



Daigle Oil Company

Home Comfort Plans

DOC's Home Comfort Plans are designed to provide added efficiency and protection to your heating system and home. Our annual plans are comprehensive and include labor, replacement of most parts, an annual tune up, a Tank-Sure® above-ground oil tank inspection and emergency service 24-7, 365 days a year.

We offer two types of heating equipment coverage; a boiler plan and a furnace plan with an optional water heater plan. Covered parts and services differ by plan but all three help reduce your energy consumption, prolong equipment life and detect minor problems before they become more serious.

Remember, cold Maine winters and severe weather can put stress on your heating equipment increasing the chance of a breakdown. By enrolling in one of our DOC Home Comfort Plans, you take the worry out of unexpected overtime charges or expensive repairs protecting both your system and budget.

Terms and Conditions

Important Reminder: We recommend you always check your emergency switch and fuel level prior to calling us for service. If emergency service is required and if the emergency switch is found in the OFF position or if the fuel tank is out of fuel, customers will be responsible for paying DOC's hourly rate.

1. Daigle Oil Company (DOC) reserves the right to inspect the equipment before issuing a contract.
2. Contracts are available only to persons purchasing their entire years' fuel supply from DOC.
3. This agreement is void if the buyer permits any person other than a DOC technician to render service on covered equipment.
4. Benefits are limited to one fuel burning appliance; one zone.
5. This agreement does not cover parts damaged by water, fire, lightning, power failures, natural disaster, accidents, tampering or abuse.
6. DOC shall not be liable for injury or damage resulting from defects in or the operation or non-operation of customer's burner or its accessories or any other equipment; nor is it liable for loss damage or claims resulting from fires, lack of material, government regulations, non performance due to labor disturbances, wars or circumstances beyond our control.
7. This agreement includes only the repair or replacement of parts specifically listed that becomes defective through normal wear and tear.
8. Tune ups will be performed during normal business hours.
9. Any service performed under this contract after normal business hours and/or on weekends or holidays must be a result of experiencing no heat or no hot water.
10. This agreement will automatically renew year to year unless either party gives prior notice of cancellation.
11. Full payment is due within 30 days of billing. Budgeted plans are due as agreed and scheduled. The contract will be immediately cancelled if payment is past due and all work performed will be billed at the current hourly rate.
12. A refund for a purchased or budgeted service contract may be issued within 30 days of the contract start date provided service work has not been performed. Refunds will not be issued for plans cancelled after 30 days.
13. Furnace plan parts not covered within the plan include: heat exchanger or furnace itself, combustion chamber, ducts, registers, fuel tank (unless enrolled under the TankSure® Program), fill and vent pipes, gauges, vent alarm and plugs. Clock thermostats, system selector thermostats, timers, humidifiers, electronic air cleaners, prefabricated and/or masonry chimneys, or power venters.
14. Boiler plan parts not covered within the plan include: heat exchanger, boiler block, sections thereof, boiler, combustion chamber, registers, radiation, piping, zone dampers, or any multiple zoning equipment. Hand valves, except one circulator bearing assembly. Fuel tank (unless enrolled under TankSure® Program), fill and vent pipes, gauges, vent alarm and plugs. Clock thermostats, system selector thermostats, timers, water modulating controls, humidifiers, electronic air cleaners, prefabricated and/or masonry chimneys, or power venters.
15. The following are also not covered under this plan: drainage of expansion tanks, fuel storage tank repair, fuel lines and valves, ductwork and piping.

DOC Home Comfort Centers

Fort Kent 834-5027	Ashland 435-8251	Presque Isle 762-9791	Island Falls 463-2219
Madawaska 728-4675	Caribou 493-4468	Houlton 532-2225	Lincoln 794-6544

24-Hour Emergency Service and Delivery:
1-800-794-4362

www.daigleoil.com



Home Comfort Plans

keeping families warm & comfortable



Home Comfort Plan Features

Whether you choose a [DOC Home Comfort Furnace or Boiler Plan](#), you receive the same quality [Tune Up](#) and [TankSure® Inspection](#) services.

Heating System Tune Up

DOC's preventative maintenance tune up assures our customers that their heating system is safe, efficient, reliable and clean. A certified DOC technician will:

- Inspect the unit
- Monitor furnace cycle
- Perform a draft test
- Tune up, lubricate and adjust the burner and all moving parts
- Adjust blower components
- Adjust gas pressure
- Adjust heat anticipator settings
- Replace the oil filter, nozzle and pump screen
- Clean heat exchanger and burners
- Clean flue pipe
- Inspect, vacuum and/or brush the combustion chamber
- Inspect the chimney liner and chimney clean out. Vacuum if necessary
- Vacuum boiler or furnace
- Fire the unit and check operation
- Check safety timing
- Perform an efficiency test
- Report any concerns to the customer

TankSure® Inspection

Our [DOC Furnace](#) and [DOC Boiler](#) plan also includes an annual [TankSure®](#) ultrasonic oil tank inspection, which is the fuel oil industry's standard for evaluating the safety and integrity of aboveground oil tanks. Our technician visually inspects the tank during an annual tune up and also conducts an ultrasonic test to determine the degree to which corrosion has reduced the thickness of the tank. Qualified tanks are enrolled in the program and benefit from a \$1500 tank replacement credit. Disqualified tanks are not enrolled in the program yet the customer receives a \$200 tank replacement coupon to help defer the cost of replacing a tank.



Home Comfort Plans

[DOC Furnace & Boiler Plans](#) provide repair coverage (parts & labor) when parts become defective due to normal wear and use, an annual tune up, a TankSure® oil tank inspection, and 24-hour emergency service at no charge.*

***Emergencies are defined as having no heat or no hot water.**

DOC Furnace Plan

- Air Filters (Set)
- Fuel Pump
- Pump Strainer
- Service Switch
- Blower Belt
- Blower Motor
- Nozzle
- Burner Coupling
- Oil Filter Element
- Burner Fan
- Transformer
- Thermostat (Non-Programmable)
- Burner Motor
- Electrodes (Set)
- Cad Cell Assembly
- Fan & Limit Control
- Primary Control
- Electrode Wiring & Clips
- Blast Tube
- End Cone
- Draft Regulator
- Burner Valve
- Smoke Pipe (2 elbows, 2 straight sections)

DOC Boiler Plan

- Automatic Air Vent
- Electrode Wiring & Clips
- Low Water Cutoff (For Non-Steam Systems)
- Back Flow Valve
- End Cone
- Mixing Valve
- Relief Valve (Boiler & Domestic)
- Blast Tube
- Expansion Tank (Non-domestic)
- Nozzle Adapter
- Zone Valve & Motor
- Delayed Action Valve
- Burner Valve
- Water Feeder (For Non-Steam Systems)
- Draft Regulator
- Flo Check Valve
- Pressure Reducing Valve
- Burner Coupling
- Burner Fan
- Burner Motor
- Cad Cell Assembly
- Transformer
- Electrodes (set)
- Fuel Pump
- Nozzle
- Oil Filter Element
- Primary Control
- Pump Strainer
- Service Switch
- Thermostat (Non-Programmable)
- Circulator Motor
- Circulator Switching Relay
- Smoke Pipe (2 elbows, 2 straight sections)
- Circulator (Cartridge Type)
- Circulator Bearing Assembly

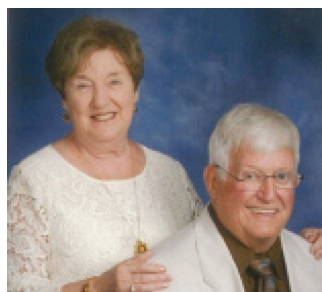
Optional DOC Water Heater Plan



This plan must be purchased along with either the [DOC Furnace](#) or [DOC Boiler Home Comfort Plan](#), and provides repair coverage (parts & labor) to the following parts on oil fired hot water heaters when they become defective due to normal wear and use. One replacement part per contract year.

- Aquastat
- Draft Regulator
- Burner Coupling
- Nozzle
- Service Switch
- Pump Strainer
- Primary Control
- Burner Fan
- Burner Motor
- Cad Cell Assembly
- Transformer
- Electrode (Set)
- Fuel Pump
- Relief Valve
- Smoke Pipe (2 elbows, 2 straight sections)

Comfort, Warmth and Security for Your Family



"We have been enrolled in Daigle Oil Company's Home Comfort program for many years. We've saved a lot of money on the occasions that we needed it. Repairs would have cost us more had we not been covered. DOC's Home Comfort Plan is like having insurance; you hope you won't need it, but when you do, it's a relief to be covered. The feature of the plan we especially like is they schedule an annual cleaning and tank inspection, which gives us comfort in knowing our equipment is clean and safe."

~Marc & Pris Chasse,
Fort Kent

Fueling the Community

