

You count on us
to provide your home
comfort services.

**Trust us
to provide
the best**

RESIDENTIAL SERVICE PLANS



RegionEnergy

Your local home service experts.



We're the name you know and trust for home heating oil and comfort services.

Count on us for your service plan.

Our programs and services are all designed with you in mind.

Our energy-efficient equipment options can really help you save energy, money and the environment.

With our Residential Service Plans, we provide:

- Experienced, professional technicians for quality repairs
- Customer service teams that are always available to take your call
- Convenient service hours to work with your schedule
- Pre-season tune-up services to help you save energy and money
- Non-covered repairs at 15% discount

We live and work where you do.

Our customer service teams, drivers and technicians are all from your local community. They really understand how to take care of your particular home heating oil, AC and comfort needs.

Whenever you need us, we're there for you.

We're always there for our customers, from the depths of winter to the height of summer — 24/7, every day, all year! It's this and our local, home town community spirit that other oil companies have difficulty matching.

We've got the experience you want and need.

For years we've provided comprehensive home comfort services to your neighbors throughout the local area.

Our resources and stability ensure that our oil supplies have never been interrupted, so your heating oil service won't be either.



How your oil-fired heating system works.

Heat distribution.

Oil-fired heating systems distribute heat in one of three ways: warm air through vents, hot water through baseboards, or steam through radiators. Your thermostat senses that room temperature has fallen below your thermostat setting and sends a signal to your heating system to provide heat for your home.

When your oil burner is engaged, heating oil travels from the tank to the burner by way of a pump where it becomes a fine mist mixed with air. The fuel/air mixture is then injected into the burner where it is ignited in the combustion chamber.

Heating system types.

Depending on the type of system you have, water-based or warm air, the system works differently to disperse heat throughout your home.

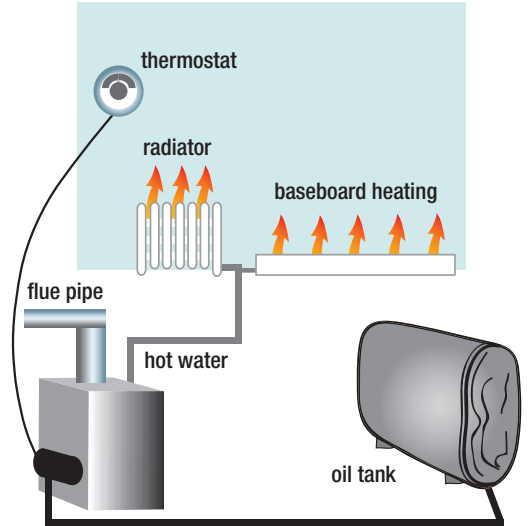
There are two main types of water-based systems: hot water systems and steam systems. Water is heated in either a cast iron or steel boiler before it is dispersed throughout your home.

In a hot water system, the heated water is circulated through radiators or baseboards.

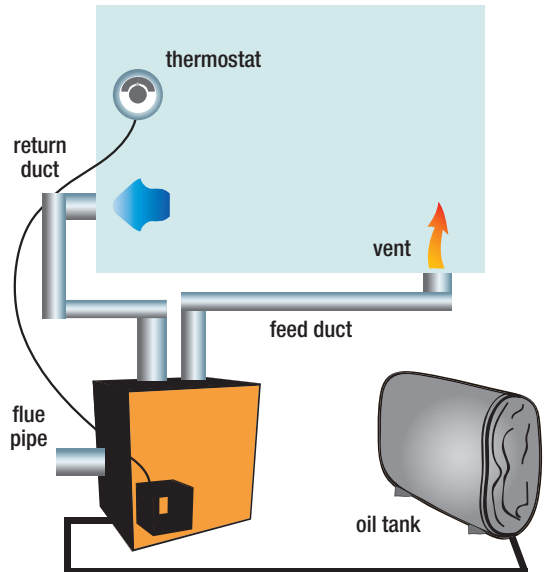
In a steam system, water turns to steam and rises through pipes to the radiators. In a warm air system, your furnace heats air. A blower then sends the heated air up through ducts and out of vents in your floors or walls. The air gets drawn back to the furnace through a return duct, and the cycle repeats.

Finally, emissions from the combustion of fuel and air exit the system through a flue pipe that runs out of your home through the chimney.

Typical hydronic system hot water or steam



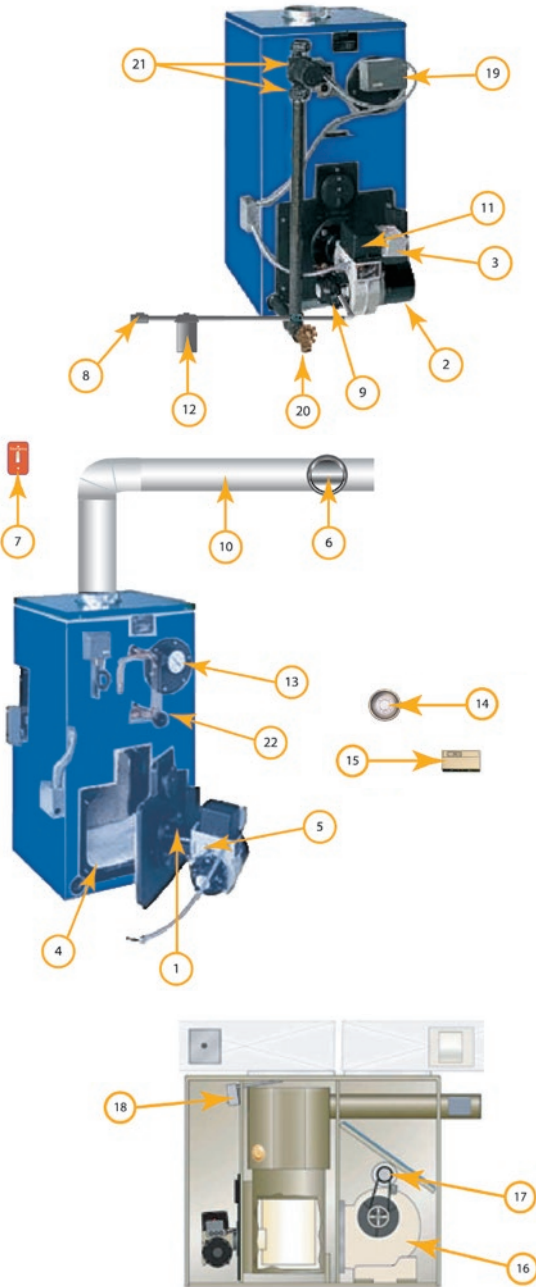
Typical warm air system



Our Residential Service Plan options make sure that you're totally covered, all year!

The Advantage Plan
 Extensive coverage for the budget-minded homeowner.

The Elite Plan
 Comprehensive coverage for total peace of mind.



Fuel & Combustion		The Advantage Plan	The Elite Plan
1	Air Tube	●	●
1	Burner Coupling	●	●
2	Burner Fan	●	●
2	Burner Motor	●	●
3	Cad Cell Eye	●	●
3	Cad Cell Relay	●	●
4	Combustion Chamber (wet-based, max 2.5 GPH)		●
5	Delayed Oil Valve	●	●
6	Draft Regulator (up to 9" diameter)	●	●
1	Electrodes	●	●
7	Emergency Switch	●	●
1	End Cone	●	●
	Fill Cap	●	●
8	Firomatic Valve	●	●
9	Fuel Pump	●	●
9	Fuel Pump Gasket	●	●
9	Fuel Pump Strainer	●	●
10	Flue Pipe (max 9" diameter)	●	●
11	Igniters	●	●
11	Ignition Transformer	●	●
1	Nozzle	●	●
1	Nozzle Adapter	●	●
1	Nozzle Line	●	●
	Oil Check Valve	●	●
12	Oil Filter Cartridge	●	●
12	Oil Filter Complete	●	●
	Oil Safety Valve	●	●
1	Porcelains	●	●
	Primary Control	●	●
14	Thermostat Standard	●	●
15	Thermostat Clock Type (\$50 credit)	●	●

Warm Air		The Advantage Plan	The Elite Plan
16	Blower Complete (up to 3/4 HP)	●	●
17	Blower Motor (up to 3/4 HP)	●	●
18	Fan & Limit Control	●	●
18	Fan Control	●	●

Hot Water & Steam Components		The Advantage Plan	The Elite Plan
	Air Scoop		●
19	Aquastat (auto type only)		●
19	Aquastat Well		●
	Automatic Air Vent (boiler room only)		●
	Balancing Valve		●
20	Boiler Drain Valve		●
	Boiler Relief Valve (up to 1" diameter)		●
21	Circulator Complete (kitchen zone up to 1/12 HP)		●
21	Circulator Components (kitchen zone up to 1/12 HP)		●
	Circulator Relay (kitchen zone up to 1/12 HP)		●
	Domestic Relief Valve		●
	Dual Valve		●
	Expansion Tank (max 24 gallons)		●
	Expansion Tank Valve		●
	Extrol Tank (max # 60)		●
	Feed Valve		●
	Feed Valve Washer		●
	Flow Check Valve		●
22	Gauge Glass & Washers	●	●
	Limit Control		●
	Low Voltage Transformer		●
	Manual Feed Valve		●
	Pop Safety Valve (up to 1" diameter)		●
	Pressure Gauge		●
	Pressuretrol (auto type only)		●
13	Pressure/Temperature Gauge		●
	Zone Valve Complete (kitchen zone up to 1" diam.)		●
	Zone Valve Component (kitchen zone up to 1" diam.)		●

Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed) or weekends, is subject to our after-hours diagnostic fee, unless you have purchased the 24/365 enhancement. The service plans described in this brochure are subject to our terms and conditions of service which are provided and incorporated by reference into this brochure. ©2018. M_18020

Looking for even more coverage? We've got it!

These optional enhancements and additional agreements are available at an additional cost to your existing plan and are priced separately. They allow you to extend your coverage with more comprehensive protection and help you prepare for unexpected repair costs by allowing you to customize your protection to suit your needs. You must currently have an Advantage or Elite Plan to add any enhancement coverage.

Optional enhancements

24 Hours-a-Day/365 Days-a-Year Service

This enhancement extends your primary coverage by giving you access to our service 24 hours a day, 365 days a year. It waives our after-hours diagnostic fee.

Direct & Indirect Water Heater Repair and Part Replacement*

This enhancement covers repairs and replacement of the parts listed below:

Air tube	Drip tube	Nozzle
Aquastat	Electrodes	Nozzle adapter
(auto type only)	Electrode wire & clips	Nozzle line
Burner coupling	Emergency switch	Oil check valve
Burner fan	End cone	Oil filter cartridge
Burner motor	Fluromat valve	Oil filter complete
Cad cell complete	Flue pipe	Oil safety valve
Circulator (bronze	(up to 9" diameter)	Porcelains
type, up to 1/16 HP)	Fuel pump	Preference relay
Delayed oil valve	Fuel pump gasket	Primary control
Draft regulator	Fuel pump strainer	Relief valve
(up to 9" diameter)	Igniters	
Drain valve	Ignition transformer	

*Covers residential, oil-fired water heaters up to a maximum firing rate of 1.25 gallons per hour. EXCLUDES COVERAGE OF THE WATER HEATER TANK, recirculation lines and components, and anode rods. Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed), or weekends, is subject to our standard diagnostic fee, unless you have purchased the 24/365 enhancement. Repair and/or replacement must be performed by us.

Limited Boiler & Furnace Replacement**

This coverage provides an allowance of \$1,000 toward replacement of your main heating boiler or furnace if our inspection determines that your existing equipment is not repairable. The new boiler or furnace must be replaced by us. Allowance is payable as a reduction to our normal retail price for the model specified.

**Existing equipment must be inspected by us to qualify.

Optional Zone Coverage¹

This enhancement covers repair and replacement of the parts listed below:

Automatic air vents (boiler room only)	Circulator relay
Circulator complete (up to 1/12 HP)	Flow check valve (up to 1-1/2" diam.)
Circulator coupling (up to 1/12 HP)	Isolation valves (up to 1-1/2" diam.)
Circulator flanges and gaskets	Thermostat (standard)
(up to 1-1/2" diameter)	Thermostat (clock type \$50 credit)
Circulator impeller (up to 1/12 HP)	Zone valve (up to 1" diameter)
Circulator motor (up to 1/12 HP)	Zone valve motor (up to 1" diameter)
Circulator mounts (up to 1/12 HP)	

¹NOT AVAILABLE ON STEAM SYSTEMS AND EXCLUDES AIR HANDLERS.

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Additional agreements

CARE® Environmental Protection

Fortunately, oil releases don't happen too often. But if they do, they can damage the environment and cost thousands of dollars to clean up. And worse, most homeowners insurance doesn't cover oil releases. The CARE program protects your investment in your home by providing clean-up coverage in case your tank, connected piping or oil lines have a release issue. The CARE program is available for above-ground fuel tanks² and provides:

- Up to \$100,000 for clean-up³
- Clean-up of releases from entire fuel oil system, including piping and lines
- Limited cost share
- Transferable if you sell your home
- Experienced professionals to handle the work

²A separate program is available for underground fuel storage tanks.

Underground fuel oil tanks require a one-time testing fee in addition to the cost of the program.

³Does not include tank replacement.

Oil Tank Agreement⁴

In the event of an oil tank release, this agreement gives you an allowance of \$750 toward a replacement tank or tank repair. Your allowance is payable as a reduction to our normal retail price for the model specified. Replacement or repair must be done by us. Additionally, this coverage includes:

- Exposed fill and vent lines (up to 15' from the tank)
- Exposed oil lines (up to 15' from the tank), tank legs, vent alarm and tank valve

⁴Does not include environmental expenses.

**For home heating oil
and comfort services,
we've got everything you need.**

**To learn more about our products
and services, contact us today!**

973.366.3100
regionenergy.com

