

LETTER FROM THE SPENCE FAMILY

Not many companies have been able to stand the test of time. Albert Culver Company has not only been able to continue to bring uncompromising value to their customers but they have continued to operate a family run business for over five generations. Established in 1860, Albert Culver Company has changed with the times to ensure our customers always receive exceptional service.

We are a full service company that offers discount pricing on fuel. Our technicians are PMAA (Petroleum Marketers Association of America) Silver and Gold certified. Our employees are trained to deliver safe and reliable service but most importantly, they understand the concept of excellence. When you interact with an Albert Culver employee you will meet someone driven to be the best and driven to deliver great service.

Great service is also about trust. Trust that technicians, drivers, and customer service personnel have received the most up to date training available. Trust that service equipment and delivery vehicles are properly maintained. Trust that when you call Albert Culver you get everything you could possibly expect and more.

Warmest Regards,

The Spence Family

GENERAL CONDITIONS AND EXCLUSIONS

This Service Plan is available to automatic delivery customers who purchase their fuel oil and all heating systems services from us during the term of the Service Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after our inspection and approval of your heating system and tank.

1. The term of the Plan is for a one (1) year period and after re-inspection will re-new automatically every year unless terminated by either the customer or Company. The Plan automatically terminates if the customer no longer purchases all of its heating oil from the Company. No credit will be issued if the Plan is cancelled before the expiration date.

2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.

3. The Company will pay up to \$1,400 towards the replacement of your tank, once tested and qualified by an ultrasonic oil tank inspection, if a tank leak occurs subsequent to this test due to internal corrosion, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. Accidental damage is not covered by ultrasonic oil tank inspection program. The program does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested and qualified ultrasonically and is enrolled in the ultrasonic oil tank inspection program.

4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect, including, but not limited to failure to have sufficient fuel oil in the tank, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.

5. The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.

6. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, above ground storage tanks (unless enrolled in our ultrasonic oil tank inspection program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, hot water heating systems and air and venting systems. The Plan does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested ultrasonically and is enrolled in the ultrasonic oil tank inspection program.

7. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties, including environmental clean up costs.

8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

9. Amendment and Cancellation. We may amend or change the terms of this Agreement at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. However, if the change is for security purposes, we can implement such change without prior notice. We may suspend or cancel this Agreement at any time. Your termination of this Agreement will not affect any of our rights or your obligations arising under this Agreement prior to termination.

10. RestEasy Service Plan does not cover circulators, zone valves, flow checks, feeder, backflow, relief & extrol and thermostats. RestEasy Service Plan and Service Plan Plus does not cover power venter, tankless, mixing valves, hot water tanks, boiler or furnace and obsolete burners or controls.

Albert Culver Company

~ Established in 1860 ~



SERVICE PLANS & COMPANY SERVICES

Albert Culver Company | www.albertculver.com | (781) 878-5050
83 East Water Street | PO Box C | Rockland, Massachusetts 02370

ANNUAL SYSTEM TUNE-UP

Basic Plan - \$194 INCLUDES:

OIL BURNER TUNE-UP

- Prolongs the life of your heating system
- Lowers the risks of costly unexpected service calls
- Increases efficiency which will save on fuel

INCLUDES:

- Test & inspect all burner controls
- Ultrasonic oil tank inspection
- Clean or replace oil filters and strainers
- Clean nozzle assembly and replace nozzle
- Vacuum & clean heat exchanger and smoke pipe as necessary
- Lubricate motors and bearing assemblies
- Tune and adjust oil burner for maximum efficiency
- Perform combustion efficiency test & adjust for maximum efficiency

ULTRASONIC TANK TEST

Ultrasonic tank inspection enables us to evaluate the safety and integrity of your above ground oil tank. This is important for you and your investment in your home.

\$1,000 Towards Tank Replacement Payment of qualifying tanks
\$200 Towards Tank Replacement Coupon for disqualifying tanks

RestEasy SERVICE PLAN

Plan 1 - \$229 INCLUDES:

OIL BURNER TUNE-UP

Albert Culver's Tune-up & Efficiency Test *(Same as Basic Plan)*

- ✓ Save up to 10% on heating costs
- ✓ Add years to the life expectancy of this expensive equipment
- ✓ Recommended professional preventive maintenance

Covered parts under this plan are:

- | | | |
|------------------|---------------------------------------|----------------|
| • Burner motor | • Presuretrol | • Smoke pipe |
| • Oil pump | • End cone & blast tube | • Blower Motor |
| • Ignitor | • Fireomatic | • Oil Valve |
| • Electrodes | • All controls (except outdoor reset) | |
| • Oil preheaters | • Cad cell detectors | |
| • Couplings | • Draft Regulator | |

✓25% Discount on non-covered parts*

EMERGENCY SERVICE

We offer 24-hour 7 days a week Emergency Service. Free labor Monday-Friday 8am-5pm; on covered parts.

ULTRASONIC TANK TEST

\$1,400 Towards Tank Replacement Payment of qualifying tanks
\$400 Towards Tank Replacement Coupon for disqualifying tanks

www.albertculver.com

CALL US TODAY!

(781) 878-5050

PREMIUM RestEasy SERVICE PLAN

Plan 2 - \$279 INCLUDES:

OIL BURNER TUNE-UP

Albert Culver's Tune-up & Efficiency Test *(Same as RestEasy Service Plan)*

✓ All parts listed in Rest Easy Service Plan as well as:

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|--------------------------------|------------------------|---------------|
| • Non-Programmable Thermostats | • Backflow Circulators | • Flow Checks |
| • Relief & Extrol | • Zone Valves | • Feeder |

✓50% Discount on non-covered parts*

EMERGENCY SERVICE

We offer 24-hour 7 days a week Emergency Service. Your family can rest easy with this valuable service. **Free labor 24/7 on covered parts.**

ULTRASONIC TANK TEST

\$1,400 Towards Tank Replacement Payment of qualifying tanks
\$400 Towards Tank Replacement Coupon for disqualifying tanks



OTHER SERVICES PROVIDED

EasyPay BUDGET PLAN PROGRAM

EasyPay is a great way to take the "bite" out of this coming winter's heating bills. This plan works by estimating your total annual heating bill and dividing your payments up equally over a 10-12 month period so you can have moderate bills equally spaced throughout the year, instead of large bills during the winter. Service Plan payments can be included in the EasyPay Budget Plan Program.

10 CENTS/GALLON CASH DISCOUNT

AUTOMATIC DELIVERY

SOLAR HOT WATER

NEW EQUIPMENT INSTALLATIONS

Our installers and home comfort consultants are fully trained professionals. We understand the engineering requirements necessary to provide for the integration of sizing, configuration, control and technology to meet your specific requirements. Everything from a simple replacement of your existing furnace or boiler, through complete systems designed from the basement to the top floor including warm air and hot water baseboard.

We can also help you with your domestic hot water needs. In addition, our consultation and estimates are always free and our goal is to help educate and inform our customers. In this way you receive all the information you need to help make the decision that will best support your specific objective. In the end, you will have the right equipment to meet your needs efficiently, safely and with years of home comfort moving forward. Our installations will be at the best possible price to you – our valued customer.

BIOHEAT

Our oil contains 2% bio fuel.



AIR CONDITIONING

Our technicians are expert installers and can recommend the most efficient and cost effective way to stay comfortable all summer long. There are new technologies that make it simple and easy to have the comfort of central air at a fraction of the cost. Albert Culver also offers an air conditioning service plan which ensures when the most uncomfortable days of summer arrive, your air conditioning system will be operating at peak performance.

CHIMNEY LINERS