absent negligent conduct by the employees of IT Landes Company, IT Landes shall not be responsible or liable in any manner or amount for injuries, damages, costs, and expenses as a result of the equipment failure, which shall include the chimney, power venting systems failure or malfunction, to include any such injuries, damages, costs and/or expenses arising from soot or smoke damage, "puff backs", or such similar events or conditions.

The term of this agreement is one (1) year. Renewed agreements may be subject to price and coverage changes. If the client moves, this agreement may be assigned to the new owner providing the new owner agrees in writing to assume the terms of this agreement, all client's outstanding bills are paid, and client gives IT Landes notice at least ten (10) days before closing. Cancellation is at the option of either party.

Client and IT Landes Company agree that there are no promises, terms, conditions or obligations between the parties which are not already contained in this agreement. Statements made by IT Landes Company personnel which are not contained in this agreement have not been relied upon by client and are not party to this agreement.