

SIGNING UP IS AS EASY AS 1,2,3

1. To sign up for a new service plan, simply fill out and return the response card with your desired plan selected.
2. A C.E. Kiff representative will contact you to schedule your tune-up and inspection. If your heating system doesn't qualify at this time for a service plan because of age or disrepair, don't worry you will still be covered by our Bronze plan offering you a discount on labor and parts should a future repair occur.
3. Enjoy the peace of mind knowing that you're covered.

Existing service plan customers will automatically renew. A C.E. Kiff representative will contact you to schedule your tune-up and inspection.

NOT READY FOR A SERVICE PLAN

- Tune-up only without a service plan \$110.00 plus parts and tax.
- Tune-up only oil hot water heater \$75.00 plus parts and tax.

PRICE LIST FOR SERVICES

- Labor during normal business Hrs. is \$90/Hr. + tax.
- Labor after normal business Hrs. is \$120/Hr. + tax.
- Annual Tune-up Only – boiler or hot air furnace - \$110.00 plus parts and tax.
- Annual Tune-up Only – mobile home furnace - \$75.00 plus parts and tax.
- Annual Tune-up Only – oil fired hot water heater - \$75.00 plus parts and tax.



Terms & Conditions:

- Customer agrees not to hold C.E. Kiff, Inc., responsible for any damage caused due to failure of the burner of equipment, nor for damages resulting from delays or liability to perform service or supply parts caused by acts of God, war, fire, floods, lightning, labor strikes, transportation difficulties, obsolete parts, non-repairable systems, electrical surges/brownouts, or for any reason not within the control of C.E. Kiff, Inc.
- Service plans do not include any responsibility for the chimney, repairs, blockage, replacement due to malfunction.
- Service plans do not include any responsibility for hot air duct systems or puff backs.
- Service plans do not include repairs on or because of faulty: Oil tanks, oil lines and related piping, humidifiers, air conditioning systems, chimneys, heat exchangers, boiler blocks, hot water coils, hot water tanks.
- Customers that are not eligible for a service plan will be billed for the tune-up only.
- The following units are not eligible for a service plan: commercial units, oil/wood/coal/pellet/corn combination, Carrier, G.E., Jet Heat, Yukon, Blue Ray, Timken, Iron Fireman, Kalamazoo.



5 North Depot St., PO Box 151
Delhi, NY 13753
(607) 746-2224 (800) 454-3380
WWW.CEKIFF.COM



Residential Heating System Service Plans



Keep Your Home Warm and Comfortable

24 Hour
Emergency Service
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SERVICE PLANS TO PROTECT YOUR HOME'S HEATING SYSTEM

There has never been a better time than now to consider a service plan. C.E. Kiff has developed three plans designed to protect you from common costly and unexpected heating system repairs (listed in the covered component/repair section). As part of the service plan, C.E. Kiff, will tune-up and inspect your heating system. During the annual tune-up, a service tech will perform preventative maintenance to ensure that your heating system will operate as efficiently as possible for the heating season to come.

As a C.E. Kiff service plan and heating fuel customer you will also benefit from:

- 20% discount off labor and parts for repairs that may not be covered by your service plan
- 24 hour priority no heat/no hot water emergency service Sept. 1 - May 31 and up to a 10% increase in your system's operating efficiency.

Please review the plans available to you and contact us should you have any questions or concerns. It is always a pleasure to provide you with "Quality fuels and service - since 1882."

DID YOU KNOW:

- An annual tune-up can increase your systems efficiency up to 10%



• C.E. Kiff's heating oil contains
UltraGuard
Manufactured by ILFC
fuel stabilizer and efficiency improver.

Gold Plan

(Tune-up, 100% Labor Coverage & 100% Parts Coverage)

- Annual Tune-Up and inspection of heating system Includes Tune-up parts (nozzle, oil filter, strainer)
- 24 hr Priority no heat/no hot water emergency service Sept. 1 - May 31
- 100% labor coverage & 100% parts coverage on listed repairs (primary zone included)
- Additional oil hot water heater and zones may be added
- 20% Discount on labor & parts for non-listed repairs*

Price **\$239.99** + Tx

Silver Plan

(Tune-up, 100% Labor Coverage, 20% Parts Discount)

- Annual Tune-Up and inspection of heating system
- Includes Tune-up parts (nozzle, oil filter, strainer)
- 24 hr Priority no heat/no hot water emergency service Sept. 1 - May 31
- 100% labor coverage on listed repairs (primary zone included)
- Additional oil hot water heater and zones may be added
- 20% Discount on labor & parts for non-listed repairs*

Price **\$209.99** + Tx

Bronze Plan

(Tune-up, 20% Labor & Parts Discount)

- Annual Tune-Up and inspection of heating system
- Includes Tune-up parts (nozzle, oil filter, strainer) and Tune-up labor
- 24 hr Priority no heat/no hot water emergency service Sept. 1 - May 31
- 20% Discount on labor & parts*

Price **\$139.99** + Tx

SAMPLE REPAIR	NO PLAN	BRONZE	SILVER	GOLD
Ignition Transformer	\$195.	\$155.	\$68.	FREE
Circulator	\$215.	\$185.	\$95.	FREE
Blower Motor	\$248.	\$213.	\$120.	FREE

For example purposes only, samples based on one hour labor.

Service Plan Coverage Comparison Chart			
	BRONZE	SILVER	GOLD
• Annual Tune-Up	✓	✓	✓
• Priority 24hr Emergency Service Sept 1 - May 31	✓	✓	✓
• 20% Discount for Repairs* (*excluding installations)	✓	✓	✓
• 100% Labor Coverage for Listed Components/Repairs		✓	✓
• 100% Labor Coverage & 100% Parts Coverage for Listed Components/Repairs			✓

Components / Repairs Covered under Service Plans:

Oil burner motor, fan, pump coupling, Nozzle, pump strainer, cartridge filter, Oil pump, electrodes, ignition transformer, Oil burner nozzle line
 Oil burner flame retention head
 Oil burner delayed oil solenoid valve
 Oil burner gaskets
 Cad cell eye & primary relay control
 Flue pipe and draft regulator
 Emergency shut off switch
 Standard Honeywell T-87 thermostat*
 Aquastat control (Hot Water Systems)
 Pressure & temperature gauge (Hot Water Systems)
 Auto air vents* (Hot Water Systems)

Circulator (heating purposes), circulator couplings/ bearings/motor* (Hot Water Systems)
 Zone Valve* (Hot Water Systems)
 Switching relay* (Hot Water Systems)
 Pressure reducing valve/ autofeed valve (Hot Water Systems)
 Pressure relief valve / temperature relief valve* (Hot Water Systems)
 Expansion tank* (bladder type only) (Hot Water Systems)
 Steam gauge glass & packing (Steam Systems)
 Electronic low water cutoffs, electronic water feeders (not mechanical) (Hot Water & Steam Systems)
 Blower motor & belt (Hot Air Systems)

*One per year per plan unless additional zone(s) coverage is purchased

- **ADD coverage for your Oil Fired Hot Water Heater for only \$95.00 + Tx.**
- **ADD coverage for additional Heating Zones (Hot Water Systems) for only \$30.00 per additional zone + Tx., primary heating zone is included with plan.**



Common repairs not covered by Service Plans, including but not limited to:

- Service calls due to switches being off, thermostats malfunctioning, not programmed, bad batteries, blown fuses, tripped breakers, or manual resets not being checked. Push manual reset button (Red) ONCE ONLY.
- Service calls due to customer's negligence.
- Service repairs relating to the plumbing on a hot water or steam boiler. Repairs for radiators, baseboards, flow valves and steam manual feeders.
- Frozen oil lines, water/sludge in fuel tank and related piping.
- Chimneys, power vents, fresh air intakes and direct vents.
- Blower bearings, shafts, pulleys on hot air systems
- Boiler antifreeze that is replenished due to a repair or loss of strength over time.

Terms & Conditions:

- C.E. Kiff, Inc. will perform a Tune-up & inspection once per service plan year.
- Service plan coverage is limited to a no heat emergency and or no hot water emergency for the listed components in need of replacement during the period of September 1 - May 31. All other repairs or services rendered will be billed at prevailing rates.
- C.E. Kiff, Inc., reserves the right to schedule repairs for customers with alternative heating methods until the following normal business hour work day.
- Normal business hours are M-F 8:00am - 4:00pm Closed: New Years, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas. After hours rates apply to closed holiday days.
- Non emergency night, weekend, or holiday calls not covered by a service plan will be billed at prevailing rates.
- This service plan is effective the date of tune-up for 1 year and will automatically renew annually and supersedes any previous contract as of 5/1/11. Service plans may be transferred to a new customer if the house is sold during the plans duration.
- Service plan customers must be on automatic fuel delivery with C.E. Kiff, Inc. If fuel is purchased from another supplier, service plan is void without a refund.
- Service plan is contingent upon customer purchasing all heating fuel requirements from C.E. Kiff, Inc. during service plan coverage dates. **100% Kerosene must be used when fuel tank(s) and supply lines are exposed to outside elements and temperatures colder than 50 degrees Fahrenheit.**
- Service plans do not cover repairs or parts due to fire or flood or water damage regardless of source.
- Service plan is void if: Customer permits any person not authorized by C.E. Kiff, Inc., to service their equipment, is past due for any monies due C.E. Kiff, Inc., If working conditions are found to be hazardous or unsanitary. Repairs if performed will be subject to prevailing rates.

Terms and Conditions continue on back panel

* Discount / Coverage - Doesn't apply to replacement or installation of boilers, furnaces, A/C systems, fuel storage tanks or water heaters.