



**Oilheat | Air Conditioning | Heat Pump | Ductless
Service Plans**

YEAR ROUND ULTIMATE OILHEAT PLAN

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

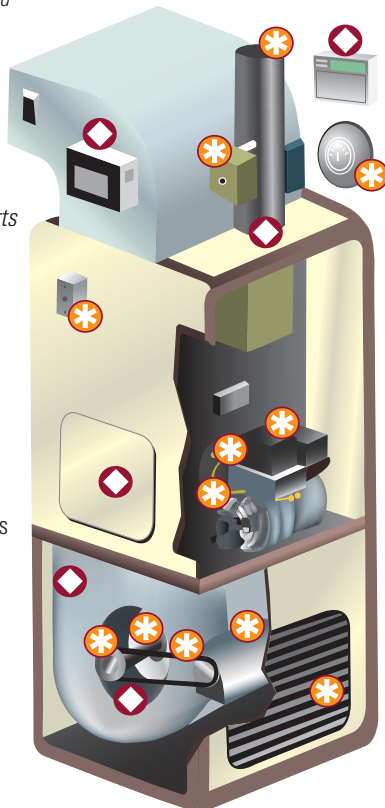
- Provides maximum protection and peace of mind.
- Coverage for more than 110 valuable parts and services.
- Includes warm air, hot water, or steam system.
- Up to 4 zones per unit.¹
- Includes indirect hot water zone if applicable.^{1,2}
- Includes annual "Total Tune-Up" to increase system longevity and performance, available upon request Monday through Friday, 8 a.m. to 4 p.m. Customers must call Harris Comfort to schedule an appointment.
- Includes FREE ProGuard aboveground tank protection.
- Unlimited emergency service hours – 24 hours a day, 7 days a week, including holidays.

¹Please call for custom pricing for more than 4 zones

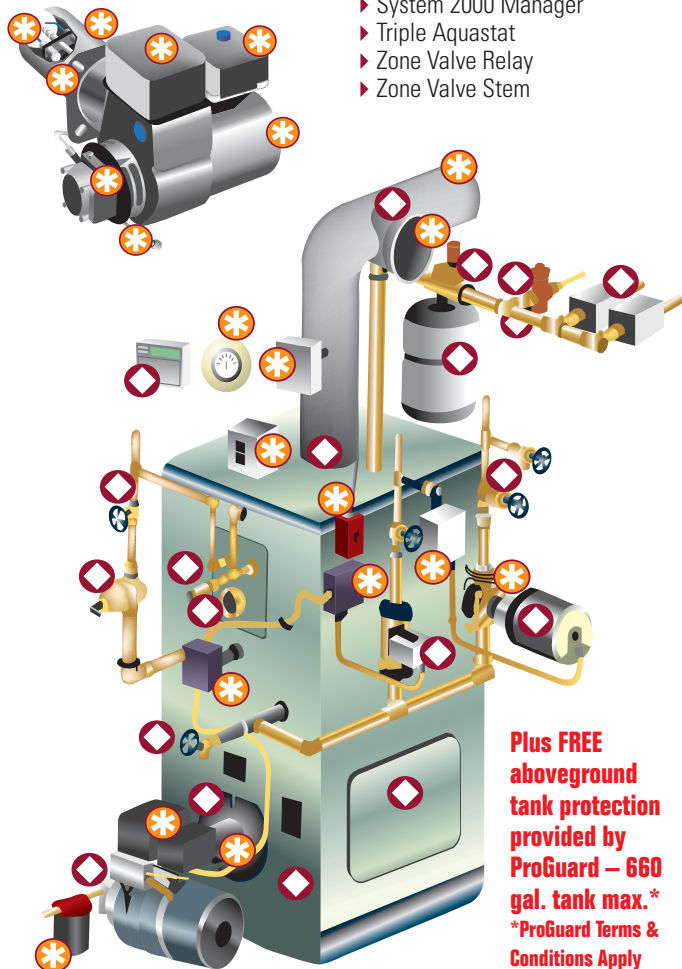
²Indirect water tank excluded

Parts

- ▶ Air Vents
- ▶ Automatic Water Feeder
- ▶ Baffle
- ▶ Bearing Assembly
- ▶ Blower Motor (\$350 parts and labor allowance)
- ▶ Blower Wheel
- ▶ Boiler Valves
- ▶ Burner Blast Tube and Assembly
- ▶ Check Valves
- ▶ Circulator Complete (residential only)
- ▶ Circulator Coupling
- ▶ Circulator Motor
- ▶ Circulator Motor Mounts
- ▶ Circulator Switch
- ▶ Circulator Wicking
- ▶ Combustion Chamber (\$125 parts and labor allowance)
- ▶ Diffuser
- ▶ Draft Regulator
- ▶ Expansion Tank
- ▶ Extrol Tank



- ▶ Feed Valve (auto)
- ▶ Feed Valve (manual)
- ▶ Flow Valve
- ▶ Flue Pipe (where accessible)
- ▶ Gate Valves
- ▶ Gauge Glass
- ▶ Gauge Glass Set
- ▶ Glove Valves
- ▶ Heating Zone Valve (residential only)
- ▶ Heating Zone Valve Motor
- ▶ Heating Zone Valve Powerhead
- ▶ Low Water Cutoff
- ▶ Low Water Cutoff (non-feeder type)
- ▶ Low Water Cutoff Float
- ▶ Mixing Valve
- ▶ Plate Exchanger (\$250 parts and labor allowance)
- ▶ Power Venter (\$350 parts and labor allowance)
- ▶ Pressure Reducing Valve
- ▶ Pressure and Temperature Gauge
- ▶ Programmable Thermostat (limit 1)
- ▶ Purge Valve
- ▶ Pyrostat
- ▶ System 2000 Manager
- ▶ Triple Aquastat
- ▶ Zone Valve Relay
- ▶ Zone Valve Stem



Plus FREE
aboveground
tank protection
provided by
ProGuard – 660
gal. tank max.*
*ProGuard Terms &
Conditions Apply

Parts covered by the Ultimate Oilheat Plan are shown with 

Parts covered by the Comfort Plus Oilheat Plan are shown with 

YEAR ROUND COMFORT PLUS OILHEAT PLAN

Includes everything in the Year Round Comfort Oilheat Plan plus:

- Excellent coverage for nearly 60 valuable parts and services.
- Includes warm air, hot water, or steam system.
- 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

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
- ▶ Cad Cell Control
- ▶ Circulator Control
- ▶ Emergency Switch
- ▶ High Limit Control²
- ▶ Low Limit Control²
- ▶ Pressuretrol Control
- ▶ Primary Control²
- ▶ Reverse Aquastat²
- ▶ Stack Control
- ▶ Temperature Gauge
- ▶ Thermostat (*manual*)

Other

- ▶ Anti-Hum Device
- ▶ Barometric Dampers
- ▶ Magnetic Oil Valve
- ▶ Smoke Pipe (*up to 10"*)
- ▶ Tank Gauge
- ▶ Tank Whistle

Warm Air Systems

- ▶ Air Cones
- ▶ Air Filter (*standard*)
- ▶ Air Stat
- ▶ Blower Bearings (*for heat only, not for A/C units*)

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

- ▶ Nozzle
- ▶ Nozzle Adapter
- ▶ Nozzle Line
- ▶ Porcelain Insulators
- ▶ Solenoid Valve

Fuel Supply Parts

- ▶ Fill Cap
- ▶ Firematic Valve
- ▶ Flare Fittings
- ▶ Fuel Filter Cartridge
- ▶ Fuel Filter Complete
- ▶ Fuel Pump
- ▶ Fuel Pump Bleeder
- ▶ Fuel Pump Seal
- ▶ Fuel Pump Strainer
- ▶ Fuel Safety Valve

Burner Replacement Parts

- ▶ Burner Coupling
- ▶ Burner Fan
- ▶ Burner Flange Gasket
- ▶ Burner Motor
- ▶ Buss Bar/Transformer Leads
- ▶ Cad Cell Assembly
- ▶ Cad Cell Eye
- ▶ Delayed Oil Valve
- ▶ Delayed Oil Valve Coil
- ▶ Electrodes
- ▶ Electrode Assembly
- ▶ End Cone
- ▶ Ignition Transformer
- ▶ Line Voltage Wiring (*exposed*)
- ▶ Low Voltage Transformer
- ▶ Low Voltage Wiring (*exposed*)

Hot Water Systems

Main Zone is Living Zone, which includes Kitchen, Living Room and Dining Room.

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

¹*Emergency service will be billed at the prevailing rate x 1 ½*
²*Combo and Triple Controls are not covered*

YEAR ROUND COMFORT OILHEAT PLAN

- Must be on an automatic fuel delivery program with Harris Comfort.
- Basic protection for real peace of mind.
- Includes priority service and emergency service coverage.*
- Includes system evaluation and tune-up.
- Includes 15% discount toward parts and labor on work performed by Harris Comfort.
- Easy to pay with our convenient Budget Plan.

Priority Service We will schedule a service visit to your home before we schedule one for a non-service plan customer. You're that important to us! In addition, we offer on-call access to emergency service 24 hours a day, 7 days a week, 365 days a year.*

Annual System Evaluation A system that is in good working order saves you money, fuel, and potential headaches. You may schedule your evaluation once every 12 months by calling Harris Comfort. Evaluations are scheduled between 8 a.m. and 4 p.m., Monday through Friday (excluding federal and state holidays).

15% Parts and Labor Discount If our inspection deems it necessary, maintenance service will be provided with your consent. You will then receive a 15% discount off prevailing rates for parts and labor, plus tax.

Total Tune-Up Comfort Oilheat Plan customers receive the "Total Tune-Up," in which we use the most advanced testing equipment available to ensure maximum efficiency and find problems before they occur. Some limitations apply.

**Emergency service will be billed at our existing rate, except if required on Saturday, Sunday, federal and state holidays, and after 5 p.m. weekdays, at which time emergency service will be billed at prevailing overtime rates.*



ProGuard

ProGuard Aboveground Oil Tank Cleanup and Replacement Program

Harris Comfort is happy to introduce the ProGuard Oil Tank Cleanup and Replacement Program to our automatic delivery customers.

We've all read stories about a tank problem that costs tens of thousands of dollars to clean up. There's no denying it... incidents, though extremely rare, DO happen. Believe it or not, one of the most common causes of residential oil spills is a clipped or ruptured fuel line. ProGuard offers the following benefits:

- **FREE FOR ULTIMATE PLAN CUSTOMERS!**
- **\$50,000 for cleanup costs resulting from a tank release**
- **\$1,500 to repair or replace your oil tank**
- **Affordable deductible**
- **Protection for both your tank and the associated tank lines**
- **Pro-active tank replacement**
- **The ability to transfer protection to a new homeowner as part of a buy/sell agreement**
- **The most experienced claim staff in the industry**

Additional ProGuard and Harris Terms and Conditions apply. Please call for details.

For our Ultimate Plan customers with underground tanks

We're pleased to announce that you can receive an allowance that can be put toward a ProGuard underground tank policy. For details, please call Harris Comfort at 215-968-7477 or 215-788-4596, and 609-386-4658 in New Jersey.

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 oil burner 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



- Coverage for nearly 20 valuable parts!
- Can only be purchased in conjunction with an Oilheat Plan.
- Service hours are based on selected Oilheat Plan.

Parts not covered: Water Heater Tank, Piping, Fire Chamber and all unlisted parts.

Your residential Oil-Fired, Natural Gas, Propane or Electric water heater will be thoroughly inspected, and all defective parts listed will be repaired or replaced, including labor:

- ▶ Aquastat
- ▶ Barometric Damper
- ▶ Burner Coupling
- ▶ Burner End Cone
- ▶ Burner Fan
- ▶ Burner Motor
- ▶ Cad Cell
- ▶ Cad Cell Control
- ▶ Circulator
- ▶ Emergency Switch
- ▶ Firomatic Oil Valve
- ▶ Firomatic Thermal Switch
- ▶ Fuel Oil Filter
- ▶ Fuel Oil Pump
- ▶ Hot Water Zone Valve
- ▶ Nozzle
- ▶ Vacuum Breaker

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 below:

- 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

- 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.
- 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.
- 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.
- 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. Customer shall not move, relocate, repair 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.
- 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.
- 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.
- 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 allows use of any fuel source at the Site, in addition to or in lieu of Company supplied fuel oil.
 - 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.
 - Anything that brings the fuel oil supply to or from the fuel pump (e.g., storage tank, heating line, and any valves or couplings).
- 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.
- 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.
- 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.
- 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 contracts for Plan performance.
 - 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.
 - 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.
 - 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.**
 - 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.**
 - 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.
 - 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.
 - 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.
 - BROCHURE.** Brochure illustrations and explanations are not part of, and do not create or evidence independent terms of the Agreement.
 - 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.

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, offering 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

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



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