

**Comfort  
you can  
count on.**



# Propane

HEATING PROTECTION PLANS

**Ready to get started?**

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



154 ADMIRAL STREET • BRIDGEPORT, CT  
CT State Lic. # S1-0406878 | HOD 00299 | HIC0624601

LOCALLY OWNED &  
OPERATED FOR 80+ YEARS

## PROPANE HEATING PROTECTION PLAN

\$369

### High Efficiency

Vented via side of the house.

## PROPANE HEATING PROTECTION PLAN

\$249

### 80% Efficiency

Vented via chimney.

Keep your family comfortable and safe while saving money with our Propane Heating Protection Plan.

### ⊕ Annual Tune-Up

Keeps your heating system running at peak efficiency for reliable comfort and energy savings all year long.

## BENEFITS OF OUR PROTECTION PLANS

### 🔧 10% Service Repair Discount

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

### ⚠️ Priority Service & Scheduling

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

### 🌀 Improved Indoor Air Quality

New standard 1" air filters each year will reduce the amount of dust and particulates blowing through your system.

### 💰 Combine Protection Plans & Save \$50!

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

## ADDITIONAL PROTECTION PLANS

### Propane Water Heater Protection Plan

\$189

### Tankless Water Heater Protection Plan

\$199

Propane & Tankless Water Heater Protection Plans include the following benefits:

- ⊕ Annual System Tune-Up
- ⊕ 10% Service Repair Discount
- ⊕ Priority Service & Scheduling

### Hot Water Storage Tank Protection Plan

\$149

- ⊕ 50% Service Repair Discount  
*(excludes system replacements)*

### Humidifier Protection Plan

\$139

- ⊕ Annual System Tune-Up
- ⊕ 10% Service Repair Discount
- ⊕ Parts Protection

Covers listed parts replacement and labor.

- Pad
- Valve
- Current Sensing Relay
- Float
- 24v Transformer

# Get \$250 Off

**PROPANE HEATING SYSTEM REPLACEMENT**

*\*Terms apply. Visit [SANTAENERGY.COM/PLANS](https://SANTAENERGY.COM/PLANS) for full conditions.*

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



*Steam systems not covered. Equipment tune-ups must be done in conjunction with the heating system tune-up. Discount excludes system replacements.*

## TERMS & CONDITIONS

# Propane HEATING PROTECTION PLANS

- 1 This agreement cancels and supersedes all prior agreements between the parties for service. The agreement will be automatically renewed annually at Santa Energy's option. Santa Energy, herein referred to as the Company, maintains the right to modify the agreement'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 agreement with written notice prior to the expiration date. Should this agreement be cancelled 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, the customer's equipment is found to be unacceptable or obsolete, the customer's agreement will be cancelled and a pro-rated 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 LP propane 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 propane 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-Friday 8:00am to 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 and prompt emergency service 24 hours a day, seven days a week, 365 days a year. **Emergency Service** constitutes no heat, propane odors, smoke in the home, or dangerous situations. No hot water does not constitute an emergency. All other service will be considered **Priority Service** and will be performed during normal working hours, Monday-Friday, 8:00am to 4:00pm. Should non-emergency service be performed outside normal business hours, the service will be charged at time and a half rate.
- 6 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.
- 7 This agreement does not cover acts of God, fire damage, flooding, or water damage except that which is caused by ordinary wear and tear.
- 8 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.
- 9 The Company's obligation to furnish parts specifically listed herein shall be subject to the availability of parts through usual supply sources. Replacement of obsolete items for which parts are not available will be performed on a time and material basis.
- 10 The 10% service discount associated with the Propane Heating Protection Plan is only eligible towards the replacement / repair on the existing propane system in place. The respective agreement discount will not be valid towards service work associated with upgrading equipment, converting energy sources, or new equipment installations.
- 11 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, the 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.
- 12 This agreement contains in the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed herein.
- 13 The customer will receive an annual \$50 discount off the total price of any bundled Protection Plans upon renewal of the combined agreements.

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