

TERMS & CONDITIONS

1. Service Plans become effective only after inspection of equipment by Burch Propane. All equipment must be brought up to performance standards before being accepted for a Service Plan. Advance payment does not make a Plan become effective.
2. Service plans are in effect for 12 months and are self-renewing each year thereafter at prevailing rates. Burch Propane will indicate its acceptance of a Service Plan by the issuance of an invoice.
3. Service Plans are transferable but are not refundable.
4. Burch Propane's responsibility under a Service Plan will automatically cease if propane fuel or service on any parts or equipment covered by any Plan is procured from another source, or if customer's account is in arrears.
5. Service Plans do not cover service caused by damage due to fire, lightning, flood or freezing. In addition, Burch Propane will not be responsible for damage to equipment or to a home caused by an out of propane situation. Vacant buildings are not covered for parts or labor to correct any conditions caused or aggravated by non-occupancy.
6. Coverage does not apply for turned off emergency switches, blown fuses or tripped circuit breakers. A service call caused by a switch being in the OFF position, blown fuses or tripped circuit breakers, or aquastats to thermostats set incorrectly will be charged at the prevailing rate
7. Controls, motors and other devices used in conjunctions with air conditioning systems are excluded from all Heating Service Plans.
8. Burch Propane's responsibility under all circumstances is limited to the direct cost of correcting any defective condition covered under a Service Plan.
9. Parts and labor not covered under the Service Plan will be billed at prevailing rates.
10. Service Plans do not cover electric or plumbing work on equipment; work required due to electric service failure; water damage caused by freezing; misuse of equipment; or, circumstances beyond our control.
11. Annual cleaning and inspections may be scheduled at any time during the Service Plan year. Burch Propane will make every attempt to schedule the cleaning/inspection; however, this responsibility is shared with the customer, who must make the covered equipment accessible during normal business hours. Burch Propane is not responsible if the equipment is not made accessible during normal business hours.
12. The obligation to furnish replacement parts is subject to availability through normal supply sources.

EQUIPMENT SERVICE PLANS

BURCH PROPANE Service Plans provide peace of mind about your propane equipment. Look inside and pick the best plan for your needs. If you sign up for more than one service plan for the same address, you receive an additional \$50 discount off one of the plans. For our customers currently on our EZ Pay Plan, the cost of these service plans will be added to your monthly payment.

As an extra benefit, each Service Plan makes you eligible to participate in our special customer **Loyalty Credit** program. For being on one of our Service Plans, you will earn a \$50 per year loyalty credit to a maximum of \$250 to be used for purchasing selected propane equipment. These credits can save you up to \$250 off a propane furnace; boiler; fireplace insert; or, propane-powered tankless water heater.



24660 Three Notch Rd
Hollywood, MD 20636

301-373-2131
800-479-4120

www.burchpropane.com



Building a **GREENER** Future



SERVICE PLANS

GOLD HEATING PLAN

The Gold Heating Service Plan for your propane heater includes:

- ✂ Annual precision heating tune-up
- ★ Priority service scheduling
- 🕒 No overtime charges
- ⊕ 24 hours/day; 7 day/week emergency service
- ✓ Loyalty Credits
- \$ No Charge Part Replacement

The parts listed below will be replaced, if needed, at NO CHARGE to you:

CONTROLS

circulator relay
draft regulator
aquastat
triple aquastat
thermostat (manual)
(\$50 allowance for digital)

BURNER PARTS

burner blast tube
combination control
burner fan
electrodes
burner motor

HOT WATER AND STEAM SYSTEMS

baffle
circulator impeller
circulator motor mounts
bearing assembly
circulator wicking
boiler gauge
boiler valves
zone valve stem

WARM AIR SYSTEMS

blower bearings
air filter
(replaced if provided by customer)
blower
blower pulley
blower motor
(up to \$125 allowance)
limit control
blower shaft
fan control
blower wheel
blower belt

PROPANE PARTS

main gas valve
pilot assembly
flame sensor
flame rollout switch
hot surface igniter
vacuum pressure switch

relief valve
purge valve
pressure & temperature gauge
pressure reducing valve

\$ 25% discount on all other repairs

BRONZE HEATING PLAN

The Bronze Heating Service Plan for your propane heater includes:

- ✂ Annual precision heating tune-up
- \$ 15% discount on all parts
- \$ 15% discount on labor during normal business hours (Monday – Friday 8:00 am to 5:00 pm)
- ✓ Loyalty Credits

Refer a New Customer
to Burch Propane
and Receive

\$50 OFF

Your Next Delivery

Referral will be paid when new customer takes first delivery
(For credit approved, automatic delivery customer)



TANKLESS WATER HEATER PLAN

The Tankless Water Heater Service Plan for your propane water heater includes:

- ✂ Annual precision Descaling Cleaning Procedure
- \$ 15% discount on all parts
- \$ 15% discount on labor during normal business hours (Monday – Friday 8:00 am to 5:00 pm)
- ✓ Loyalty Credits



HEARTH COMFORT PLAN

The Hearth Comfort Service Plan for your propane fireplace includes:

- ✂ Annual 17 point cleaning and inspection during normal business hours (Monday-Friday; 8:00 am to 5:00 pm)
- \$ 15% discount on all parts
- ✓ Loyalty Credits



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