

Commitment to Service

Many fuel companies are family businesses, but few keep the enterprise going through so many generations. The key to Whiting Oil's growth has

been through personalized service to homeowners. With the number of homes on the rise, Whiting Oil has continually adapted to the growing demand for other energy sources and underlying their growing success is a commitment to the highest level of service.

"We're out there 365 days a year, 24 hours a day. That's more than most doctors are on call!"

Richard Whiting

Service Plan Value

Service plans ensure that you will receive professional preventive maintenance for your oil burner and fuel oil tank. An oil burner tune-up which is included in all of our plans will increase your heating efficiency and allow you to save on heating costs. Our plans have been designed to be economical and a good value. The purpose of our plans is to keep your heating and hot water system working at peak efficiency and to keep critical parts maintained. To avoid the risk of expensive repairs take advantage of one of our service plans. Each plan offers a different level of protection and peace-of-mind.



Annual System Tune-Up

Whiting Oil's 11-Point Heating System Tune-Up

1. Clean interior of heat exchanger, flue pipe and base of stack (if possible).
2. Replace oil filter cartridge.
3. Replace oil burner nozzle.
4. Replace air filter.
5. Check combustion chamber.
6. Clean electrodes and replace if needed.
7. Check and test operating and safety controls.
8. Check and lubricate motors.
9. Check and adjust fan belt (if applicable).
10. Adjust heating unit to maximum efficiency.
11. Perform an efficiency test.

Parts & Labor Coverage

Professional preventive maintenance is strongly recommended annually for all heating systems. Maintaining and adjusting your oil burner will help save over 10% on heating costs and add years to the life expectancy of this expensive equipment. Please refer to the parts list under Comprehensive Maintenance Plan.

WHITING ENERGY FUELS TANK ASSURANCE PROGRAM

The TANK ASSURANCE PROGRAM is available to our customers for 275 gallon above ground tanks. The coverage for the tank does require the customer to purchase all their heating oil from Whiting Energy. If the oil tank fails the Limited Warranty will provide tank replacement coverage for the tank and parts listed below up to \$1,500.00 of coverage.

The following is included:

- 275 gallon steel tank (Roth, and all other steel tanks are additional cost)
- Legs on new tanks only
- Vent alarm- Gauge
- Fireomatic valve
- Complete oil filter
- Fill and vent caps
- Fill and vent piping up to 20 ft.

The following items are not included:

- Cement pads
- Containment
- Tank disposal
- Excess oil
- Oil disposal
- Local fire department permits
- Traffic barriers
- Environmental cleanup*
- Any taxes that may be levied in the future
- Oil lines (if needed to meet code laws)

Tanks must be inspected before insurance can be issued. All tanks must be accessible for inspection. There will be a ninety day grace period on new accounts before a claim can be honored.

Comprehensive Maintenance Plan

Whiting Oil's 11-Point Heating System Tune-up

Please refer to list above.

Tank Assurance Program

Please refer to the description above.

24 Hour Emergency Service

Available 24 hours a day, 7 days a week to Comprehensive Maintenance Plan Customers. If your heating system needs repairs after normal business hours, give our office a call we will take care of the rest.

There will be a labor charge for service between 8pm to 8am of \$100.

Parts & Labor Coverage

If your furnace or boiler requires service, the parts listed below and the labor to replace them will be covered at no cost to you.

There will be a labor charge for service between 8pm to 8am of \$100.

Parts Covered

- | | |
|--|--|
| 1. Standard Fuel Pump (Single Stage) | 15. Ignition Electrodes |
| 2. Oil Burner Pump Couplings | 16. Delayed Action Oil Valves |
| 3. Standard 007 Circulator | 17. Oil Burner Fan |
| 4. Fire-O-Matic Valve | 18. Nozzle |
| 5. Fire-O-Matic Switch | 19. Standard Circular Motor (up to 1/4 HP) |
| 6. Oil Burner Switch | 20. Blower Belt |
| 7. Cad Cell Complete | 21. Pro 1000 Heat & Cool Thermostat |
| 8. Relays R7284, 7224U, ProMax Control | 22. Single Acting Aquastat |
| 9. Emergency Switch | 23. Standard Tank Gauge |
| 10. Oil Filter Cartridge | 24. Fan & Limit Control |
| 11. Direct Drive Motor (up to 1/2 HP) | 25. Glass Gauge & Washer |
| 12. Standard Blower Motor (up to 1.0 HP) | |
| 13. Standard Oil Burner Motor (up to 1/4 HP) | |
| 14. Ignition Transformer | |

We request, before you schedule maintenance, please remove all items from the area surrounding your oil burner and oil tank. The entire heating system including the tank must be accessible for our technicians. Enrollment in the ASSURANCE PROGRAM is contingent.

Clip and Mail

Yes, I would like to sign up for:

Annual System Tune-Up + Parts (for 1½ hours labor)/year

Comprehensive Maintenance Plan

Annual System Tune-Up w/o Tank Assurance Program+ Parts (for 1½ hours labor)/year
(I understand that I will be responsible for any and all costs associated with my oil tank)

Comprehensive Maintenance w/o Tank Assurance Program
(I understand that I will be responsible for any and all costs associated with my oil tank)

**If your system has additional heating systems, additional charges will occur. **Price subject to change annually without notice.*

Name _____ Signature _____

Street _____

City _____ State _____ Zip Code _____

Home Phone _____ Daytime Phone _____

Bill my Account or Charge my Credit Card

Card Type: Visa _____ Mastercard _____ Card# _____ Exp. Date _____ / _____

Name On Card _____

I accept the policy as checked above (signature required) _____

Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians.



Whiting Energy's programs were developed for our customers with our commitment to the environment in mind.