

# BANTAM FUEL SERVICE PLANS

Complete coverage. **Total peace of mind.**



- Economy
- Water Heater
- Total Comfort
- Air Conditioning



## Answers To Some Common Questions

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### **Q *Why is a service plan important?***

**A** It saves you money and gives you peace of mind. Like cars, heating systems these days have become highly complex pieces of technology with many parts, some costing hundreds of dollars to replace. But unlike a car, during the coldest days of winter your heating system can run virtually 24 hours a day. With a Bantam Fuel Service Plan, you can rest easy knowing that you are covered 24 hours a day by the most comprehensive plan in the industry. And depending on the level of coverage you choose, you can eliminate almost all repair costs.

### **Q *Aren't all service plans the same?***

**A** Not at all. At Bantam Fuel your safety and comfort are our priorities, and providing the best service is critical for our business. Our service vans are stocked with thousands of dollars of parts so we can fix most problems right on the spot. All services are performed by our highly trained service technicians. And we always take the time to listen to our customers' concerns. From the second you speak to a customer service representative to the moment the technician leaves your home, you'll feel right about a job well done, and done right the first time.

### **Q *What about the tune-up?***

**A** A properly maintained system can save you up to 10% on your fuel bills. With fuel prices where they are today, that savings is enough to pay for the cost of this service plan for most customers. Plus, regular maintenance improves the life of your system, and by finding small problems before they turn into big ones, it helps keep your system from breaking down. And because a tune-up is covered by your plan, your savings really add up. Here's how: our normal tune-up costs over \$100. Now, consider what happens if you need a repair. Without a service plan, a typical burner or blower motor can cost \$160, a triple aquastat \$300 and a circulator would be about \$250. With our Total Comfort Plan, these parts would be replaced at no charge.

### **Q *Which Plan should I choose?***

**A** It depends on the level of coverage that's right for you. Our Economy Plan includes your annual tune-up and covers many of the parts that typically need to be repaired. For more complete protection, the Total Comfort Plan adds almost everything that could ever go wrong, including some of the most costly repairs.

### **Q *Are there payment options for my plan?***

**A** Absolutely! If you are on our Preferred Payment Plan to pay for your oil, we can add the cost of your service plan to your payments. We also accept MasterCard, Visa and Discover.

**Q What about my air conditioning?**

**A** Central air conditioners, just like heating systems, need to be tuned on a regular basis to maintain high efficiency and reduce electric costs. Our technicians are trained on all brands of cooling systems. Give us a call and we can perform our 15 point A/C tune-up and inspection. Choose The A/C Plan and the tune-up is covered, along with most repairs.

**Q What should I do for my propane heating system?**

**A** Propane heating systems tend to be very reliable. We recommend annual maintenance to clean & lubricate any moving parts, test the safety circuits and check the gas pressures. Call us (or email us) any time.

## A Plan For Your Peace Of Mind

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If there's one thing we've learned from our 80 years in business, it's that the last thing people want to worry about is their heating system. You want to know that when it's cold outside, it's going to be warm inside. And that your system is running as economically as possible. Beyond that, you really don't want to worry about it.



Peter Aziz, President

That's why so many of our customers have a Bantam Fuel Service Plan. With either one of our Plans, you get peace of mind knowing that:

- *Our precision tune-up will prevent small problems from becoming big, expensive ones*
- *Your system will always run at peak efficiency, saving you money on your fuel bills*
- *In the event that you do have a breakdown, your service call will move quickly to the top of our list*
- *Our expert technicians will restore your equipment to factory-fresh condition in no time*
- *And best of all, you will save on repair bills because, depending on the level of protection you choose, you can virtually eliminate the cost of repairing your heating system.*

This brochure contains all the information you need to find out how you can save money and rest easy, knowing that once you sign up, you don't have to worry about your heating system again. Refer to the Service Plan details at [www.bantamfuel.com](http://www.bantamfuel.com) for coverage changes and improvements.

## ECONOMY PLAN

The Economy Plan covers most of the common problems that typically go wrong with your heating system and includes a full annual tune-up to ensure that everything is running safely, reliably and at peak efficiency. The plan even covers up to one separate air handler!

The equipment listed below is completely covered for repair or replacement, including all labor to make the repairs.

### Controls

Air Shutter Piston  
Altimeter Gauge  
Aquastat  
Burner mount Relay  
Cad Cell Eye  
Cad Cell Relay  
Circulator Relay  
Double Aquastat  
Draft Regulator  
Emergency Switch  
Fan & Limit Control  
Fuses  
High Limit Control  
Low Limit Control  
Primary Control  
Reverse Aquastat  
Stack Control  
Steam Pressure-Trol  
Thermostat  
*(non programmable)*  
Toggle Switches  
Triple Aquastat Relay

### Warm Air Systems or one Air Handler

*(additional air handlers  
can be covered separately)\**

Air Filters<sup>†</sup>  
Blower Fan Belt  
Blower Fan  
Blower Motor only up to  
½ Horse Power  
Blower Pulley  
Fan Control  
Limit Control

### Oil Burner Parts

Air Shutter  
Air Stabilizer  
Burner Blast Tube  
Burner Cables  
Burner Coupling  
Burner Fan  
Burner Flange Gasket  
Burner Motor  
Burner Motor Capacitor  
Burner Switch  
Buss Bar Transformer Leads  
Cad Cell Assembly  
Cad Cell Leads  
Delayed Oil Valve  
Delayed Oil Valve Coil  
Electrode Assembly  
Electrode Wires  
Electrodes  
End Cone  
Flare Fittings  
Ignition Leads  
Ignition Transformer  
Ignition Transformer Gasket  
Ignition Transformer Terminal  
Ignition Wiring  
Low Voltage Wiring  
Nozzle  
Nozzle Assembly  
Nozzle Line  
Porcelain Insulators  
Solenoid Valve  
Turbulator

### Hot Water Systems

Circulator Coupling  
Circulator Motor  
Circulator Motor Mounts  
Circulator Switch  
Circulator Wicking  
Steam Pigtail

### Fuel Supply Parts

Fill Cap  
Firmatic Valve  
Fuel Filter Cartridge  
Fuel Filter Gasket  
Fuel Pump  
Fuel Pump Bleeder  
Fuel Pump Couplings  
Fuel Pump Fittings  
Fuel Pump Gasket  
Fuel Pump Needle Valve  
Fuel Pump Seal  
Fuel Pump Strainer  
Oil Line *(Exposed)*  
Oil Line Fittings  
Oil Line Valve  
Vent Cap

### Other

Anti-Hum Device  
Sight Glass  
Sight Glass Washer

## TOTAL COMFORT PLAN

The Total Comfort Plan includes everything in the Economy Plan plus many of the major components of your heating system, including many expensive, hard-to-replace parts.

### Services

- Repair heating system water leaks (*excluding frozen pipes*)
- Venting or Purging Radiators (*up to twice per year*)
- Adjusting boiler pressure
- Adjusting water level

### Additional Parts & Equipment

(Includes one separate air handler)\*

Air Scoop  
 Air Vents  
 (Float Type)  
 Auto Water Feed Valve  
 (mechanical & programmable)  
 Baffles  
 Back Flow Preventer  
 Bearing Assembly  
 Blower motors up to ¾ Horse Power  
 Blower Bearings  
 Blower Complete  
 Blower Shaft  
 Blower Wheel  
 Boiler Drain  
 Check Valve  
 Circulator Complete  
 Circulator Flanges  
 Circulator Impeller  
 Clean Out Covers  
 Combustion Chamber†  
 Condensate Pump  
 Diaphragm Assembly  
 Diffuser Register

Draft Inducer  
 Draft Inducer Circuit Board  
 Draft Inducer Motor  
 Expansion Tank  
 Extrol Tank  
 Fan Center  
 Flue Pipe  
 Fuel Filter Complete  
 Gate Valve  
 Globe Valve  
 Humidifier Fan  
 Humidifier Pad (*1 per yr*)  
 Humidistat  
 Humidifier Solenoid  
 Humidifier Outdoor Sensor  
 Low Water Cut-Off,  
 Float Type  
 Low Water Cut-Off,  
 Probe Type  
 Low Water Cut-Off Switch  
 Low Voltage Transformer  
 Main Steam Vent (*1 per yr*)  
 Mixing Valve  
 (for Domestic Hot Water)  
 Multi-Zone Relay Panel  
 Oil Tank Fill Pipe  
 Oil Tank Gauge  
 Oil Tank Vent Alarm  
 Oil Tank Vent Pipe  
 Power Venter Motor  
 Pressure Gauge  
 Pressure Reducing Valve  
 (Domestic Hot Water)  
 Purge Valve  
 Pressure Relief Valve  
 Radiator Air Vents  
 Radiator Coin Vents  
 Radiator Steam Vents  
 Smoke Pipe  
 System 2000 Manager

Temperature Gauge  
 Thermostat  
 (Programmable)  
 Zone Damper Control Panel  
 Zone Damper Motor  
 Zone Valve Complete  
 Zone Valve Motor  
 Zone Valve Powerhead  
 Zone Valve Relay  
 Zone Valve Stem

### Oil Fired Water Heater

- Coverage includes all of the oil burner parts from The Economy Plan plus the aquastat, controls and emergency switch
- Annual tune up of the burner is included and will be performed in conjunction with the tune up of your heating system
- This coverage must be purchased in conjunction with a heating system plan

\*One air handler is included with the plan. Annual maintenance and repairs for each additional air handler can be included for a nominal annual fee (see enclosed pricing card, or visit [www.bantamfuel.com](http://www.bantamfuel.com) for details). †Non Brick Combustion Chamber.

## THE A/C PLAN

Cleaner, greener Air Conditioning

Our A/C Plan covers emergency repair of most common problems that typically go wrong with your cooling system and includes a full Spring Tune-Up to ensure that everything is running safely, reliably and at peak efficiency.

This plan covers one complete Air Conditioning system.\* For homes with more than one system, each additional system is only half price.

It is the customer's responsibility to schedule a thorough Spring Tune-Up once each year during normal working hours. At the Spring Tune-Up, we will perform the following 15 point inspection and tune-up:

- Open air handler and inspect evaporative coil (*clean as required*)
- Replace standard air filters; Check and clean electronic/electrostatic air filters
- Inspect blower drive belt, adjust tension, replace if necessary
- Clean & check condensate drain, pump and discharge
- Check & record blower motor voltage & amperage
- Inspect & lubricate sheaves, pulleys and drive bearings as required
- Lubricate blower motor, condenser motor, and cooling fan motor
- Inspect outside condenser coil – clean as required
- Inspect and test condenser relays, contactors and transformers
- Inspect and service condenser fan motor
- Check & record condenser fan motor voltage & amperage
- Check refrigerant pressures and superheat – adjust as required
- Start air handler, test air flows and temperature delta through unit
- Check operating controls for proper operation
- Record operating and service data

**Work-day repair or replacement of the following parts is covered 100% during the term of this plan, including the labor to make the repair:**

Air Filters<sup>†</sup>  
Blower Motor  
Blower Pulley  
Condensate Pump  
Condenser Fan  
Condenser Fan Motor  
Contactor  
Crankcase Heater  
Fan Belt  
Fan Relay  
High Pressure Control  
Holding Relay  
Low Pressure Control

Potential Relay  
Rain Shield  
Running Capacitor  
Standard Thermostat  
Standard Sub-base  
Start Capacitor  
Start Relay  
Time Delay Control  
Transformer

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*15% discount on any other parts used, and on any labor to replace such parts.*

*No charge for use of refrigerant recovery equipment.*

**½ labor rate to be charged for covered after hours work.**

*Does not cover units more than 20 years old.*

*Exclusions include: thermostat set too high, tripped circuit breakers, refrigerant leak repairs, failure caused by customer or third party actions, obsolete or unobtainable parts.*

*After hours emergency service is available only for "No cooling" calls, and serious water leaks.*

*This plan will be automatically renewed each year, for your convenience.*

\*Contract covers one cooling system (see enclosed pricing card, or visit [www.bantamfuel.com](http://www.bantamfuel.com) for details).

<sup>†</sup>One standard disposable set per year, during tune-up.

## Our Comfort Guarantees

We respond to emergencies 24 hours a day, 7 days a week.



We will arrive at your home within 4 hours if you have no heat.



We will always use professional testing equipment when tuning your system so that there is no guess work.



We will respect your home and leave it as clean as we found it.



We will use our own experienced, licensed technicians to service your equipment.

If we don't live up to our promises—or your standards—we will always strive to correct the situation.



**Plus, we will credit your account with \$50 as part of our apology.**

## General Terms & Conditions

- ❶ Bantam Fuel will mail a notice of the free annual cleaning and tune up once per year. Customer must then contact Bantam Fuel to schedule the work and arrange for access to the furnace area.
- ❷ Customer must be on Automatic Delivery to be eligible for either the Economy or Total Comfort Plan. This agreement is void if all fuel oil requirements are not purchased from Bantam Fuel.
- ❸ The length of this agreement is one year. It will automatically renew each year for your convenience, unless terminated by either party in writing 30 days prior.
- ❹ Labor is covered only for the replacement of covered (listed) parts due to failure only. Preventive upgrades are not covered.
- ❺ This agreement does not cover repair or replacement of obsolete parts that are not available through regular sources of supply.
- ❻ This agreement does not include labor or replacement of parts due to inadequate ventilation, acts of God, fire damage, lightning, freezing, flooding or other water damage, switches left off, thermostats too low, automated low temperature alarms caused by low thermostat settings, anti-freeze damage (corroded pipes, fittings, gaskets), changing antifreeze that has become too acidic, frozen or gelled oil lines located outdoors or pleated air filters, such as "Air Bear" etc.
- ❼ This agreement may be terminated should anyone other than a Bantam Fuel company technician do any work on your heating or cooling system unless such person is authorized in writing by Bantam Fuel.
- ❽ Bantam Fuel reserves the right to reject or not renew this service agreement if, upon inspection at any time, the system is found to be in unsatisfactory condition, obsolete or inaccessible.
- ❾ This agreement does not cover parts or labor when failure is due to lack of oil resulting from delinquent payments.

## Service Hours

During the life of this agreement, Bantam Fuel will provide dependable, prompt *emergency* service 24 hours a day, 7 days a week, 365 days a year. All non-emergency service will be performed during regular working hours, Monday through Friday, 8 a.m. to 4:30 p.m.

The following constitutes emergency service: No heat, serious fuel leaks or dangerous situations. Non-emergency after hours calls will be billed at regular labor rates.

Heating Fuel  
Propane  
Air Conditioning  
Equipment  
24 Hour Service



99 Lake Road (P.O. Box 637) Bantam, CT 06750 860.567.9431  
email: [action@bantamfuel.com](mailto:action@bantamfuel.com)  
S1-390778