

BENEFITS OF OUR PROTECTION PLANS

Keep your family comfortable while saving money with our Heating Protection Plans. The following benefits come standard with our Protection Plans:



Annual Heating System Tune-Up

Annual maintenance keeps your heating system running at peak efficiency for reliable comfort and energy savings all year long. Extend the life of your heating equipment, reduce costly and untimely repairs, and provide a safer environment for your family.



10% Discount on Service Repairs

Customers receive a 10% discount on service repairs (excluding system replacements).



Priority Service & Scheduling

Heating Protection Plan customers will receive daytime priority service from our highly skilled and licensed technicians.



24-Hour Emergency Service

In addition to the benefit of daytime priority service, Heating Protection Plan customers have extended 24/365 emergency service available. Whenever you need us, we will be there for you.



Combine Protection Plans & Save \$50!

Sign up for a Heating Protection Plan and combine it with **Multiple Units, A/C Protection Plan, Propane Protection Plan** or **Generator Protection Plan** and save \$50.

Comfort you can count on.



Heating PROTECTION PLANS

Ready to get started?

SANTAENERGY.COM
or call **800-937-2682**



154 ADMIRAL STREET • BRIDGEPORT, CT
CT State Lic. # SI-0406878 | HOD 00299 | HIC0624601

LOCALLY OWNED &
OPERATED FOR 80+ YEARS

HEATING PROTECTION PLAN

\$369

The Heating Protection Plan will safeguard you from unexpected issues that may occur. Our technicians are on call to help you — even at 3 AM.

⊕ Annual Tune-Up

As part of your Annual Heating System Tune-Up, our Santa Energy technicians will complete an eight-point precision tune-up:

1. Inspection and tune-up of your oil burner, heating system, and smoke pipe
2. Lubricate all moving parts
3. Test and adjust controls
4. Check, clean, and replace fuel filter and strainer (as required)
5. Replace nozzle and clean nozzle assembly (as required)
6. Check and adjust ignition system
7. Vacuum heating system (as required)
8. Perform and record heating system efficiency test

⊕ Parts Protection

Replacement of the following parts + associated labor are covered with no additional cost:

- Programmable Thermostat
- Steam Gauge Glass & Washer
- Steam Pressure-trol
- Ignitors
- End Cone
- Air Tube & Head
- Nozzle Line
- Burner Transformer
- Primary Control
- Coupling
- Burner Fan
- Burner Motor (up to 1/6 HP)
- Burner Nozzle & Strainer
- Emergency Switch
- 1" Disposable Air Filter (1 change)
- Blower Motor (up to 1/2 HP, non-ECM)
- Blower Fan Belt
- Fuel Gauge
- Fuel Pump
- Cad Cell
- Oil Filter & Cartridge
- Bulk Head Fitting
- Electrodes
- Vent Alarm
- Skully Cap & Fill

⊕ \$250 New Install Discount

Get \$250 toward your home's heating system replacement. *Valid for equipment sold and installed by Santa Energy while currently enrolled in the Protection Plan at time of replacement.*

HEATING PROTECTION PLUS PLAN

\$499

The Heating Protection Plus Plan is the most comprehensive protection we offer for your home heating system.

Includes all the benefits of the Heating Protection Plan, listed 25 covered parts, PLUS:

⊕ Additional Parts Protection

Replacement of the following parts + associated labor are covered with no additional cost:

- 2x Programmable Thermostat
- Extrol 30 or 60
- Backflow Preventer
- Zone Valve (x2)
- Power Head
- 007 Circulator (Heat Zones Only)
- Fire Valve
- Aquastat
- Smoke Pipe (up to 8")
- Flow Valve (x2)
- Circulator Relay (x2)
- Zone Damper Motor (x2)
- Zone Damper (x2)
- Combustion Chamber
- Relief Valve
- Draft Regulator
- Water Feeder
- Fan Circuit Board
- Low water cutoff on water boiler

⊕ \$500 New Install Discount

Get \$500 toward your home's heating system replacement. *Valid for equipment sold and installed by Santa Energy while currently enrolled in the Energy Savings Plan at time of replacement.*

⊕ \$1,000 Off an Oil to Propane Heat Conversion

Get \$1,000 toward converting your home's heating system from oil to propane.

⊕ \$100 Annual Enrollment Equipment Discount

Benefit from an additional \$100 savings toward a complete heating system each year on the Heating Protection Plus Plan. *Valid up to \$500 for maximum allowance of \$1,000 when combined with \$500 new equipment installation discount per enrollment.*

ADDITIONAL PROTECTION PLANS

Water Heater, Oil Fired, Protection Plan

\$249

- ⊕ **Annual Heating System Tune-Up**
Done at same time as heating system tune-up.
- ⊕ **10% Discount on Service Repairs**
- ⊕ **Priority Service & Scheduling**
- ⊕ **Parts Protection**
 - Nozzle
 - Filter
 - Filter Complete
 - Pump Strainer
 - Burner Motor (up to 1/6 HP)
 - Coupling
 - Ignition Transformer
 - Air Tube & Head
 - Cad Cell Eye
 - Cad Cell Complete
 - Primary Control
 - Nozzle Line
 - Relief valve XL100
 - Fire Valve
 - Emergency Switch

Hydro Air Handler Protection Plan

\$199

- ⊕ **Parts Protection**
 - Blower Motor (up to 3/4 HP, non ECM)
 - Blower Wheel
 - Circulator
 - Fan Relay
 - 1" Disposable Air Filter
 - Flow Valve
 - Transformer
 - Zone Damper
 - Zone Relay
 - Zone Valve

Hot Water Storage Tank Protection Plan

\$149

- ⊕ **Annual Heating System Tune-Up**
Done at same time as heating system tune-up.
- ⊕ **50% Discount on Service Repairs**
- ⊕ **Priority Service & Scheduling**

Humidifier Protection Plan

\$139

- ⊕ **Parts Protection**
 - Pad
 - Float
 - Valve
 - 24v Transformer
 - Current Sensing Relay

For pricing and full terms please visit [SANTAENERGY.COM/PLANS](https://santaenergy.com/plans)



Steam systems not covered. Discount excludes system replacements. Parts Protection covers listed parts replacement + labor.

TERMS & CONDITIONS

Heating PROTECTION PLANS

- 1 This agreement cancels and supersedes all prior agreements between the parties for service. The plan will be automatically renewed annually at Santa Energy's option. Santa Energy, herein referred to as the Company, maintains the right to modify the plan's price and/or other terms and conditions effective on the anniversary date. The invoice sent and paid constitutes final agreement by both parties. Either party may cancel the renewal of the plan with written notice prior to the expiration date. Should this plan be canceled during the term of the agreement for any reason there shall be **no refund value**. If the customer cancels the agreement for any reason before the end of the service period, the customer is responsible for the remaining balance on the agreement. This agreement is transferable.
- 2 This agreement is offered to all customers subject to an inspection and approval of their equipment. If upon inspection, customer's equipment is found to be unacceptable or obsolete, customer's agreement will be canceled and a prorated refund will be returned to the customer. Repairs required to place equipment in acceptable conditions are excluded and will be charged separately.
- 3 During the term of this agreement, all fuel oil requirements must be purchased from the Company under automatic delivery schedule and paid for under the terms established in your credit agreement. **Failure to do so will void this agreement.**
- 4 An annual tune-up will be performed once during the term of the agreement. Tune-ups are performed by our Service Department during normal working hours (Monday through Friday 8:00am– 4:00pm excluding holidays). Scheduling tune-ups for summer months is preferred, limited availability November–March. Scheduling is the homeowner's responsibility, **no refunds for tune-ups not performed**. The Company reserves the right to charge the customer for a half-hour labor (at our normal hourly billing rate) for missed appointments.
- 5 **Service Hours:** During the life of the agreement, the Company will provide dependable, prompt, emergency service 24 hours a day, seven days a week, 365 days a year. **Emergency Service** constitutes no heat, smoke in the home, serious fuel leaks, or dangerous situations. No hot water does not constitute an emergency. All other regular service will be considered Priority Service and will be performed during normal working hours, Monday through Friday, 8:00am– 4:00pm. Should non-emergency service be performed outside normal business hours, the service will be charged at time and a half rate.
- 6 This agreement does not cover parts or labor when failure is due to insignificant amounts of oil due to late payments, running out of oil (will-call customers), failure of the customer to maintain proper boiler water level or pressure, parts or controls on wood or coal burning systems, customer setting thermostat too low to call for heat, air in radiators or baseboard radiation, customer leaving emergency switch off, radiant heating coils, domestic water coils, piping not related to the heating system, or any manufacturing defects.
- 7 The Company will not be liable for damages or losses resulting from delays or failure to render services for reasons beyond our control. These reasons may include, but are not limited to, damages in a vacant home due to burner failure or lack of fuel. Vacant property should be checked daily by the owner or the owner's agent.
- 8 This agreement does not cover repair or replacement of obsolete parts, such as certain zone valves, circulators, and combustion chambers which are not available through regular sources of supply.
- 9 This agreement does not cover acts of God, fire damage, flooding, or water damage except that which is caused by ordinary wear and tear.
- 10 There shall be no liability, for any reason, on the part of the Company for work done by anyone else, unless such person is authorized, in writing, by the Company to perform such work or furnish parts.
- 11 The agreement is valid for residential and light commercial heating systems with a maximum firing rate of 3.00 GPH.
- 12 Percent discounts on replacement or repair for parts and the associated labor are not valid toward service work associated with upgrading equipment, converting energy sources, or new equipment installations.
- 13 All payments under this Agreement shall be due when billed. Terms are due at time of service. In the event said charges are not paid when due, Customer agrees to pay service charge of 1.5% per month which is an 18% Annual Percentage Rate and which will be charged on the average daily balance on any account past due over thirty (30) days. Work is billed and due when service is rendered.
- 14 This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.
- 15 Customer will receive an annual \$50 discount off the total price of any bundled Protection Plans upon renewal of the combined Plans.

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