



Natural Gas | Propane | Air Conditioning | Heat Pump | Ductless
Service Plans



Harris Loyalty Program

To register for the Harris Loyalty Program and begin earning your Comfort Points, simply go to www.HarrisComfort.com, click on MY ACCOUNT, log in, and then click on Rewards, and follow the simple instructions to register your account.

Comfort Points can be redeemed for account credit or thousands of other items such as:

- Electronics
- Jewelry and Watches
- Travel Vouchers
- Event Tickets
- Toys
- Furniture
- Giftware
- Kitchen Items
- Clothing and Accessories
- Sporting Goods
- Small Appliances

We offer a wide array of home comfort conveniences, including:

- Top quality fuel at fair, competitive prices
- Automatic fuel oil delivery
- Propane
- 24/7/365 emergency service
- Oil and gas heating
- Boilers
- Warm air furnaces
- Heat pumps
- Air conditioning
- Generators
- Duct work and sheet metal
- Expert service and installation on all brands
- Full warranty service
- Factory-trained technicians
- Convenient payment plans
- Valuable service plans
- Easy financing assistance
- Fully stocked fleet
- Parts and equipment warehouse
- Expert tank removal and installations
- Valuable customer loyalty program
- 100% customer satisfaction



YEAR ROUND ULTIMATE

NATURAL GAS • PROPANE PLAN

Includes everything in the Comfort Plus Plan, plus the significant addition of the major items listed below.

- Provides maximum protection and peace of mind.
- Coverage for nearly 70 integral parts and services. See partial list below.
- Up to 4 zones per unit. Please call for customer pricing for more than 4 zones.
- Unlimited emergency service hours – 24 hours a day, 7 days a week, including holidays.

Parts

- | | |
|---|---|
| ▶ Air Valves | ▶ Flue Damper |
| ▶ Altitude and Temperature Gauge | ▶ Gas Cock Valve |
| ▶ Automatic Flue Damper | ▶ Gauge Glass |
| ▶ Bearing Assembly | ▶ Heating Zone Valve (<i>residential only</i>) |
| ▶ Blower Bearings | ▶ Heating Zone Valve Motor |
| ▶ Blower Motor (<i>\$350 parts and labor allowance</i>) | ▶ Heating Zone Valve Powerhead |
| ▶ Blower Pulleys | ▶ Low Water Cutoff |
| ▶ Blower Shaft | ▶ Main Circuit Board |
| ▶ Boiler Feeder | ▶ Mixing Valve |
| ▶ Boiler Valves | ▶ Power Venter (<i>\$350 parts and labor allowance</i>) |
| ▶ Circulator Bearing Assemblies | ▶ Purge Valve |
| ▶ Circulator Complete (<i>residential only</i>) | ▶ Pyrostat |
| ▶ Clock Thermostat (<i>limit 1 per Agreement term</i>) | ▶ Sensor Ignition Module |
| ▶ E.A.C. Power Pack | ▶ System 2000 Manager |
| ▶ Expansion or Diaphragm Tank | ▶ Thermostat Subbase |
| ▶ Fan Inducer Motor Assembly (<i>\$350 parts and labor allowance</i>) | |
| ▶ Fan Wheel | |
| ▶ Feed Valve (<i>auto</i>) | |
| ▶ Flow Valves | |

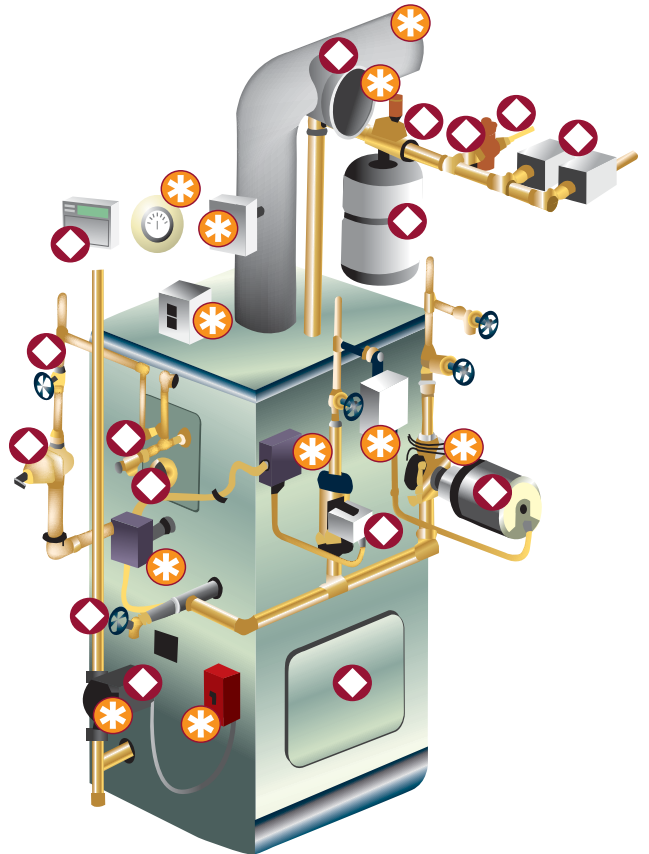
Services

- ▶ Bleeding of Radiators
- ▶ Purging of Heating System
- ▶ Other: Detect unevenness, reduced efficiency, end of useful life, etc.

YEAR ROUND COMFORT PLUS

NATURAL GAS • PROPANE PLAN

- Extensive coverage for nearly 30 integral parts and services.
- Includes warm air, hot water, or radiant system.
- Includes annual performance check to increase system longevity and performance, available upon request Monday through Friday, 8 a.m. to 4 p.m. Customers must call Harris Comfort to schedule an appointment.
- Great emergency service hours—8 a.m. to 7 p.m., Monday through Friday (excluding federal and state holidays). Additional charge applies to work performed at all other times.¹



Parts covered by the Ultimate Natural Gas • Propane Plan are shown with



Parts covered by the Comfort Plus Natural Gas • Propane Plan are shown with



Harris Comfort will, at their discretion, repair or replace during the term of this agreement, with no charge for parts or labor (unless there is an allowance), any of the following items that may become defective due to normal use or wear and tear.

Controls

- ▶ Aquastat (high limit)²
- ▶ Circulator Relay
- ▶ Draft Regulator
- ▶ Emergency Switch
- ▶ High Limit Control²
- ▶ Low Limit Control²
- ▶ Pressuretrol Control
- ▶ Primary Control²
- ▶ Thermostat (manual)

Warm Air Systems

- ▶ Blower Belt (for heat only, not for A/C Units)
- ▶ Blower Motor (\$250 parts and labor allowance)
- ▶ Blower Motor Pulley (for heat only, not for A/C Units)
- ▶ Fan Control (for heat only, not for A/C Units)
- ▶ Limit Control (for heat only, not for A/C Units)

Gas Burner Parts

- ▶ Burner Orifices
- ▶ Burner Tubes
- ▶ Gas Valve Orifices
- ▶ Gas Valves
- ▶ Hot Surface Ignitor
- ▶ Low Voltage Transformer
- ▶ Pilot Burner
- ▶ Pilot Tube
- ▶ Pressure Switch
- ▶ Sensor
- ▶ Sensor Ignition Module (\$125 parts and labor allowance)
- ▶ Thermocouple

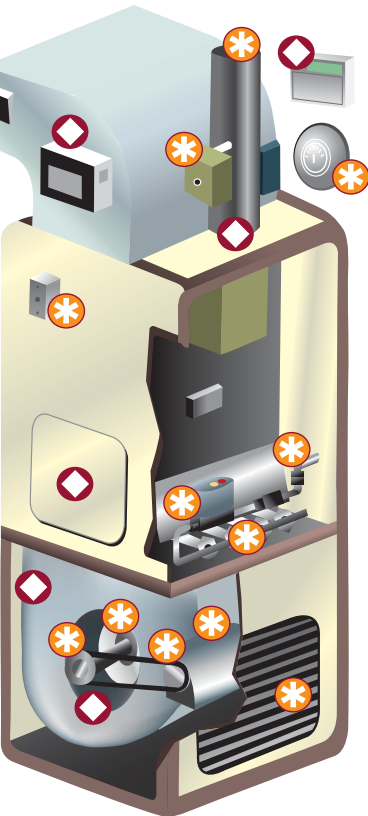
Hot Water Systems

Main Zone = Living Zone (Kitchen, Living Room and/or Dining Room).

- ▶ Circulator Coupling
- ▶ Circulator Motor
- ▶ Circulator Motor Mounts
- ▶ Circulator Wicking

¹Emergency service will be billed at the prevailing rate x 1 ½

²Combo and Triple Controls are not covered



TOTAL TUNE-UP

With the "Total Tune-Up," we use the most advanced testing equipment available to ensure maximum efficiency and find problems before they occur. We will.

- Test and adjust heating unit for maximum efficiency using combustion testing equipment.
- Inspect combustion chamber.
- Clean and check electrodes and nozzle assembly.
- Replace standard-sized air filters, oil filters and burner nozzle, if necessary.
- Oil all motors on burner, blower and circulators.
- Check all safety and operating controls.
- Check oil tank and lines where accessible.

Optional Humidifier Service Available and Includes:

- One service at time of tune-up
- One emergency service per 12-month period, if necessary.
- Humidifier Float
- Humidifier Motor
- Humidifier Pad

WATER HEATER SERVICE PLAN



- For Natural Gas, Propane, or Electric Water Heaters. Includes Indirect Water Heaters.
- Coverage includes burner parts, aquastat controls and emergency switch.
- Annual performance check included. It will be performed in conjunction with the performance check of your heating system.
- Can only be purchased in conjunction with a Natural Gas/Propane Plan.

AIR CONDITIONING AND HEAT PUMP SERVICE PLANS

When it comes to air conditioning expertise, nobody beats Harris Comfort. Our Ultimate A/C & Heat Pump Plan includes emergency service hours from 8 a.m. to 7 p.m., 7 days a week including holidays.* Our Comfort Plus A/C & Heat Pump Plan includes emergency service hours from 8 a.m. to 5 p.m., Monday through Friday (excluding federal and state holidays).* Tune-ups are scheduled between 8 a.m. and 4 p.m., Monday through Friday (excluding federal and state holidays).

ULTIMATE COMFORT A/C & HEAT PUMP PLAN

Includes everything in the Comfort Plus A/C & Heat Pump Plan, plus the significant addition of the major items listed here:

- Provides maximum protection and peace of mind.
- Coverage for over 40 valuable parts and services.
- 15% discount on compressors, refrigerant, dryers, and miscellaneous parts out of warranty replaced by Harris Comfort.
- 15% discount on other repairs provided by Harris Comfort (including extensive search for refrigerant leaks when first approved by customer).
- Free air conditioning diagnostic analysis.
- No charge for use of refrigerant recovery equipment on compressor replacement or refrigerant leak repairs.

The parts and services listed below are included:

- ▶ Blower Motor (\$350 parts and labor allowance)
- ▶ Blower Pulley
- ▶ Blower Wheel
- ▶ Compressors under manufacturer's warranty
- ▶ Condensate Pump
- ▶ Condenser Coils under manufacturer's warranty
- ▶ Condenser Fan
- ▶ Condenser Motor (\$450 parts and labor allowance)
- ▶ Contactors
- ▶ Crankcase Heater
- ▶ Expansion Valves (\$150 parts and labor allowance)
- ▶ High Pressure Control
- ▶ Holding Relay
- ▶ Low Pressure Control
- ▶ Motor Protectors
- ▶ Motor Starters
- ▶ Outdoor Fan Blades
- ▶ Outdoor Fan Motor
- ▶ Outdoor Unit Relays
- ▶ Potential Relay
- ▶ Rain Shield
- ▶ Running Capacitors
- ▶ Starting Capacitors
- ▶ Starting Relay
- ▶ Thermostat (standard, of like kind)
- ▶ Thermostat Subbase (standard)
- ▶ Time Delay Control
- ▶ Time Relays
- ▶ Transformers
- ▶ Wiring in Condensing Unit

Refrigerant Not Included.



Parts covered by the Ultimate Comfort Plan are shown with



COMFORT PLUS A/C & HEAT PUMP PLAN

11-point annual tune-up (two for heat pumps) included. Keeps your HVAC system running at peak efficiency. Includes 15% discount on any repairs of your HVAC system. Tune-ups will be performed between 8 a.m. and 4 p.m., Monday through Friday, year-round (federal and state holidays excluded). Customers must call Harris Comfort for appointment(s). Our expertly trained technicians will perform these services:

- Adjust belts, if necessary
- Check air filters
- Clean lint and debris from condensers
- Examine and calibrate refrigerant controls
- Examine and calibrate temperature controls
- Inspect safety controls
- Lubricate and inspect all motors
- Prepare the system for summer operation
- Check refrigerant lines for leaks (refrigerant not included – visible connections only; limit one hour)
- Verify and adjust operating pressures/temperatures as needed
- Verify proper amperage and voltage for compressor, evaporator and condenser motors

COMFORT DUCTLESS MAINTENANCE PROGRAM

The ductless system preventative maintenance program will help keep your ductless system running at peak efficiency. Includes 15% discount on any repairs of your ductless system. Our expertly trained technicians will perform these services:

Outdoor

- Clean leaves from unit
- Check condenser coil and clean if necessary
- Check all electrical connections
- Check all line set fittings
- Oil condenser motor if needed

Indoor

- Remove air filters and clean if necessary
- Check coil and clean if necessary
- Check fan blade. For some units there may be an additional charge due to blade access in unit.
- Check operation of system by temperatures
- Check electrical rating
- Check operation of remote

One indoor unit is covered. Additional charge for each additional indoor unit. Additional charge for blower removal.

*Additional charge applies to work performed at all other times. Emergency service will be billed at the prevailing rate x 1 ½

TERMS AND CONDITIONS

1. **BASIC TERMS.** ("Customer") and Harris Fuels, Inc., t/a Harris Comfort ("Company") agree for 1 year to the following terms ("Agreement"). The Agreement terms ("Terms") apply to Customer's choice of service plan(s) ("Plan"), described within this brochure. The Plan applies to residential equipment at job site indicated by reply form/application only.
2. **RENEWAL.** The Agreement automatically renews yearly if Customer complies with it, with two exceptions: 1) Either party rejects renewal terms by written notice 30 or more days before that Agreement term ends; 2) At least 30 days before renewal, Company may request changes in Agreement terms. Those renewal terms apply, unless Customer rejects renewal in writing within 7 days of the notice of the proposed Agreement changes.
3. **TIMING.** No adjustments, refunds, or credits are allowed if Customer ends the Plan early. Time is of the essence for Customer performance under the Agreement.
4. **EQUIPMENT.** Equipment is subject to inspection and written approval before Company is bound to the Agreement. Any work Company determines is needed to put equipment in condition for Company to initially be bound to this Agreement, is excluded from coverage under this plan, and must be contracted and paid in advance. This Agreement applies to major equipment in place at job site but not anything else such as: fixtures in which they are contained, hardware, trays, defrosting pans, block tin, ducts, plumbing, electrical wiring, casings, pans, defrost heaters, fuel or lubricants, deterioration of housing, castings, frames, or other items, due to corrosion. Customer shall not move, relocate, repair, replace or modify covered equipment or any equipment or system to which it connects, without the prior written consent of Company. Unless Company unreasonably withholds such consent, any such conduct voids or limits the coverage at Company's option.
5. **MFR. WARRANTY.** Plan related materials including equipment that Customer purchases by this Agreement ("Materials") are warranted only by the manufacturer. Company assigns to Customer all rights under any manufacturer warranty for Materials.
6. **TRANSFER.** If the real estate containing Equipment applicable to this Agreement is sold during any term of the Agreement, Customer's rights are transferable if desired by purchaser, but only with pre-closing request for and prior written consent of Company (not to be unreasonably withheld). In no other case can Customer assign or transfer this Agreement or any rights in it without the prior written consent of Company. Any attempt to do so without such consent voids or limits the coverage at Company's option.
7. **EXCLUSIONS.** Company need not perform or correct components or materials not purchased from Company. This Agreement does provide relief for work needed, even if just in part, because of that, and also in these events:
 - Customer or third party abuse or misuse. Some examples include not following instructions, directions, operating guidelines or warranties contained in any materials from a third party such as a manufacturer, distributor, vendor, or dealer of the product, and in any event for improper maintenance.
 - Corrosion and marginal or failing parts.
 - Faulty third party design or specifications.
 - Performance delays for factors outside Company control, such as fire, lightning, flood, other casualty, freezing, precipitation, moisture, and all abnormal exterior conditions.
 - Material's unavailability or labor difficulties.
 - Customer failure to cooperate.
 - Customer or anyone acting for the Customer uses any heat source at the property in addition to that which is covered by the Service Plan.
 - If the thermostat does not reflect actual conditions to vent or door air exchange, or third party vent or door air exchange items not replaced as recommended by Company.
8. **WORK STANDARD.** Plan workmanship shall be as reasonable and customary in Company's industry but reflecting any special conditions applicable to the Site. Company has sole discretion about how to correct a Plan problem. It need not stock or obtain obsolete parts (those unavailable through its ordinary supply sources). Unless stated in the Agreement, Company need not furnish equipment, labor, or other services (some examples include performing tests or upgrades). That is so even if recommended by third parties such as insurers, public agencies/authorities, law, statute, or of a government or its agency, and any required except by statute, ordinance or law.
9. **PLAN REQUIREMENTS.** Site access for Company workers and equipment/materials is required, plus power/water/light. If not, Company may end the Agreement. If Company performs anyway, Customer will be surcharged for added cost of equipment and labor.
10. **CHANGES.** Customer must pay 1/3 deposit and contract in writing, first, for allowing Plan changes. If materials are purchased from Company as part of a Plan, Customer can transfer corresponding Agreement rights to a direct successor owner of the Site, but only one time, and only with prior written (discretionary) consent of Company. No deposit for changes under the Agreement will exceed 1/3 of total estimated cost to perform.
11. **PLAN PERSONNEL.** If Site conditions make Work unsafe for single worker performance, Customer owes Company for additional personnel creating a safe working environment, at Company prevailing rates. Company may use qualified contractors for Plan performance.
12. **PROBLEM NOTICE.** Customer shall, as soon as possible, notify Company of any suspected unusual operating conditions under Plan coverage. A telephone answer service is available for required Customer notice not required in writing. Customer shall not move, relocate, repair, replace or modify Plan items or anything connected to it, without prior (discretionary) written consent of Company. If adverse to Company, non-consensual such conduct voids and/or limits corresponding coverage.
13. **EMERGENCIES.** Customer is hereby, during an Agreement term, eligible for year-round 24-hour coverage every day including holidays for emergency service. Non-emergency service will be performed during Company normal working hours—Monday through Friday, 8:00 a.m. to 5:00 p.m., not including holidays. This coverage does not apply while a Customer has not fully performed as the Agreement requires. Depending upon service level of Agreement, additional charges may apply for emergency service.
14. **WARRANTY. The Agreement provides an express warranty, but only for labor or property damage/loss because Company was negligent in Plan performance, unrelated to any third party or Customer obligation. COMPANY HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, IN CONNECTION WITH THE WORK AND ANY GOODS AND/OR SERVICES DUE CUSTOMER UNDER THE AGREEMENT. THAT DISCLAIMER INCLUDES, BUT IS NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR CONFORMITY TO ANY REPRESENTATION OR DESCRIPTION.**
15. **DAMAGES. Company shall never be responsible for incidental or consequential damage or harm, interest, punitive damages, attorney fees or court costs, statutory damages or penalties (when waivable) involving both persons or property; and based on negligence (even Company's), breach of contract, reliance, estoppels, express or implied warranty, or any other legal theory. Company is responsible for compensatory damage not elsewhere excluded by the Agreement; but limited to the amount of all payments to Company for Plan service under the then-current Agreement term.**
16. **PAYMENT.** All payments due Company per Agreement are due when billed, net 30 days from invoice date. After that Customer must pay Company a service charge of **1.5%** monthly (**18% Annual Percentage Rate**), applied to Customer's average daily balance commencing on each invoice date. Any Customer payment noted or submitted as payment in full or in release of claims shall constitute a payment on account and not payment in full or the release of any claims, unless Company first agrees in writing. Customer owes handling charge of \$30 for any payment check dishonored. Payments are applied first to any legal expenses and costs, then interest, then principal.
17. **LITIGATION.** Every dispute between the parties, if not involving a consumer with a residence outside Bucks County, PA, shall be litigated exclusively, for purposes of original jurisdiction, exclusively in the Bucks County, PA courts. Rights of Removal, Transfer, inconvenient forum, and lack of subject matter or personal jurisdiction, in connection with such disputes (in whole or part) are waived. All jurisdictional challenges are waived if inconsistent with the exclusive jurisdiction provisions of this Article 15.
18. **SIGNATURE.** By submitting the attached registration card (or the equivalent electronically) to Company, Customer agrees to all Agreement terms and conditions. Even if Customer does not send back a registration card, paying for or allowing performance by Company binds Customer to the Agreement.
19. **BROCHURE.** Brochure illustrations and explanations are not part of, and do not create or evidence independent terms of the Agreement.
20. **NOTICE & MODIFICATION.** No Agreement modifications/additions/changes/waivers apply except in writing, signed by all parties. Notice when required by writing may be hand delivered, emailed, faxed, and/or mailed to locations specified for each Party. If the address of record is not current, it may be sent instead to any Customer not a Site owner or named tenant, at his residence or principal place of business.

Revised 07/01/2020



**Inside . . . a service
agreement to safeguard
your family's comfort
and budget!**

For four generations Harris Comfort has provided dependable and expert heating, cooling and generator services. We have grown to become one of the Bucks County area's largest fuel oil and propane dealers.



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PA: LIC. #PA000022 • NJ: LIC. #NJ13VH06306900