



AT COAN THE GOAL IS TO DELIVER AS LITTLE OIL AS POSSIBLE AND YET PROVIDE TOTAL COMFORT.



The COAN fleet draws oil from storage plants with a combined capacity of almost a million gallons.



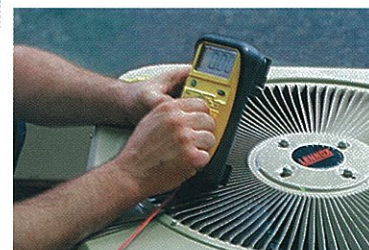
PROFESSIONAL drivers, dispatchers, service and installation technicians, fleet mechanics, warehouse staff, engineers, office and sales people - courteous as well as capable.



At Coan
PEOPLE MAKE THE DIFFERENCE



**ENGINEERED
BY PROFESSIONALS...**

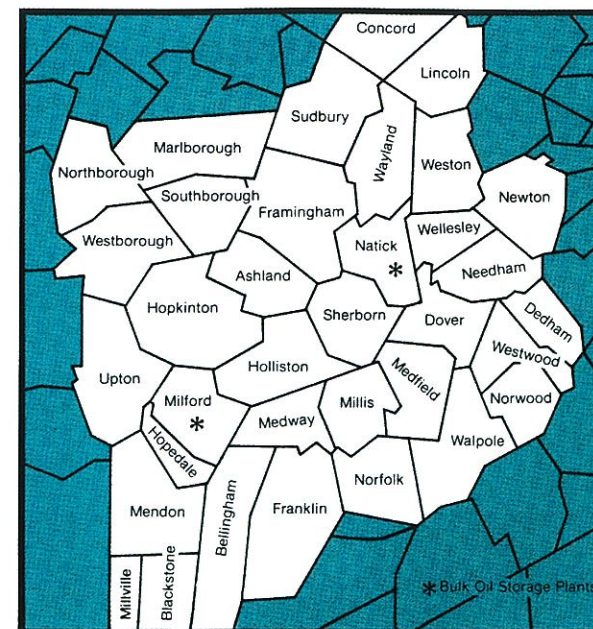


INSTALLED BY EXPERTS...



**SERVICED BY
HIGHLY TRAINED
TECHNICIANS**
Who are licensed by
the Commonwealth of

Massachusetts and trained and equipped to maintain heating systems not only in proper working order but at maximum efficiency.

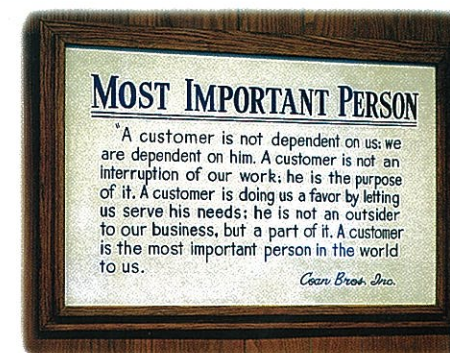


COAN

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www.coanoil.com

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COAN

**OIL BURNER
SERVICE AGREEMENT**

**FUEL OIL
HEATING SYSTEMS**



COAN
Service
...a
friend
indeed

1-800-COAN-INC



TEST & TUNE-UP ONLY INCLUDING AS NECESSARY:

1. Clean boiler or furnace.
2. Test draft.
3. Clean smoke pipe and chimney base.
- 4a. Warm Air Systems
Replace air filter(s) (one change per year).
Inspect & adjust blower belt.
- 4b. Hot Water Systems
Check condition of visually accessible
tankless gasket(s).
Drain expansion tank.
- 4c. Steam Systems
Flush low water cut-off.
5. Check for exhaust leaks.
6. Cement doors.
7. Replace oil filter cartridge.
8. Clean or replace oil nozzle.
9. Clean and adjust oil nozzle assembly.
10. Lubricate all moving parts.
11. Test electrical controls and calibrate.
12. Perform carbon dioxide test.
13. Take exhaust reading.
14. Retest draft.
15. Calculate fuel efficiency.
16. Adjust for high efficiency.
17. Repeat tests (12, 13 & 14 above).
18. Readjust for high efficiency.
19. Prepare written report; attach to heating
unit with copy to be filed at COAN office.

Notes:



PARTS PLAN COAN GUARANTEES TO:

1. Perform a TEST & TUNE-UP as described herein within 12 months from date of acceptance and annually thereafter as long as the plan remains in effect.
2. Provide necessary replacement parts as listed herein under "Service Parts Covered" with new or rebuilt material of like quality as that replaced and with no charge for said material regardless of the day or hour replacement is made.
3. Provide all necessary labor at then current COAN labor rates with the exception of that required to perform the TEST & TUNE-UP for which there shall be no charge.
4. Optionally provide like coverage in connection with multiple heating and domestic hot water zones at a minimal additional cost for each zone covered excluding the kitchen heating zone for which coverage is included in the cost of the basic plan.



PARTS & LABOR PLAN COAN GUARANTEES TO:

1. Provide services and parts included in a basic PARTS PLAN P but with no charge for travel time or labor required to replace, repair or adjust a part covered under said plan provided said labor is performed during Regular Service Hours as described herein.
2. Optionally provide like coverage in connection with multiple heating and domestic hot water zones at a minimal additional cost for each zone covered excluding the kitchen heating zone for which coverage is included in the cost of the basic plan.

DOMESTIC WATER HEATER COVERAGE

If the property contains a direct-fired oil water heater in addition to a central heating unit already covered by a service contract, a supplement to either PLAN P or PLAN L is available as an inexpensive option to cover the water heater burner and controls only.

Note: Water storage tanks are specifically excluded.

REGULAR SERVICE HOURS

No-Charge emergency service (no heat or severe leaks) as provided under PLAN L is available 24 hours per day throughout the entire year. No-charge non-emergency service is available throughout the year between the hours of 8:00 a.m. and 5:00 p.m. excluding holidays and weekends. (See exclusions listed below.)

Service requested other than as specified above is available at prevailing hourly labor rates.

A minimum one hour service charge will apply when an appointment is made and the service technician is unable to gain access to the property.

SERVICE PARTS COVERED

Air Filter(s) (Std. 1" only)	†Blower Motor (to 1/2 hp)
Aquastat	Boiler Relief Valve
Blower Bearings	Circulator - motor(s) only
Blower Belt	Comb. Chamber (non-steel)
Blower Pulleys	Emergency Switch
Boiler Drain	Expansion Tank or equal
Boiler Gauge	Ignition Transformer
Boiler Vent	Inlet Air Shut-off
Burner Air Tube	Low Water Cut-off
Burner Coupling	
Burner Fan	Oil Storage Equipment
Burner Head	
Burner Motor	*Aboveground Tank
Burner Nozzle	Oil Filter
Cadmium Cell	Oil Safety Valve
Draft Regulator	Tank Gauge
Electrodes	Vent Cap and Alarm
Fuel Pump	
Limit Control	Primary Control
Pressuretrol	Thermostat (standard)
Smoke Pipe	Zone Valves

† Coverage limited to motor of the blower serving the kitchen zone.

* Coverage includes replacement and disposal of ABOVE GROUND oil storage tank(s) regardless of size, provided, however, that in no case shall the amount of total coverage exceed \$300.00 per contract year in labor and material under Plan L, or \$150.00 per contract year in material only under PLAN P, subject further to the exclusions set forth immediately below.

EXCLUSIONS

All parts not specifically listed above are excluded from this contract including but not limited to the basic boiler or furnace, the distribution system, line voltage wiring, boiler water handling equipment and domestic water heating equipment including tankless coil gaskets. Also excluded are service calls resulting from a blown fuse, a tripped circuit breaker, a switch found in the "off" position and/or frozen lines. UNDERGROUND storage tanks are specifically excluded as are fills and vents connected to underground tanks and oil lines regardless of use and location.

This Service Agreement does not, nor is it intended to, prevent or preclude the existence and/or threat of oil spills or leakage from oil storage tanks, regardless of location, or oil lines as a result of deterioration, wear or tear, acts of God, or breakage caused by someone other than COAN, Inc.'s agents, servants or employees.

The Service Agreement does not, nor is it intended to, require or oblige COAN, Inc., to repair or prevent oil spills or oil leakage without notice from the customer to COAN, Inc.

Under no circumstance will COAN, Inc., be responsible for environmental damage resulting from defective or leaking oil storage tanks and/or oil lines, or any damages to person or property resulting therefrom.

Service on equipment and under conditions excluded above may be available at prevailing rates during normal business hours or, under emergency conditions, twenty-four hours per day.

TERMS AND CONDITIONS

1. This plan shall remain in effect during the twelve (12) months subsequent to date of billing and SHALL BE RENEWED AUTOMATICALLY FROM YEAR TO YEAR thereafter unless notice to terminate is received in writing at least thirty days prior to anniversary date.
2. Customer agrees that if the plan is renewed, it is subject to price and coverage changes.
3. This plan is transferable to another party or another location provided that in either case the equipment is in acceptable condition and the fuel for the heating unit is supplied by COAN, Inc.
4. The plan is subject to the acceptance by COAN, Inc., at the time of the first service call. Because it is made available only to COAN fuel oil customers, the cancellation of oil deliveries or the failure to purchase from COAN, Inc., all fuel oil required automatically cancels the plan without rebate. Further, the plan becomes void if any bill rendered by COAN, Inc., to the customer is not paid within thirty (30) days of billing date.

Service will not be provided under the terms of this contract when required as a result of customer's negligence.

This contract does not cover heating equipment rated to consume over three gallons of fuel per hour, and it covers only one heating unit. Quotations on multiple units are available on request.

COAN, Inc., does not guarantee the availability of, but will make all reasonable efforts to obtain, parts as required. The replacement of obsolete with new parts, as well as modernization programs, are not included under this contract but are available at reasonable prices.

COAN, Inc. will endeavour to render service promptly and in accordance with the customer's requests but will not be responsible for damage resulting from low water, thermostat improperly set, emergency switch off, customer's failure to keep oil in the storage tank, fire, accidents, and unavoidable delays beyond its control nor repair work required as a result of abnormal conditions such as floods, hurricanes or other acts of God including damage to equipment or property in any building (occupied or unoccupied) when a heating malfunction is not reported promptly.

OUR JOB IS TO SELL YOU LESS OIL

Through annual inspections including the use of sophisticated combustion testing equipment, the efficiency (or fuel oil "mileage") of your unit is recorded both on a tag attached to the unit and on your service record at our office.

When modernization is indicated, you will be advised. New highly efficient equipment on the market today such as the flame retention BECKETT oil burner and the ULTIMATE boiler, in most sizes ranked by the Federal Government as the most cost-saving heating unit on the U.S. market, are available through the COAN Installation Department. Lesser adjustments and refinements to your system are made at the time of the annual TEST & TUNE-UP.