

Gold plan

For a single annual fee the Gold Plan provides:

- ☀ Pre-scheduled annual preventive maintenance (see Preventive Maintenance Procedure, page 8)
- ☀ 24-hour Priority Emergency Service throughout the year (see Terms and Conditions No.11)
- ☀ 20% discount on Parts and Labor for all work performed on the unit covered by the plan



Terms and Conditions

- 1 The company reserves the right to inspect and approve all equipment and systems to be covered under the plan. Lamprey Energy will only provide coverage for heating equipment and systems that are properly installed according to Federal, State, and Local codes. Lamprey Energy reserves the right to deny coverage.
- 2 The Lamprey Energy Gold Plan is available to customers who purchase all their fuel oil/propane from Lamprey Energy or Simply Green Biofuels on automatic delivery during the term of the plan. The agreement will automatically terminate without refund if the customer fails to have Lamprey Energy or Simply Green Biofuels supply all their fuel oil/propane, if the customer discontinues business with Lamprey Energy/ Simply Green Biofuels, or if anyone not employed by Lamprey Energy or Simply Green Biofuels renders service to the equipment covered in the service plan.
- 3 The agreement is terminable, without refund, upon notice to the customer by Lamprey Energy that payments on the customer's account(s) are delinquent.
- 4 The agreement will remain in effect for one year from date of renewal and will automatically renew at Lamprey Energy's prevailing rates at the time of renewal on a year to year basis. The contract will not be renewed if either party gives at least five days' prior notice of termination. A renewed plan may be terminated and fully refunded up to 30 days after the renewal date provided no service has been performed as part of that renewal. No refunds will be issued after 30 days past the issue date or renewal date.
- 5 Lamprey Energy will not be held responsible for parts, materials, or components that are discontinued, obsolete, or recalled by the manufacturer.
- 6 Payment is due within the terms of the account being billed, not to exceed 30 days. If payment is not received within the terms, the contract is subject to cancellation and all work performed will be billed at the current parts and hourly labor rates.
- 7 The plan includes one annual preventive maintenance. For new contracts the first-year preventive maintenance labor is covered up to two hours; any labor requirement in excess of two hours will be billed at the prevailing labor rates. In subsequent years all labor required during annual preventive maintenance will be covered under the plan agreement. Parts included at no charge in the preventive maintenance: nozzle, oil filter, pump strainer, single standard 1" air filter. (Upgraded air filter will be installed at additional cost.)
- 8 Residential heating systems above a BTU rate of 200,000 will not be covered.
- 9 The agreement does not include any direct or indirect injury, damage to, or resulting failure of the heating system or dwelling due to any of the following unavoidable delays: acts of God, abuse, neglect, or any cause beyond the control of Lamprey Energy.
- 10 The plan does not cover, and Lamprey Energy is not responsible for, any damage, including environmental damage, arising out of any leakage or spillage from any oil lines, oil tanks, or any other part of the system.
- 11 The plan includes 24-hour priority emergency service. Emergency is defined as: no heat, not enough heat to avoid damage to the system or harm to human life, no air conditioning, not enough air conditioning, water leak, oil leak, gas leak, gas odor. All other service issues will be addressed during normal business hours.
- 12 If a furnace or boiler covered by the plan has a power venter, a Gold Plan power venter agreement must be purchased.
- 13 All parts and labor on the unit covered by the plan are discounted at 20%. This applies to work done during either scheduled or emergency service. Where the main piece of equipment covered under the plan requires replacing in its entirety the 20% discount will not apply.