



WatchGuard® Service Plans • Terms & Conditions

Water Heater Preventive Maintenance & Repair Plan With Emergency Service

Coverage Available For

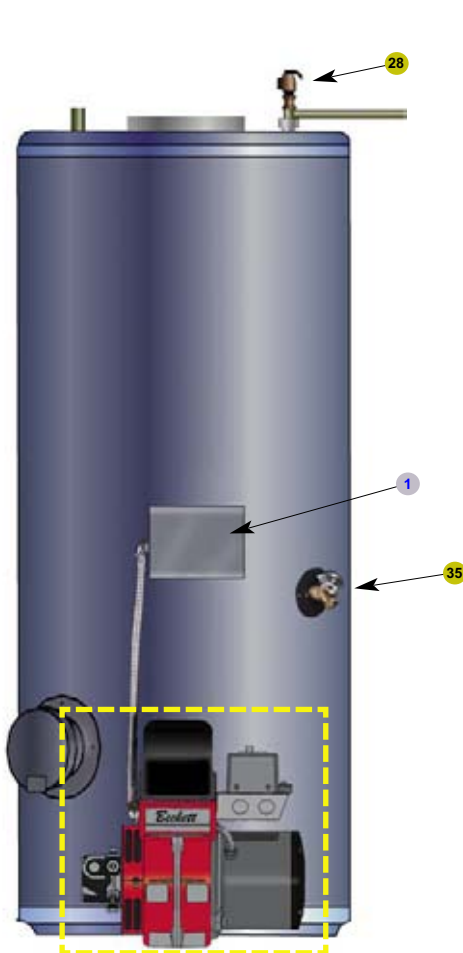
- Oil fired water heaters
- Indirect Water Heaters
- Aqua Boosters

Annual Preventive Maintenance

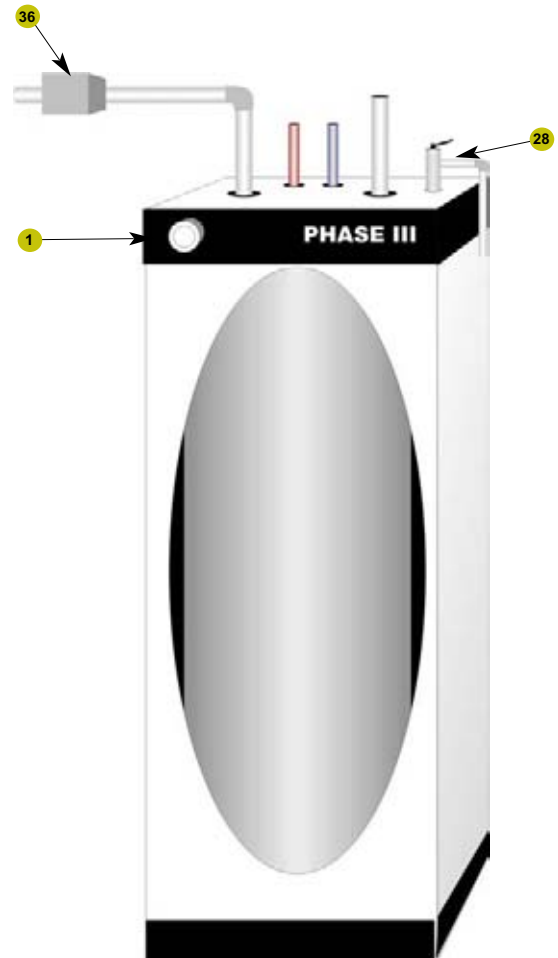
- System vacuum
- Oil filter change (1)
- Oil pump strainer change
- Oil burner nozzle change
- Energy efficiency audit
- Lubrication of motors
- Inspection of chamber
- Check limits
- Ignition check
- Pump pressure check
- Secure vent connector
- Periodic anode rod inspection*
- Digital Flue-Gas Analysis
- Safety inspection

● Silver Plan Parts Coverage ● Gold Plan Parts Coverage ■ Optional Coverage ■ No Coverage

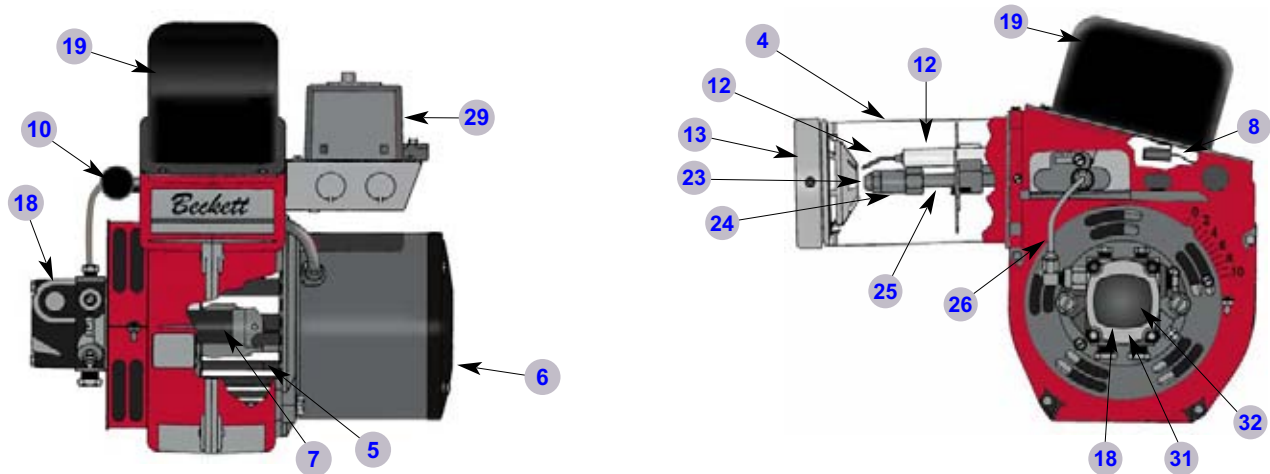
1 Aquastats ●●	10 Delayed oil valves ●●	19 Ignition transformer ●●	28 Pressure relief valves ●
2 Anode Rod(s)* ●	11 Electrical wiring on HWH ●●	20 Ignition wires ●●	29 Primary control ●●
3 Baffles ●	12 Electrodes & Porcelains ●●	21 Low voltage transformer ●●	30 Priority Relays ●●
4 Blast tubes ●●	13 End cones ●●	22 Mixing valves ■	31 Pump gaskets ●●
5 Burner fans ●●	14 Expansion tanks ●	23 Nozzle ●●	32 Pump strainers ●●
6 Burner motors ●●	15 Exposed oil lines ●	24 Nozzle adapter ●●	33 Smoke pipe and draft regulators ●●
7 Burner motor couplings ●●	16 Fire valves ●●	25 Nozzle assembly ●●	34 Toggle switches ●●
8 Cad cells ●	17 Flow restrictors ●	26 Nozzle lines ●●	35 Water drain valves ●
9 Circulators ●	18 Fuel pumps ●●	27 Oil filter cartridge (1 change) ●●	36 Zone valves ●



See oil burner illustration on rear panel



SEE REVERSE SIDE FOR MORE INFORMATION ➡



Typical Residential Oil Burner

Terms & Conditions

Contract Exclusions

(Chargeable For Both Parts and Labor)

- Non-emergency service calls after working hours
- Damages caused by fire, flood, or acts of nature
- Parts and labor required to re-start burner due to lack of fuel caused by non-payment, or foreign materials and or water in fuel tank
- Blown fuses, tripped circuit breakers, or Electrical / Emergency switch in the off position
- Service and/or damages caused by draft-reversing systems, such as attic exhaust fans or clothes dryers
- Any service calls pertaining to frozen pipes or oil lines.
- All service required to the oil burner, flue passages, and vent connectors where insufficient combustion air has been previously diagnosed. Sippin energy products is not responsible for injury or property damage resulting from the operation of oil burning equipment without sufficient combustion air.
- Sippin customers with oil tanks located in un-heated areas are required to use a cold temperature additive provided by Sippin Energy. Refusal to use these recommended additives voids service contract coverage.
- Incidental damage caused by failure to provide service due to conditions beyond our control
- Incidental damages caused by failure of any component of heating system
- Replacement or repair of water vessels heat exchangers, or complete oil burner assemblies • Obsolete Equipment, such as rotary burners, G.E. burners.
- Service not performed by Sippin Energy Co.
- Heating equipment not used with Sippin Energy Products high performance blended fuel products
- Service requirements beyond CT State occupational licensing laws
- Remediation of oil and water spills
- Oil line replacement or repair of hidden oil lines
- Any high voltage electrical wiring or any wiring not attached to the heating unit.
- Upgrades of operable equipment
- Powered Exhaust Fans, Draft Inducers, and Powered Combustion Air Systems.
- Missed appointments will be charged 1/2 of our normal hourly billing rate.
- Digital energy management controls (IE, Tekmar,

Buderus, Energy Kinetics, etc)

- Service resulting from system water pressure exceeding 110 PSI
- Domestic coils, flat plate heat exchangers, remote outlet circulators

Emergency Service

- Emergency service is defined as follows: No hot water or conditions which cause the water heater to be voluntarily shut down for safety purposes, such as a large oil or water leak, loud noise, or smoke entering the household. A Sippin Energy Technician will generally contact the homeowner in advance to analyze the conditions and determine whether the condition is considered an "emergency" call. Non-emergency calls will be billed at normal or overtime, "time & materials" basis. Silver Plan provides emergency service during normal business hours (8am-5pm / M-F) only, Gold Plan provides coverage 24/7

* Cathodic Protection (Gold Plan Only)

- We will periodically inspect the condition of cathodic protection system (anode rods), and replace as necessary. However, some systems may have anode rods that cannot be removed nor inspected due to age, water quality, and/or corrosion. In these circumstances, notification of such condition will be provided to the homeowner after completion of the annual preventive maintenance visit. Anode Rod service is only provided at the time of the annual preventive maintenance visit.

Contract Terms

- Payment for all plans is due net 10 days from invoice date (Unless on budget plan)
- This plan is only sold in conjunction with an active Sippin heating system service plan
- Contracts can be terminated or suspended for non-payment of any products or services provided by Sippin Energy Products
- No pro-rated refunds will be issued after 90 days. Any service work provided will be deducted from refund.
- All new contracts will be activated on the 1st of the following month.
- Any un-authorized work performed on system voids service plan.
- Service contracts are exclusively limited to Sippin Energy Products customers on automatic delivery

who consume a minimum of 400 gallons annually. Purchase of fuel from supplier other than Sippin Energy Products, voids contract. Equipment Under

Warranty

- Equipment covered under the original manufacturers warranty will receive a "Fire & Test" in place of the normal preventive maintenance call for the first year of coverage under this plan. After first year equipment will receive an inspection or tune-up as needed.

Service Scheduling

- Sippin Energy Products will attempt to contact customers to schedule their service visit, however, it is ultimately the customers responsibility to see that the service is scheduled as there are no carry-overs or rebates.
- Missed appointments will be charged 1/2 of our normal hourly billing rate.
- System tune-ups are included with all Sippin Energy service plans and are recommended to be done annually. A unit will be considered neglected if two years have passed since the last maintenance visit. Service calls and damaged parts caused by neglected maintenance may be billed at prevailing rates.

Inspection & Pre-existing Conditions

- All hot water equipment is subject to a pre-inspection by a Sippin Energy Products technician prior to the initiation, or during the term of any contract. If the system is not acceptable for contract coverage, the contract will be terminated, and service provided will be billed on a time and materials basis. Initiation of new contracts requires that there be no pre-existing conditions hindering the proper operation of the heating unit. Any pre-existing problematic conditions must be remedied (chargeable) prior to the initiation of the new contract.

Parts

- Sippin Energy reserves the right to use new or remanufactured parts at its discretion. Generic parts may also be used in place of OEM parts on any repair or replacement.

CT Heating and Cooling License(s): S-1 302743, S-1 303723 • Additional information is available at our website at www.sippin.com



This plan was revised on
07-26-2007 and supercedes all
previous plans

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