



379 Kirkland Rd, Old Town, Me 04468 (207) 827-5115  
110 River Rd, Lincoln, Me 04457 (207) 794-2200

## **Basic Propane/Natural Gas Water Heater/Space Heating Service Plan**

For Marquis Heating Propane/Natural Gas customers...we give a proven reliable Basic Propane/Natural Gas Service Plan for a worry-free season.

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The Marquis Heating basic propane/natural gas service plan provides an annual inspection and covers labor for most regular and emergency service that may be required.

### **Tune Up**

Steps included in your annual maintenance are as follows:

1. Test all safety controls.
2. Check and adjust ignition system.
3. Clean flame sensor (for Rinnai propane space heaters).
4. Wire brush burner and check for cracks (for Empire propane space heaters).
5. Clean main burner orifice (for Empire propane space heaters).
6. Lubricate motors.
7. Seal air leaks around combustion chamber and venting.
8. Tune up and adjust propane burner for maximum efficiency and economy.
9. Inspect propane tanks and regulators.
10. Perform safety inspection.

### **Exclusions**

- Heat exchangers and combustion chamber
- ECM blower motor
- Power venter and vent dampers
- Gas supply line upgrades due to tank relocation or addition of new appliances
- Handling or removal of asbestos
- Stainless/B-vent pipe
- Thermostat batteries and labor to replace batteries

### **Water Heater Coverage Add-on**

Parts covered include aquastat, burner parts, controls, emergency switch, and thermocouple. The labor to repair all of these parts is also covered. Regular tune-up of the burner is included. Exclusion are water heater tank, water piping and power venters

The terms of the agreement are contained on more than one page.

Page 1 of 3 *Customers Initials* \_\_\_\_\_



## GENERAL CONDITIONS

1. Marquis Heating's Propane Water Heater/Space Heater Plans are available only to persons who purchase their entire year's propane supply from us on an automatic delivery basis. *Customers Initials* \_\_\_\_\_
2. Landlords or property owners must assure that all propane requirement be acquired from MARQUIS HEATING. Failure to abide by these terms may result in immediate termination of this plan at our option without refund. *Customers Initials* \_\_\_\_\_
3. All equipment to be inspected and approved by one of our authorized servicemen before contract will be issued. All gas equipment must be in conformity with and be installed according to all federal, state, and local codes and ordinances to qualify for this plan. Propane/Natural gas equipment must be equipped with 100% safety shut-off.
4. Our Propane/Natural Gas Water Heater/Space Heating Plan provides for the repair or replacement of any or all parts listed in the contract.
5. Contracts expire the following April 30 regardless of the date of issue. *Customers Initials* \_\_\_\_\_
6. All services offered are for normal usage and policies do not protect against floods, fires, or other acts of God. Does not cover draining of expansion tanks, power failures, lightning, and switches found in the "off" position, flooded basements, inadequate propane supply when account is not on automatic delivery or account payments that are in a delinquent status.
7. We will provide emergency service; however, we cannot be liable for failure to supply service or material because of conditions beyond our control. In no event shall we be liable for any consequential damages or injury.
8. Any service required after 4:30 P.M. weekdays and on Saturday, Sundays, and Holidays must be the result of complete mechanical failure of the unit thus causing NO HEAT. Any other service call received during this time will be billed at the hourly rate in effect at that time.
9. Payment terms: Payment due within 7 days after billing date or budget arrangement with our credit department. If payment is not received within 7 days or budget arrangements made, contract is subject to cancellation and all work performed will be billed at our normal rates.
10. All work done to your heating system must be done by our company licensed personnel otherwise your contract will be voided. *Customers Initials* \_\_\_\_\_
11. All service contracts are not automatically renewed and must be renewed by the customer for the new year. If renewed late, Marquis Heating reserves the right to re-inspect and/or cancel contract.
12. Any updates to your unit that are required by changes to the State of Maine Propane & Natural Gas Code is the sole responsibility of the customer to bring the unit up to code or have it done by us at minimal cost.
13. We are not responsible for water leaks and or piping defects in floors, ceilings and side walls that effect the operation of your heating system and or cause system damage. You are responsible for providing us with access to all concealed or hidden components of the heating system and all repairs or replacements that arise out of our need to have access to the components, including, for example, walls, partitions, floors, ceilings, chimneys, entryways, and the like.
14. We are not responsible for the discovery, handling, treatment, removal of any asbestos, hazardous material treatment removal or disposal
15. This plan does not cover any customer owned propane storage tanks above or below ground. This plan also does not cover any equipment owned by the natural gas company.
16. We are not responsible for any additions to your gas heating systems or other gas equipment that are not a part of your propane heating system or other gas equipment as initially approved by us, nor are we responsible for additions, repair, replacement or substitutions to your gas heating system or other propane equipment or any of its components parts if installed or made by anyone other than us during the coverage period.
17. We are not responsible for obsolete or discontinued parts.
18. **THIS PLAN DOES NOT COVER AND WE ARE NOT RESPONSIBLE FOR ANY DAMAGES, INCLUDING ENVIRONMENTAL DAMAGE, ARISING OUT OF ANY LEAKAGE OR SPILLAGE FROM ANY PROPANE LINES, PROPANE TANKS OR OTHER PARTS OF YOUR HEATING SYSTEM FOR ANY REASON WHATSOEVER. THIS PLAN DOES NOT COVER AND WE WILL NOT BE LIABLE FOR CONTAMINATION OF SOIL OR OTHER PROPERTY DAMAGE OR PERSONAL INJURY.**

The terms of the agreement are contained on more than one page.



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**2018-2019**

Please Check Contract Desired:

Basic Propane/Natural Gas Space Heating Plan (\$182.00)

Propane/Natural Gas Water Heater Only (\$182.00)

Add to Budget \_\_\_\_\_ Check Enclosed \_\_\_\_\_ Check Number \_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Acct# \_\_\_\_\_ Date \_\_\_\_\_

Marquis Heating Signature: \_\_\_\_\_ Date \_\_\_\_\_

Customer Billing Address \_\_\_\_\_

Customer Delivery Address \_\_\_\_\_

Customer Home # \_\_\_\_\_ Customer Work # \_\_\_\_\_ Customer Cell # \_\_\_\_\_

Customer E-mail Address \_\_\_\_\_

***BOTH PARTIES ARE REQUIRED TO SIGN. THIS AGREEMENT IS VOID WITHOUT BOTH SIGNATURES***

The terms of this agreement are contained on more than one page