

# General conditions

## All Plans

1. To be eligible for Lake Region Energy Affiliates's Platinum Protection Plan, Total Propane Comfort Plan, and/or A/C Cooling Summer Plan, you must purchase your yearly fuel supply from Lake Region Energy Affiliates and be an automatic delivery customer.
2. The plan goes into effect once inspection is approved and will be automatically renewed with payment due 30 days from billing, unless either party provides in writing a desire to cancel contract. All contracts are for one year and are non-refundable and non-transferable.
3. Lake Region Energy Affiliates will not be responsible for system damage due to frozen pipes, flooded basement, loss of electricity, power surges, switches being in off position, fires, other acts of God, lack of fuel, customer not being on automatic delivery, when thermostats are turned below room temperature, or when account is in delinquent status.
4. Replacement or installation of antifreeze is not covered under this plan.
5. Digital, programmable, and WiFi thermostats are not covered by this plan.
6. Any parts that require replacement due to antifreeze corrosion are not covered under this plan.
7. Plumbing and electrical wiring that are not part of the heating system, humidifiers, A/C, chimney maintenance, or duct work are not covered.
8. Damages caused by generators are not covered.
9. All replacement parts will be of like kind and quality, subject to availability.
10. No other piping or radiation or labor to install is covered by this plan. Replacement of existing radiation is not covered.
11. Alarm equipment attached to heating system is not covered under this plan.
12. We are not responsible for removal, nor are we required to handle, any asbestos or equipment containing asbestos.
13. Upgrades to the system are not covered under these plans.
14. Plans are not transferable with the sale of home.
15. Landlords are able to purchase a plan if they require tenants to purchase their oil from Lake Region Energy Affiliates.
16. Code updates are not covered under these plans.
17. Non-Emergency Service calls will not be covered after normal working hours (**see EMERGENCY SERVICE section for details**).
18. We are responsible for actual repair, replacement, or maintenance of the energy system itself, at our discretion.
19. This plan is intended to cover your energy system itself, under normal usage.
20. Any unauthorized work performed on equipment other than by our own technicians voids this contract plan.

## Additional Terms for Platinum Plan

1. Under oil tank coverage, we will only cover tanks installed in a basement or garage. To receive coverage of any outside aboveground tank up to 330-gallon capacity, you must purchase the additional TankSure Program.
2. Your heating equipment cannot have a firing rate over 2.5 gallons per hour.
3. Your equipment must be inspected by one of our technicians and must meet or exceed all State of Maine codes and receive an efficiency rating at or above 80%.
5. Under this plan, we are not responsible for oil lines running from the tank to the heating equipment and are not responsible for any environmental damage from leaking tanks, oil lines,

pump seals, or motors. We will not be liable for contamination of soil, other property damage, or personal injury. We are not responsible for the removal or required to handle any asbestos or equipment containing asbestos.

6. This plan does not cover any blocked vent pipes due to snow, critters, or other natural causes.

## Additional Terms for TankSure

The TankSure Program provides a tank testing service and the TankSure Limited Warranty. An ultrasonic tank test will be performed by our technician to check for existing leaks before your tank can be accepted for enrollment. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing these new services with the hope that, by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. We recommend that an annual test of your fuel tank be performed. If a tank leak occurs due to corrosion, the company will pay up to \$1,000 toward the replacement of your tank, in accordance with the terms of the TankSure Limited Warranty. A Warranty Certificate will be provided to you upon request. All contracts are for one year and are non-refundable and non-transferable.

This plan covers one aboveground oil tank (up to 330 gallons) that is leaking due to normal usage or excessive rusting. Any attachments or existing piping such as oil filters, oil lines, fill pipes, whistles, tank gauges, etc. are not included in the tank replacement. Lake Region Energy Affiliates will not be liable for contamination of soil, other property damage, or personal injury. Lake Region Energy Affiliates is not responsible for replacing oil that is in the tank or that has escaped due to the leak.

## Additional Terms for Total Propane Comfort Plan

1. To qualify, a GAS Check™ must be performed by one of our technicians and must be installed to Maine State Code.
2. This plan does not cover system flushes or replacement of parts due to poor water quality.
3. This plan does not cover leaks in gas piping.
4. This plan does not cover blocked vent pipes due to snow, critters, or other natural causes.
5. This plan does not cover outside tank lines or regulator maintenance.

## Additional Terms for A/C Cooling Summer Plan

1. To qualify for this plan, our technicians must inspect and pass your system and everything must be to Maine State Code.
2. All A/C calls under this plan, with the exception of total system shutdown, are considered non-emergency calls and will be scheduled during normal working hours.
3. This plan is a maintenance plan only and does not cover replacement of major components.
4. This plan covers one A/C unit only.

**EMERGENCY SERVICE is defined as follows:** 1. No heat during a time in which heat is required for safe occupancy of the home; 2. Failure of parts covered under this plan that causes the heating unit to shut down on safety; 3. Anything affecting the safety of occupants living in the house; 4. lack of hot water; or 5. At the discretion of an Lake Region Energy Affiliates Employee. All other non-emergency calls will be completed during normal business hours. Lake Region Energy Affiliates will come out for a non-emergency call after normal business hours, but reserves the right to charge the customer if considered a non-emergency call. Lake Region Energy Affiliates will attempt to contact customers with this plan to schedule annual service; however, it is the customer's responsibility to see that the service is scheduled.



**LAKE REGION  
ENERGY**



# Service Plans

Call: **207 839 5536** or visit  
**[lakeregionenergymaine.com](http://lakeregionenergymaine.com)**

## Platinum Protection Plan



The Platinum Protection Plan provides you with total heating protection, up to and including replacement of your complete boiler, hot water heater or hot air furnaces, and oil tanks.

Customers covered under the plan need not worry about additional unforeseen heating costs throughout the year. Our plans cover:

- Emergency Calls
- Replacement of Defective Parts • Annual System Clean-Out
- Associated Labor
- TankSure® Program Protection

### Annual Tune-Up:

- Vacuum cleaning of boiler and (furnace to) chimney connector
- Changing of oil filter, pump strainer, nozzle, air filter (once per year)
- Test of all oil burner controls
- Lubrication of motor bearings
- Test-firing oil burner to ensure proper operation An efficiency test for optimum efficiency

### Replacement & Repair:

- Your entire boiler, furnace, and/or indirect hot water heater
- Up to a 550-gallon aboveground indoor tank
- Burners including transformers, motor, pump, coupling and fan, electrodes, nozzle assembly and end cone, combustion chamber, circulator, zone valve, thermostats, switching relays, flow checks, aquastats, high and low limit controls, low water cut off, boiler feed, back flow preventers, relief valve, mixing valves, blower motor, and blower fan.

\*Please see reverse for general conditions of all plans.

## Total Propane Comfort



Our Total Propane Comfort gives you the same security as our Platinum Protection, but for customers with propane heating equipment.

### Annual Tune-Up:

- Test all safety controls
- Adjust ignition system and air filters
- Vacuum smoke pipe
- Lubricate motors
- Check for air leaks around combustion chambers Adjust propane burner
- Inspect tanks and regulators

### Replacement & Repair:

- Your complete boiler, furnace, and/or indirect hot water heater
- Burners including transformers, motor, pump, coupling, fan, combustion chambers, circulators, zone valves, standard thermostats, switching relays, flow checks, aquastats, high and low limit controls, pilot assembly, flame sensor, gas valve, igniter, blower motor, and blower fan.

## A/C Cooling Summer Plan



For the annual maintenance and repair of your air conditioning unit, Lake Region Energy Affiliates offers a comprehensive cooling plan.

### Includes:

- Refrigerant charges
- Pressure levels
- Line set connections
- Condenser blower motor and fan
- Cleaning of debris from fan and coils
- Replacement of air filters once per year
- Check of condensate lines, connections, and drain pans Checking of fan belts for normal wear and tear.

## The TankSure® Program

### Now included with your annual tune-up!

- \$1,000 proactive tank replacement
- Ultrasonic tank testing, monitoring, and inspection
- Upon approval of inspection, TankSure® is annually renewed
- An ultrasonic tank test is recommended by the Maine DEP

### Did you know...?

Heating oil typically corrodes from the inside out. Your tank may look perfectly fine from the outside, but it could be wearing dangerously thin. The ultrasonic tank testing (similar to a medical ultrasound) will allow us to give you a sense of security – or plenty of warning that a problem is on the horizon. If your tank is determined to need a replacement at any time in the future, the TankSure® Program warranty will cover up to \$1,000 towards replacement costs.



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