

Platinum plan

For a single annual fee the Platinum 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)
- ❄ Free repair or replacement of all insured parts (see Platinum Parts Coverage, page 4) up to and including replacement of the complete unit covered under 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 Platinum 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 or 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 any 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. If the system has to be replaced because parts are no longer available, the replacement will not be covered.
- 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.
- 8 Residential heating systems up to a BTU rate of 200,000 are eligible for coverage. For first-time Platinum coverage heating systems must be no more than 10 years old.
- 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, 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 separate Gold Plan power venter agreement must be purchased.
- 13 The plan does not cover outdoor reset controls and Lamprey Energy is not responsible for the programming of outdoor reset controls.
- 14 The plan does not cover boiler distribution systems beyond the heating system circulators.
- 15 Where a boiler distribution incorporates circulators and zone valves, the plan does not cover the system beyond the zone valves.



- 16 The plan covers central heating systems with up to and including five zones. There will be an additional mandatory charge for each zone over five. Zones are considered to be either circulators, zone valves, combinations of circulators and zone valves, or electronic control dampers in the case of warm-air furnaces.
- 17 The following are excluded from the plan:
 - a thermostats and associated thermostat wiring
 - b furnace ductwork
 - c ultra violet lights, ionizers, and dehumidifiers
 - d domestic water systems including, but not limited to, tankless coils and cover plates, indirect water systems, electric-, gas-, and oil-fired hot water heaters, domestic water mixing valves, bronze circulators
 - e air handlers, air conditioning, humidifiers, and air cleaners (these can be covered under the Gold Plan)
 - f venting of any unit going through the roof or more than 20ft above ground level on a side wall
 - g any heating system mounted outdoors
 - h antifreeze
 - i power venter, draft inducer, and fresh-air systems associated with a heating system
 - j steam boilers
 - k Heatmaker boilers
 - l oil-fired steel boilers other than System 2000
 - m frozen pipes
 - n stainless/B-vent pipe or recall vent pipe such as Plex-vent
 - o combination heating systems such as wood pellet/oil units
 - p any part of the chimney structure including chimney thimbles
 - q electrical supply from the electric panel to any part of the heating system
 - r parts and labor associated with upgrading the equipment or system to meet newly established codes
 - s parts and labor associated with venting issues due to the build-up of ice or snow causing system performance issues
 - t service required as a result of the customer's failure to replace fuses or reset circuit breakers
 - u parts and labor required as a result of abnormal conditions such as acts of God, water damage, fire, flood, freezing, hurricane, ice damage, lightning strikes, power interruptions, or insufficient fuel due to an account being in arrears
- 18 Lamprey Energy reserves the right to determine whether to repair or replace failed equipment. When equipment is replaced, it is Lamprey Energy's intention to use a comparable model. Replacement parts are subject to any manufacturer's warranty and any warranty implied by the law. Lamprey Energy makes no other express warranties regarding replacement parts.
- 19 The plan will automatically convert from Platinum to Gold at the contract renewal date following the 20th year after the heating system was manufactured.

Platinum parts coverage

Under the Platinum Plan the following parts are covered:

altimeter gauge	delayed oil valve	low limit control
air scoop/air eliminator	delayed oil valve coil	low voltage transformer
air shutter	diaphragm assembly	low voltage wiring
air stabilizer	draft inducer	low water cutoff float
appliance regulator	draft regulator	low water cutoff switch
aquastat	dual, triple aquastat	
automatic air vent	dual valve	main circuit boards (up to \$400 retail value max)
automatic water feeder		mixing valves (excluding radiant and domestic water mixing valves)
	electrode assembly	
baffle	electrodes	nozzle
balance valves	electronic ignition module	nozzle assembly
barometric dampers	emergency switch at unit	nozzle line
bearing assembly	end cone	
blower bearings	expansion tank (up to equivalent size of extrol 60)	pilot assembly
blower circuit board		pilot burner
blower complete	fan control	pilot valve
blower fan	fan limit control	porcelain insulators
blower fan belt	feed valve	pressure reducing valve
blower motor (up to 3/4hp max; EMC drive motors covered up to \$400 retail value max)	flame sensor	pressure relay
blower pulley	flow control valve	pressure switch
blower pulley wheel	fuel filter cartridge	Pressuretrol control
blower shaft	fuel filter complete (excluding tiger loops)	primary control
boiler valves	fuel pump	purge valve
boiler wiring	fuel pump bleeder	
burner blast tube	fuel pump couplings	relief safety valve
burner capacitor	fuel pump fittings	reverse aquastat
burner coupling	fuel pump seal	
burner fan	fuel pump strainer	sensor
burner flange gasket	furnace wiring	sensor ignition module
burner housing assembly	fuses	smoke pipe
burner motor		solenoid valve
burner orifice	gas cock valve	spark plug
burner switch	gas stop valve	stack control
burner tubes	gas valve orifice	
burners	gas valves	temperature gauge
buss bar transformer leads	gate valves	thermocouple
	glow bars	toggle switches
		transformers – 24 volt
cad cell assembly	high-limit control	triple aquastat
cad cell relay	hydraulic jack	turbulator
cad cell wires		
check valves	ignition leads	zone valve complete
circulator complete (up to 1/25hp max)	ignition transformer & gaskets	zone valve motor
circulator coupling	ignition wiring	zone valve powerhead
circulator impeller	ignitor	zone valve relay
circulator motor (up to 1/25hp max)	isolated gas piping	zone valve stem
circulator motor mounts		
circulator relay		
circulator switch		
combination control		
combustion chamber		