

Our Commercial No Surprises Service Plan

www.koscocomfort.com

Fuel Oil &
Propane

GREAT VALUE, LOW COST

Our all NEW "No Surprises Service Plan" will keep your heating equipment running at top performance with the most complete parts and labor coverage on the market. No hidden charges or deductibles.

Payable annually for just \$369.00.

Heating systems with more than 3 heating zones, add \$36.00 per zone.

Customized plans available

CONVENIENCE

Emergency Coverage is available 24 hours 7 days a week.

A quick call ensures your heating system receives the high quality service you deserve.

PROFESSIONAL SERVICE

Our technicians are professionally trained in our state of the art, industry recognized training facility.

PREVENTATIVE MAINTENANCE

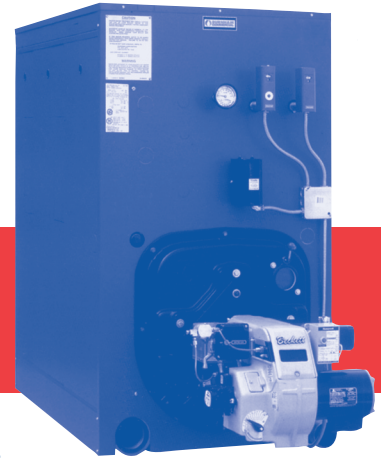
Scheduled heating equipment tune up will maintain your heating system's optimum efficiency.

HEATING EQUIPMENT REPAIR

This plan covers parts and labor for almost every replacement part on your heating equipment. Items not covered are major repair items. See terms and conditions on back.

Items NOT covered include:

1. Radiators, heating pipes, duct work & related components
2. Fuel lines and tanks
3. Domestic water components and piping, non-heating related
4. Air conditioners, humidifiers, air purification/filtration systems
5. Mechanical flue exhaust systems (combustion blowers, power venters and draft inducer), and chimneys
6. Obsolete equipment and specialized computer control systems, circuit boards and relay boards.



** Kosco reserves the right to customize service plan to meet specific needs **

This high value plan can pay for itself with just one service call.

Service Plan Application

- NO SURPRISES SERVICE PLAN \$369.00 + tax**
 Heating systems with more than 3 heating zones, add \$36.00 per zone
OPTIONAL COVERAGE PLANS
 Water Heater \$129.00 each annually



Name _____ Acct# _____

Phone _____

Address _____

Age of Equipment _____

Number of Circulators _____

Number of Zone Valves _____

Number of Thermostats _____

Do not send payment until you receive your service invoice.

I have read and agree to all terms and conditions.

This plan will renew annually unless canceled in writing.

Signature _____ Date _____

Signature denotes acceptance of Purchase and Service Agreement

Conditions of Service Plan Between Buyer and Seller

1. Prevailing rates will be charged for labor and materials not specifically indicated as covered by this service plan. **NON-EMERGENCY NIGHT, HOLIDAY, AND WEEKEND CALLS ARE NOT COVERED AND WILL BE BILLED AT PREVAILING RATES.** Service plan covers the replacement & installation of **existing parts** and labor as it applies to the terms of this agreement.
2. **THE BUYER AGREES NOT TO HOLD THE SELLER RESPONSIBLE FOR UNATTENDED, VACANT OR UNOCCUPIED PREMISES.** The Buyer's fuel storage tank and fuel lines are not covered for maintenance, repair or replacement. Service plan does not cover labor and materials to repair water leaks on domestic or heating pipes, to thaw or repair frozen domestic or heating pipes, to thaw frozen oil lines or outside oil tanks, to dispose of water or other foreign matter from oil tanks or lack of oil due to conditions beyond Seller's control. Service plan does not cover replacement of or work on domestic hot water coils, draft inducers, combustion blowers, power venting equipment or connected controls, System 2000 manager connected wiring or plate exchangers, Logomatic control, PC700, energy managers or any other specialized outdoor reset controls, bronze circulators, air conditioners, humidifiers, electric air cleaners and media filters, boiler sections, heat exchanger, air handler components, burner replacement, programmable thermostats, kick space heaters, steam boiler water feed valves, blower housing, heat distributing units (radiators, baseboard radiation), piping or duct work, duct cleaning, hot water mixing valves, water heater anode rods, replacement water heater storage tanks, thermal (domestic water) expansion tanks, back flow preventers, motorized zone dampers and their connected relays, replacement dry bases and/or their combustion chamber, replacement refractory chambers, fire brick repair or replacement, steam condensate pumps, pool heaters, hearth products, external power generator equipment, steam boiler return tanks or fuel flow problems directly related to outside oil storage tanks. Seller is not responsible for testing, monitoring or for the effectiveness of anti-freeze in the heating system. Replacement or disposal of anti-freeze is not covered. Battery replacement in Carbon monoxide (CO) detectors or thermostats are not covered under this plan.
3. Excluded from coverage is any heating appliance determined by Kosco to be obsolete; including, but not limited to: G.E., Jet Heat, Yukon, Timken, and Iron Fireman equipment, combination wood/coal units. Any work specifically exempt by law.
4. **IT IS THE BUYER'S RESPONSIBILITY TO CONTACT SELLER TO ARRANGE FOR PREVENTATIVE MAINTENANCE AND BURNER SERVICE IF NEEDED** (see telephone numbers below). Appointments not canceled prior to technician's arrival are subject to a (1) one hour labor charge at prevailing rates. For LP (Propane Gas) appliances, a leak test must be performed per NYS Code (406.6.3) and is chargeable if any interruption of service occurs (meaning the flow of gas was stopped for any reason).
5. Performance under this Agreement may be discontinued at any time by the Seller if working conditions are found to be hazardous or unsanitary or when it is no longer practical to continue servicing customer's equipment due to age or obsolescence.
6. **SERVICE PLAN** - covers one (1) heating appliance per contract. All equipment is subject to inspection. All LP (Propane Gas) equipment is subject to inspection and must meet NFPA54, NFPA58, AGA Certification and ANSI.
7. Service plan will be in effect from the date seller receives full payment and signed agreement from buyer. Service plan will be automatically renewed annually, unless canceled by either party upon ten (10) days written notice to other party. When it is no longer practical to continue to servicing customer's equipment, due to age, condition or obsolescence, Seller reserves the right to terminate this Service Plan. However, Seller, with customer's approval and at customer's expense, will modernize customer's equipment which will continue this Service Plan.
8. Service plan does not include chimney cleaning or repairs, replacement of work thereon, nor for damage resulting from malfunction of chimneys.
9. Buyer agrees not to hold Seller responsible for replacing or repairing parts damaged by faulty electrical systems, water, flood, fire, acts of God, or resulting from any cause not reasonably within Seller's control such as governmental liabilities, failure of customer to supply electricity and/or water, absence, accident, tampering/neglect to heating equipment. **UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LOSS OF PROFITS, ANY BODILY INJURY, PROPERTY DAMAGE OR DECREASE IN PROPERTY VALUE ARISING OUT OF DISPOSAL, DISCHARGE, DISPERSAL, RELEASE OR ESCAPE OF ANY PETROLEUM SUBSTANCE OR DERIVATIVES INTO OR UPON BUYER'S PREMISES, ANY SURROUNDING PROPERTY, THE ATMOSPHERE OR ANY WATER COURSE OR BODY OF WATER UNLESS IN EACH CASE BY SELLER'S GROSS NEGLIGENCE. SELLER'S DAMAGES SHALL NOT EXCEED THE PLAN PRICE. UNATTENDED, VACANT AND/ OR UNOCCUPIED, NON MONITORED PREMISES WILL NOT BE COVERED UNDER SERVICE PLAN.**
10. Service Plan is void if Buyer permits any person not authorized by Seller to service their equipment or if Buyer is past due for monies due the Seller.
11. Service Plan is non-refundable, however, any unused portion may be transferred to a new credit approved customer within the terms of the Plan.
12. **SERVICE PLAN IS AUTOMATICALLY TERMINATED AT THE TIME AUTOMATIC DELIVERY IS DISCONTINUED. THIS PLAN IS CONTINGENT UPON THE BUYER'S EXCLUSIVE USE OF FUEL OIL /LP (PROPANE GAS) SUPPLIED BY KOSCO. USE OF ANY OTHER FUEL OIL /LP (PROPANE GAS) SUPPLIER BY THE BUYER WILL AUTOMATICALLY TERMINATE THIS SERVICE PLAN AND THE BUYER SHALL FORFEIT TO KOSCO ANY MONIES PERTAINING TO THIS SERVICE PLAN.**
13. **SELLER WARRANTS AGAINST DEFECTS IN MATERIALS AND WORKMANSHIP AS LONG AS THIS SERVICE PLAN REMAINS IN EFFECT. EXCEPT FOR THE FOREGOING WARRANTY, SELLER DISCLAIMS ALL OTHER WARRANTIES, BOTH EXPRESSED AND IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Corporate Offices

Administration & Billing
P.O. Box 1269
Saugerties, NY 12477
Local: 845-331-0770
Local: 518-943-3500
Toll Free 800-869-7678

Saugerties Office

Equipment Sales & Service
2926 Rte 32 North
Saugerties, NY 12477
Local: 845-247-6030
Toll Free: 800-755-6726

Rhinebeck Office

Administration & Sales
P.O. Box 48
6822 Rte 9
Rhinebeck, NY 12572
Local: 845-876-2033

Local Payment Offices:

Catskill Terminal
2 Main Street
Catskill, NY 12414

Port Ewen Terminal
15 North Broadway
Port Ewen, NY 12466

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