

**PLEASE!
BEFORE YOU CALL FOR SERVICE**

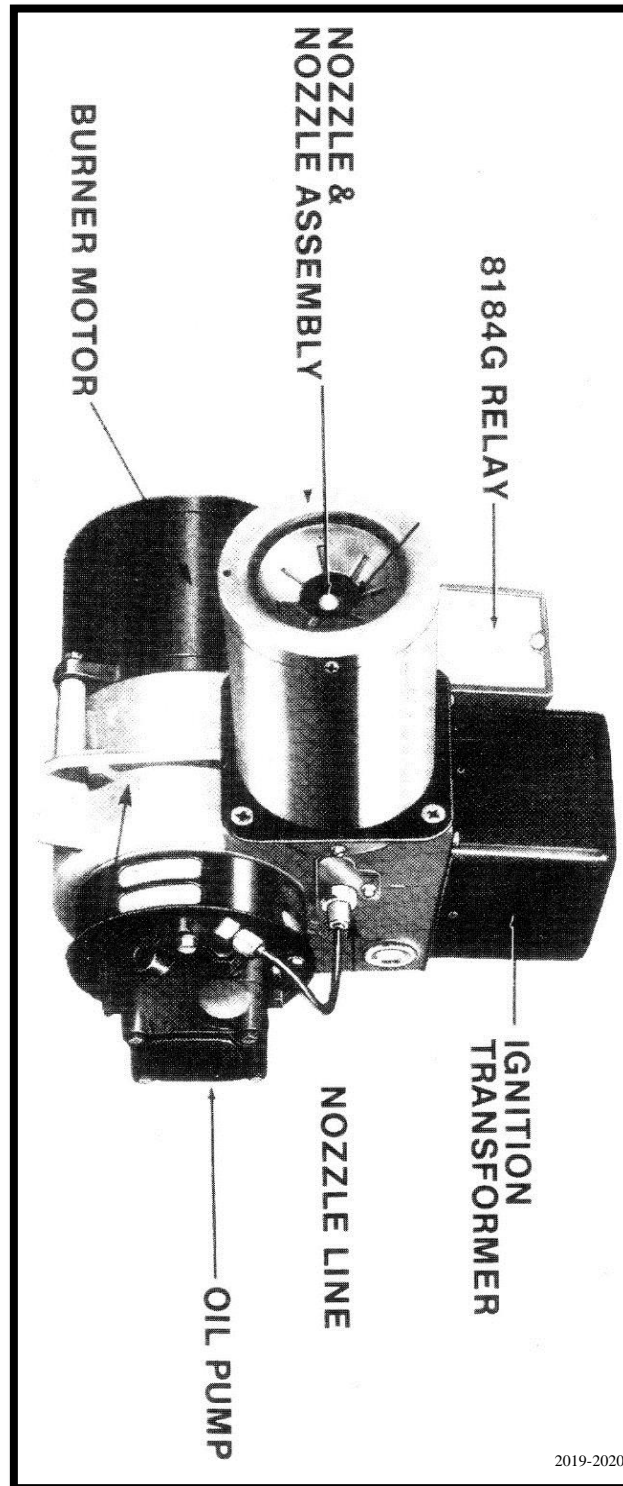
1. Make sure thermostat setting is 5 degrees above room temperature.
2. Make sure the emergency switch is on. The switch is usually located at the top of the cellar stairs.
3. Make sure the fuse is not burnt out or loose or circuit breaker is not in the off position.
4. Make sure there is oil in the tank. If the tank is in the basement, check the gauge on top of it.
5. Push the reset button only "once". On older systems, the reset button is usually located on the relay box on the smoke pipe leading to the chimney. On newer systems, the relay box is usually located right on the burner itself. The reset button is usually red. Remember, **push only once!**
6. Wait one minute and check if the flame comes on.

**TIPS ON REDUCING
FUEL CONSUMPTION**

1. Lower temperature settings at night. See Chart (assume daytime temperature is set at 70 degrees.)

Lowered Night Temperature	% Savings When Thermostat is Lowered at Night			
	4-Hour	8-Hour	12-Hour	16-Hour
70°	0%	0%	0%	0%
65°	2½%	5%	7½%	9½%
60°	5%	9%	14½%	19½%
55°	7½%	12½%	21½%	28½%

2. Insulate attic or recheck present insulation.
3. Use storm doors and storm windows.
4. Check caulking and weather stripping around window and doors.
5. Check your heating system. Have it serviced once a year.
6. When fireplace is not in use, be sure damper is tightly closed.
7. Keep garage doors closed.
8. Make sure drapes, rugs and furniture are not blocking baseboards or radiators.
9. Close outside doors promptly when coming or going.



**BURNER
PROTECTION
PLAN**

KRALL
HEATING & COOLING

QUALITY **SERVICE**
24 HOUR

KRALL OIL

P.O. Box 8116
NEW HAVEN, CT. 06530
(203) 466-1130

ANNUAL RATE (per unit)

OIL BURNER\$242.00 including tax

OIL FIRED HOT WATER HEATER (requires oil burner contract) \$135.86 including tax

PARTS COVERED: This comprehensive oil burner plan covers the following parts if they become defective as a result of normal wear. We will repair or replace them at no cost.

Air Filter (maximum 2 per year heating only) (disposable 1" filters only)	Electrodes
*AquaStat (single only)	Emergency Switch
Blower Belt	Fan & Limit Control
*Blower Motor (up to ½ hp) (\$50 surcharge for a/c units May 15 - September 15) (½ hp motors and larger are not covered)	Fire Valve
Blower Pulley	Fuel Filter
Burner Coupling	Gauge Glass & Washers
Burner Motor 1725 (up to ½ hp)	Nozzle
Burner Motor 3450 (up to 1/7 hp)	Nozzle Line
Cad Cell Eye	Oil Filter Cartridge
Cad Cell Relay (7284U, 8184G only)	Oil Filter Complete
Circulator (Taco 007, NRF25) (1 circulator per year)	Mini Fuel Pumps (1725, 3450 and clean cut); all mini pumps
Circulator Coupling	Porcelains
Circulator Relay (R845A only)	Pump Coupling
	Pump Strainer
	Pressure Trol
	*Taco Power Head (1 per year)
	Tank Gauge only
	Thermostat (1 per year) PRO 771
	PRO 701
	Toggle Switch
	*Transformer (Ignition)
	*Transformer Terminals

No other parts are covered under this service policy.

24 HOUR "EMERGENCY PROTECTION": Krall will provide service for the replacement or repair of the covered parts under this plan at no cost to the customer during normal business hours (Monday-Friday, 7:00am-3:30pm). We will also provide 24 hour a day service between October 1 & April 15 at no charge for "no heat" calls. For all other non-emergency calls after hours, such as noises, smells, no hot water, etc., the customer will either have to wait for our normal business hours or pay the prevailing hourly rate for service calls. The decision to wait or not will be solely Krall's.

EXCLUSIONS

The following is a list of services and or parts that are not covered under the plan.

*Parts and service on air conditioning, humidifiers, electronic air cleaners, oil tanks, indirect hot water makers.

*All oil tanks and oil lines from the burner to the oil tank. Customers failure to maintain a sufficient supply of fuel oil causing a malfunction of the heating system.

*Complete furnaces, boilers, burners, hot water tanks, expansion tanks, extrol tanks, any indirect hot water makers.

*Obsolete burners and parts that are not manufactured any more, G.E., rotary, Timkins, etc.

*Zone valves, zone panels, chambers, oil lines, bearing assemblies, relief valves, water feeders, smoke pipe, tiger loops, clock thermostats, and line voltage thermostats.

* J pumps and stack relay (RA117).¹

*Triple and double aquastats (8124 will be additional \$450.00 charge and 8182D or 8182H will be additional \$600.00 charge if needed to be replaced).

*All air conditioning service calls will be charged a minimum of \$149.50/hr. even if a covered part is replaced.

*Parts or service required due to abnormal conditions such as customer negligence, blown fuses, switches turned off, power failure, lack of water, closed oil valves, fire, flood, wind, vandalism, irreplaceable obsolete equipment, frozen oil lines, frozen pipes, inability to obtain materials. Any act of God beyond our control.

*If anyone has attempted repairs or hired an outside person to attempt repairs this agreement will become cancelled immediately until Krall inspects the oil burner.

*Variable speed ECM motors are not covered by this plan.

¹ J Pumps and RA117 Stack Relays are obsolete and no longer available. Update control will be charged accordingly.

TERMS & CONDITIONS

LENGTH OF COVERAGE: All plans will be billed on its anniversary date and for a period of one year. These plans are all self-renewing annually at prevailing rates. Prices and conditions are subject to change without notice at each renewal.

PAYMENTS: Payment is due in full, within 30 days from billing. If payment is not made within that time, the plan will be cancelled immediately and we will bill you for any parts or services that were performed in the first 30 days. If customers oil balance is also more than 30 days past due, Krall reserves the right to suspend services under these plans until the account balance is current.

AUTOMATIC DELIVERY REQUIREMENTS:

Customer agrees to purchase all fuel requirements from Krall during the term of this plan. If you have coverage and cancel automatic delivery, we will cancel your service plan immediately. 600-gallon minimum usage required per year.

PRE-INSPECTION: We reserve the right to inspect all equipment to be sure it is in satisfactory condition before any of these plans goes into effect.

RESIDENTIAL COVERAGE ONLY: These plans are specifically designed and are offered only for residential use.

LABOR: All labor to change any part listed in the parts covered section will be covered under this plan for heating purposes only. Any labor on any part not listed will be billed at prevailing rates.

TIMING: Krall will provide service as promptly as possible but will assume no responsibilities for damage caused by delays beyond its control.

ANNUAL MAINTENANCE CALLS: Each customer is entitled to one cleaning per year under all of these plans during normal business hours and by appointment only. It is your responsibility to call for an appointment between April 1 & October 1 each year.

NORMAL BUSINESS HOURS: Our normal business hours are Monday thru Friday, 7:00am to 3:30pm except holidays.

REFUNDS: There will be no refunds under any of these plans whatsoever. None of these policies are transferable between homeowners without Krall's consent.