



RANCO
ENTERPRISES, INC.
 Plumbing • HVAC • Heating Oil Delivery
 FULLY INSURED

RANCO ENTERPRISES, INC.
 PLUMBING • HEATING & AIR CONDITIONING • FUEL OIL & GAS FITTING
 SERVICE - INSTALLATION - SALES

781-396-7178 • Fax 781-396-7513
 100 Hicks Avenue • PO Box 1002 • Medford, MA 02155
 www.rancoenterprises.com

HOME COMFORT PREVENTATIVE/SERVICE MAINTENANCE PLANS

Name: _____ Address: _____ City/State/Zip: _____

Property Address(if different): _____

Phone (h): _____ (c): _____ E-mail: _____

As a RANCO Enterprises, Inc. customer, we agree to provide you with one or two Precision Tune-Ups per type of plan chosen. Our Precision Tune-Ups include a professional cleaning and safety inspection to help provide a comfortable, energy-efficient, and safe indoor environment. These plans do not include any replacement parts or related labor charges if the equipment is found to be defective. Labor charges are charged at current rates.

**Benefits to you: Reduced fuel/energy usage • Reduced demand charge • Improved comfort • Fewer breakdowns • Extended equipment life
 Cleaner indoor air • 20% part replacement discount • Priority service**

PROGRAM ACCEPTANCE IS BASED ON EQUIPMENT INSPECTION. MULTIPLE UNIT SYSTEM CONTRACTS RECEIVE 10% DISCOUNT PER SYSTEM.

CHECK THE APPROPRIATE PLAN THAT MEETS YOUR HOME NEEDS.

✓		Oil Burner System Plans	\$ per unit	Model #	Serial #	Location	Total
	"A"	Home Comfort Oil Plan Plus	\$309.00				
	"B"	Home Comfort Oil Plan Basic <i>(Labor not covered)</i>	\$229.00				
	"C"	Home Comfort Oil Fired Water Heater	\$109.00				

Includes, but is not limited to, the following:
 1. Replace fuel oil nozzle, strainers, and filters 2. Test and regulate all burner safety controls 3. Vacuum furnace/boiler and smoke pipe to chimney
 4. Check and adjust ignition assembly 5. Inspect combustion chamber/heat exchanger 6. Inspect all electrical connections 7. Check all flue pipe venting
 8. Check and lubricate motors 9. Replace (1) standard x 1" air filter 10. Check thermostat operation 11. Perform tank system inspection test (\$2,000 tank replacement payment for qualifying tanks. \$350 tank replacement coupon for disqualifying tanks*.)

Natural Gas System Plans							
	"G"	Home Comfort Gas Fired Boiler	\$239.00				
	"H"	Home Comfort Gas Fired Direct Vent Boiler/over 90% efficient	\$589.00				
	"I"	Home Comfort Gas Fired Furnace	\$239.00				
	"J"	Home Comfort Gas Fired Direct Vent Furnace	\$269.00				
	"K"	Home Comfort Gas Fired Water Heater	\$99.00				
	"L"	Home Comfort Gas Fired Direct Vent Tankless Heater/on-demand	\$199.00				
	"M"	Other					

Includes, but is not limited to, the following:
 1. Check gas and manifold pressure 2. Check flame sensor 3. Check all safety switches 4. Check and inspect heat exchanger 5. Check all flue pipe and PVC venting 6. Inspect all electrical connections 7. Check and lubricate motors 8. Perform efficiency combustion test 9. Replace (1) standard x 1" air filter
 10. Check thermostat operation

Air Conditioning System Plans (deduct \$50 if purchasing "O" or "P" plan with "A", "I", or "J")							
	"O"	Home Comfort A/C Split System	\$159.00				
	"P"	Home Comfort A/C Variable or Multistage Split System	\$189.00				
	"Q"	Home Comfort A/C Mini Split System (ductless)	\$159.00				
	"R"	Other					

Heat Pump System Plans (deduct \$100 if purchasing "T" or "U" plan with "A", "I", or "J")							
	"T"	Home Comfort Heat Pump Split System	\$309.00				
	"U"	Home Comfort Heat Pump Variable or Multistage Split System	\$339.00				
	"V"	Home Comfort Heat Pump Mini Split System (ductless)	\$258.00				
	"W"	Home Comfort Hybrid/Electric Water Heater	\$109.00				
	"X"	Other					

Includes, but is not limited to, the following:
 1. Check refrigerant pressures 2. Flush and clean condensate drains and pans 3. Check compressor operation 4. Check all pressure switches, valves, and controls 5. Check condenser coil 6. Check evaporator coil (if accessible) 7. Check and lubricate motors 8. Check Superheat and sub-cooling 9. Replace (1) standard x 1" air filter 10. Check thermostat operation

Accessories and Additional Services (Multiple accessories or services receive 10% discount per item.)							
	1	Hydro Air Handler/Condenser	\$159.00				
	2	Indirect/Booster Hot Water Tanks	\$99.00				
	3	Electric Hot Water Tank	\$58.00				
	4	5" Media Filter Replacement	\$78.00				
	5	Evaporator Humidifier Cleaning	\$49.00				
	6	Steam Humidifier Cleaning	\$59.00				
	7	Electric/Clean Effects Cleaning	\$89.00				
	8	Additional Oil Tank/TankSure® Program*	\$69.00				
	9	Other					

Annually (Heating) Annually (Cooling) Bi-Annually (Heating & Cooling) TOTAL \$ _____

Payment Method:

Cash Check # _____ Credit Debit _____ Card #: _____ Exp. Date _____ CVC# _____

Customer's Signature _____

Date _____

Contractor's Signature _____

Date _____

This Agreement shall be in effect from: ____/____/20__ to ____/____/20__

(See reversed side for Conditions)

General Conditions and Exclusions

1. Number of Units: Each system is required to have an individual contract.
2. The term of the Plan is for a one (1) year period and will renew automatically each year unless terminated by either the Customer or Company. No credit will be issued if the Plan is canceled before the expiration date. The Plan covers equipment usage less than 200,000 BTUs for heat and up to 5 ton, 60,000 BTUs for A/C.
3. Repairs or services not covered by the Plan will be performed and charged to the Customer at prevailing rates and/or as prescribed by the Plan and services purchased.
4. The Maintenance 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, oil run-outs with non-AUTOMATIC delivery customers, 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 buildup in the air or venting systems, and other causes related to the improper operation or maintenance of the heating system by the Customer. The Plan also does not cover damage, repairs, or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, and water damage.
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 governmental laws or regulations.
6. Customer agrees to release and hold Company harmless from all liability for any delay or failure to render the service or to make delivery of any merchandise as set forth herein due to federal, state, or municipal actions or regulations; strikes or any other labor troubles; fires; and embargoes, accidents, war, or any other cause contingent to, or circumstances beyond the control of, Company and/or that make the fulfillment of this Agreement impractical. On removal of the cause of such failure or interruption, performance shall be resumed pursuant to the terms as set forth herein. COMPANY SHALL BE RELEASED FROM LIABILITY AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND SUSTAINED BY CUSTOMER. Company shall be released from liability for any injury, loss, or damages whatsoever that are occasions, in whole or in part, by defective design; faulty, incomplete, or erroneous plans or specifications; defective materials or parts; and defective operation or malfunction of any equipment. Company takes no responsibility for any instructions, directions, operating guidelines, or warranties contained in any book, booklet, guide, manual, or warranty from any manufacturer or dealer.
7. Payment Terms: Maintenance Plan Fees under this Agreement shall be due when billed. Additional emergency or maintenance work not covered under this agreement is due at the time of service. In the event said charges are not paid when due, Customer agrees to pay service charge of 1.5% per month, which is an 18% Annual Percentage Rate, and which will be charged on the average daily balance on any account past due over thirty (30) days.
8. Normal business hours for tune-ups and service are Monday-Friday 7:30am-4:00pm. Plan holders have labor coverage during the hours and days listed. Priority service is defined as next day business.
9. The Customer agrees to all terms and conditions listed in this brochure during the term of this Agreement and any renewals thereof. The Customer agrees that in the event there are any changes in coverage in the future, the terms and conditions of this Agreement shall continue to apply.
10. In the event that the residence is sold, the Maintenance Plan may remain in effect and can be conveyed to a new owner for the remaining term of the Plan provided the Plan has been paid in full.
11. Company shall not be required to furnish any items of equipment, labor, or other services including, but not limited to, the performance of any tests recommended or required currently or at a future date by any insurance companies; governmental agencies or authorities; and/or pursuant to any statutes, regulations, or other laws.
12. 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.
13. Customer agrees not to move or relocate equipment without notifying the Company. In the event Customer fails to notify, Company at its option may cancel this entire Agreement without refund or refuse to service the equipment so moved or relocated.

Special Notes:

- Freon leaks are not warrantied unless leak location was repaired by our company. Condensate leaks are not warrantied, and damage caused by condensate leaks are homeowner's responsibility.
- For Boston Proper residents, if off-site parking is needed for our service vans, a \$40.00 per visit charge will be applied as part of the Maintenance Plan visit.