

CUSTOMER MAINTENANCE TIPS TO KEEP YOUR HEATING SYSTEM RUNNING EFFICIENTLY

(If you have questions about any of these suggestions, please ask your Service Technician during the next visit.)

STEAM SYSTEM

- Keep boiler water CLEAN.
- Flush external type low-water cut-off bi-monthly during heating season.
- Keep all radiators and convectors unobstructed, free from household dirt and properly pitched.
- Securely replace radiator vent valves, as needed. Feel free to ask us about proper venting.

HOT WATER SYSTEM

- Bleed radiators ONLY if they don't fully heat and with system OFF.
- Keep all radiators and convectors unobstructed and free from household dirt.
- Drain expansion tank ONLY if there is excessive pressure on the system.
- Lubricate circulators and circulator motors as needed.

WARM AIR SYSTEM

- Check all air filters monthly during heating season and change as necessary.
- Test and clean humidifiers to promote greater comfort at lower temperatures.
- Keep registers unobstructed.
- Listen for unusual noise or sounds from blower, fan or unit itself.

IT IS IMPORTANT TO READ AND UNDERSTAND THE FOLLOWING:

In consideration of the purchase by the customer of all their fuel oil requirements from Schildwachter (minimum 900 gallons) and that the customer's account is current, we agree to provide service and parts for all items stated herein. By participating in this plan, you agree that the following terms are part of this service plan:

1. To avoid inadvertent lapse of coverage, this plan shall be automatically renewed unless terminated by either party in writing within 20 days of plan renewal date. In the event of cancellation by customer, no refund can be made. However, any unused portion of the plan may be transferred to a new owner of the heating system.
2. The Company assumes no responsibility for any asbestos or asbestos-containing materials. All defective mercury containing parts, switches, gauges, controls or other devices that by regulations must be replaced in any jurisdiction shall be removed, properly disposed of and replaced with non-mercury devices invoiced at prevailing rates.
3. The Company shall not be responsible under this plan for damage resulting from circumstances beyond our or your reasonable control, including but not limited to, floods, lightning, fire or other Acts of God, electrical failure, labor or transportation difficulties, wars, riots, pandemic, local, state or federal government acts, orders or requests, or other causes of force majeure, or delay in securing parts or responding to calls for service.
4. The Company assumes no responsibility for condition of boiler or system water. This plan does not cover any obsolete equipment, draining, treating or flushing of boiler water, nor does it cover any diagnostic boiler service, such as determining leaking boiler tubes, coil gasket, push nipples or mud legs. In addition the following non-burner related parts and labor are not covered: hot water generators, adjusting or replacing automatic mixing valves, removing foreign matter from oil tanks, venting hot water systems, back-flow preventors, steam pressure gauge, radiator valve, zone valves, separate clocking devices, outdoor weather controls, water temperature and altimeter gauges. Service calls resulting from blown fuses, main switch off, insufficient water in boiler or system, flooded system, setting clocks to correct time, replacing or recharging battery in battery-operated devices, or any water or steam leaks are not covered. Chimney cleaning is not covered by this Agreement. Service and parts not covered in this plan will be invoiced at Company prevailing rates.
5. This coverage will provide you with \$150.00 credit towards the price of future Schildwachter Fuel Oil deliveries, to help defray the cost of installing a new tank. Offer valid only if tank replacement work is done by an authorized subcontractor of Schildwachter, or a contractor covered by any New York State approved Tank Insurance Program. Customer must have paid Gold Shield Plan at least 30 days prior to tank replacement, and customer's account must be current.
6. The Company is not responsible for damages resulting from boiler/furnace failures, work done by others, heating system distribution defects, repairs of any domestic hot water piping or generators, humidifiers, air filters, damages caused by freezing water, damages resulting from dirt, sediment or water in customer's fuel oil tank, water damage of any nature, run-out of fuel oil and does not assume any liability for any damage caused by malfunction of any component of the oil burner, controls, safety devices, or any part of the heating system.
7. The Company shall not be liable for loss, damage or injury caused by failure of delivery in performing service herein when such failure of delivery arises from any cause beyond its control, nor arising from the performance of service except when solely by its negligence.
8. Customer shall pay any parking tickets or congestion pricing costs incurred by Company in connection with any service call.
9. Additional fees for after-hours and holiday service calls. The Customer will be responsible for the following: Service Calls, M-F, after 5pm: \$50 surcharge; Saturday Service: \$75 surcharge; Sunday Service: \$100 surcharge. In addition, the customer will pay the full emergency service fee on the following holidays: New Year's Day, Martin Luther King's Birthday, Lincoln's Birthday, Washington's Birthday/Presidents' Day, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Indigenous Peoples' Day/Columbus Day, Election Day, Veterans' Day, Thanksgiving Day, Christmas Day, and any holiday called for by the State or Federal government.

FRED M. SCHILDWACHTER & SONS



YOUR SCHILDWACHTER GOLD SHIELD SERVICE PLAN



Schildwachter Oil: Fueling Relationships

... From ice cold to toasty warm thanks to superior customer service since 1904.



Dear Valued Customer,

The Schildwachter Gold Shield Service Plan is widely recognized as one of the most comprehensive and valuable protection plans you can purchase for your oil heating system. More than a "burner service plan", its coverage extends to areas throughout your heating system that most plans don't include.

*A service plan is only as good as the company that stands behind it. Schildwachter is owned and operated by the same family that began delivering ice by horse-drawn carriage in 1904. Five generations later, today's consumers still do business with Schildwachter for many of the same reasons they did at the turn of the last century...**Professionalism-Dependability-Trust.***

You'll find these qualities in our service technicians and the work they do keeping you comfortable year round. We believe this is the best reason of all to protect yourself with the Schildwachter Gold Shield Service Plan.

"BE SMART. BE SURE. BE SCHILDWACHTER"

TOLL-FREE TELEPHONE:

**1-800-NICE-N-HOT
1-800-642-3646**



Visit us on the web at: www.Schildwachteroil.com

**Phone: (718) 828-2500
FAX: (718) 828-3661**



SCHILDWACHTER GOLD SHIELD SERVICE PLAN



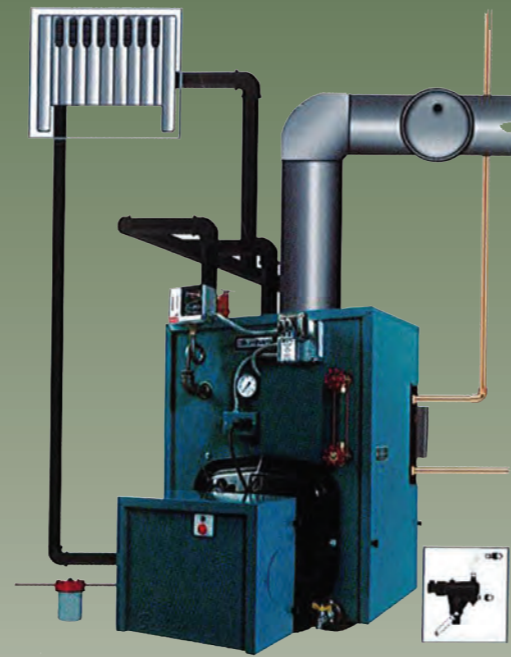
Parts and Labor Coverage

- Emergency Burner Service • Oil Burner Parts • Annual Burner Maintenance • Boiler or Furnace Cleaning • Electrical Parts
- Fuel Handling System • Fuel Oil Tank Replacement Coverage • Additional Covered Items



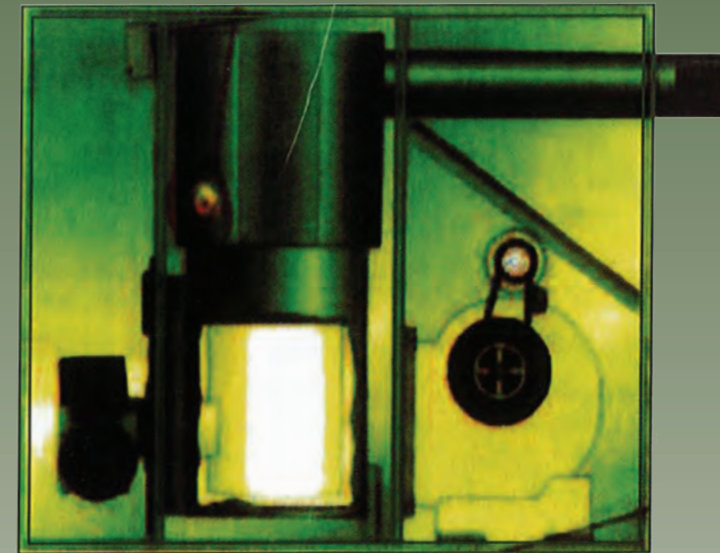
OIL BURNER PARTS

- Air Shutter
- Air Stabilizer
- Blast Tube
- Burner Fan
- Burner Motor
- Burner Pedestal or Flange
- Cadmium Cell Relay
- Cadmium Sulfide Cell
- Drawer Assembly
- Electrodes
- Fuel Oil Pump
- Fuel Oil Pump Gasket
- Fuel Oil Pump Strainer
- High Voltage Ignition Transformer
- Nozzle
- Nozzle Adapter
- Nozzle Line
- Oil Solenoid Valve
- Porcelain Insulators
- Retention Head



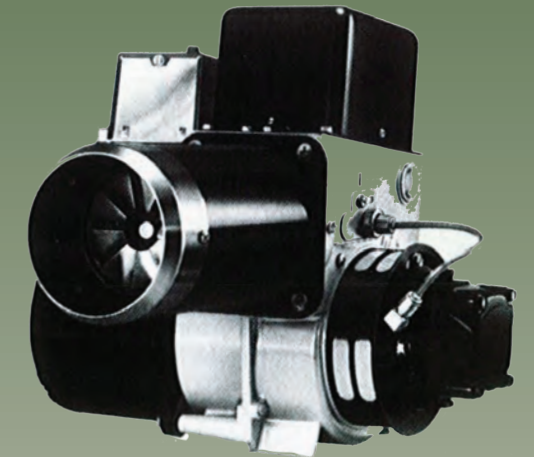
ELECTRICAL PARTS

- Boiler Service Switch
- Fan Limit Control
- High Limit Aquastat
- Manual Thermostat (Main Zone)
- Operating Pressure Control
- Single Zone Switching Relay (Main Zone only)



ADDITIONAL COVERED ITEMS covered up to \$50

- Barometric Draft Regulator
- Blower Motor and Fan Unit
- Clock Thermostat
- Combination Aquastat Relay
- Combination Feed-and-Relief Valve
- Electrical Wiring for Burner Circuit
- Expansion Tank/Vessel
- Gauge Glass Assembly
- Heating Circulator (Main Zone)
- High Temperature Combustion Chamber
- Indirect-Fired Hot Water Maker
- Low-Water Cutoff
- Manual Reset Controls
- Manual Water Feed Valve
- Multiple Zone Relay Center
- Oil Filter (Installation of additional unit)
- Oil Shut-off Valves
- Oil Transfer Pump
- Required Jurisdictional Equipment
- Single Relief Valve
- Single Water Feeder
- Steel Flue Pipe and Breaching



ANNUAL BURNER MAINTENANCE

Your Gold Shield Service Plan also covers an annual Schildwachter 12-point tune-up. The 12-point tune-up is a scientific cleaning and tuning of your heating unit. When completed, your Schildwachter service technician will give you a report showing your burner's combustion efficiency. It's the only way to be sure you are getting the most out of every gallon of oil you buy, and that your heating system is operating properly.

BOILER OR FURNACE CLEANING

A properly operating oil burner produces very little soot. Occasionally, your burner may stray out of proper adjustment, and that's when your boiler or furnace needs to be cleaned. Whether chemically cleaned, or cleaned with a wire brush and vacuum, this service is covered by your Gold Shield Plan.

SPECIAL FUEL OIL TANK REPLACEMENT COVERAGE

As a Schildwachter customer with a Gold Shield Plan in effect, you are entitled to a \$150.00 credit towards future Schildwachter oil purchases when you replace your fuel oil storage tank for any reason (see details on back).

FUEL HANDLING SYSTEM

- Fill Box and Fill Cap
- Fuel Oil Tank Gauge (accessible 275/330 tank)
- Fuel Handling Canister
- Oil Filter (Replacement)
- Unifil Delivery Adapter
- Vent Alarm Safety Signal
- Vent Cap

■ FULLY COVERED

■ COVERED UP TO \$50