



Dear Valued Customer,

We are once again offering our Prepaid Plan for the **2020-2021** heating season. The price for this year's plan is **\$1.899** per gallon and the minimum amount to be purchased is 500 gallons.

As with previous Prepaid Plans, your payment will establish a credit balance in your account. As your deliveries are received, they will be charged against your credit balance until depleted. This will be a lock in price as in past years and will not be affected if the price of oil rises or declines. If you run out of prepaid oil, you will then be billed at the daily street price for heating oil the day of your delivery. **As of June 1, 2021**, all undelivered gallons will be reverted into cash and can be applied to: regular oil delivery, burner service, next year's Prepaid Plan, or refunded to you. Purchasing our prepaid plan would also require your account to be on auto delivery. **Your automatic delivery will continue after your prepaid oil has been depleted and will be billed at the daily street price. If at that time, you would like to be taken off auto delivery, you must contact the office in writing to do so.**

**This offer is limited and is only good while supplies last.** Your payment will act as a binding contract and will hold your gallons for you. Please sign and return the attached form along with your check to enroll in our Prepaid Plan.

If you have any questions concerning our programs, please feel free to call our office Monday through Friday 8:00 am to 4:00 pm at 215-699-4012. We appreciate your patronage and look forward to serving you in the future.

Sincerely,

**D.E. Walker & Son**

P: 215.699.4012 • F: 267.263.0541  
63 E. Broad Street • Hatfield, PA 19440  
info@dewalker.com • www.dewalker.com



## **D.E. Walkers offers three different service contracts.**

Standard Oil Plan: \$229.00

Premium Oil Plan: \$269.00

Deluxe Oil Plan: \$435.00

### **Why is having a service contract beneficial?**

Having a service contract is beneficial because it allows you to have routine cleanings and maintenance to your system. In the long run, having a service professional check and clean your system annually can save you money. Our employees are trained to properly clean your system and detect possible problems at an early stage. Taking these steps can prevent expensive repairs that would be required if there was a problem with the system.

## **Our Service Plans**

### **Standard Oil Plan- \$229.00**

This plan gives your heater an annual checkup to maintain proper operation. This plan includes 100% parts and labor on the burner, a 40% discount on uncovered repairs, and priority scheduling.

- ❖ One (1) cleaning and servicing of oil heater
  - Clean and adjust burner
  - Change fuel filters and pump screens
  - Change nozzle
  - Inspect and clean combustion side of heat exchanger
  - Inspect and clean smoke pipe and chimney base
  - Check operation of system controls
  - Combustion Test
  
- ❖ 40% discount on uncovered repairs (Parts and Labor)
- ❖ Priority scheduling. Your no heat call will be handled before none contracted calls.

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### Premium Oil Plan- \$269.00

This plan gives your heater an annual checkup to maintain proper operation. This plan includes 100% parts and labor on the burner, a 40% discount on uncovered repairs, and priority scheduling.

- ❖ One (1) cleaning and servicing of oil heater
  - Clean and adjust burner
  - Change fuel filters and pump screens
  - Change nozzle
  - Inspect and clean combustion side of heat exchanger
  - Inspect and clean smoke pipe and chimney base
  - Check operation of system controls
  - Combustion Test
  
- ❖ 100% parts and labor on burner components \*
  - Burner motor (3450 rpm)
  - Burner motor coupler
  - Oil pump
  - Ignition transformer
  - Porcelain electrodes and leads
  - Oil nozzle
  - Air cone
  - Blast tube
  - Cad cell eye assembly
  - Protective relay (cad cell)



\* The burners covered in this plan are gun style, 3450 rpm burners.  
( Ex. Riello, Beckett, Carlin)

- ❖ 40% discount on uncovered repairs (Parts and Labor)
- ❖ Priority scheduling. Your no heat call will be handled before none contracted calls.



## Deluxe Oil Plan- \$435.00

This plan gives your heater an annual checkup to maintain proper operation. This plan includes 100% parts and labor on the burner plus additional costly repair items, a 40% discount on uncovered repairs, and priority scheduling.

- ❖ 1 cleaning and servicing of oil heater
  - Clean and adjust burner
  - Change fuel filters and pump screens
  - Change nozzle
  - Inspect and clean combustion side of heat exchanger
  - Inspect and clean smoke pipe and chimney base
  - Check operation of system controls
  - Combustion Test
  
- ❖ 100% parts and labor on burner components *plus* addition parts listed below\*
  - Burner motor (3450 rpm)
  - Burner motor coupler
  - Oil pump
  - Ignition transformer
  - Porcelain electrodes and leads
  - Oil nozzle
  - Air cone
  - Blast tube
  - Cad cell eye assembly
  - Protective relay (cad cell)
  
- ❖ **Deluxe Package Add-ons**
  - *plus* Triple/single aquastat
  - *plus* One (1) circulator pump per contract
  - *plus* Two (2) motorized zone valve heads per contract
  - *plus* Relief valve
  - *plus* One (1) thermostat per contract
    - (replacement thermostat is a Heat/Cool non programmable thermostat)

\* The burners covered in this plan are gun style, 3450 rpm burners.  
( Ex. Riello, Beckett, Carlin)

- ❖ 40% discount on uncovered repairs (Parts and Labor)
- ❖ Priority scheduling. Your no heat call will be handled before none contracted calls.

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## **GENERAL SERVICE PLAN CONDITIONS**

1. Customer agrees to buy heating oil from D.E. Walker & Son, Inc. only for the duration of this service contract. If this is not done, we reserve the right to cancel the contract, with **no refund**.
2. All equipment to be covered before accepting this contract must be inspected by an authorized D.E. Walker and Sons Inc. service technician. Acceptance is based solely on Service Manager's inspection or review. Inspection of such equipment shall be performed with-in 90 days of the contract date.
3. Service contract hours are during normal business hours. Service calls need to be reported to the office before 3pm for same day service. All other calls outside of business hours will be bill at our emergency labor rate
4. Prices quoted refer to home-heating equipment only, located in a basement or utility room. **We do not offer contracts on rooftop**, crawlspace or other locations that present difficulty in servicing.
5. Our obligation to furnish any parts is subject to their availability through normal sources of supply.
6. This contract includes only repair and replacement of parts listed, which become defective due to normal wear. It does not cover parts damaged by water, fire, act of God, accident, tampering or abuse.
7. D.E. Walker & Son, Inc. will not assume any responsibility for any oil burner serviced by any one other than the duly authorized personnel of this company which would render contract null & void.
8. This contract does not include equipment failures resulting from customer's refusal of automatic delivery or out of oil due to the exceeding of credit limitations.
9. Service calls resulting from blown fuses or circuit breakers, oil burner emergency switch turned off, thermostat not properly set, or electrical power failure are not covered by this contract.
10. This contract does not cover liability for injury or damage resulting from defects in, the operation or non-operation of customer's burner or its appurtenances or any other equipment, nor does it cover liability for loss or damage resulting from delay or failure to perform hereunder due wholly or partially to labor disturbances, fires, lack of material, governmental regulations, or any causes beyond our control.
11. Effective date of this contract, if customer's order is accepted, shall be the date of receipt of payment for contract.
12. Whenever replacement parts or labor charges, which are not covered by this contract are required, the company shall notify the customer if possible. Delay in submitting these prices shall not hold D.E. Walker & Son, Inc. liable for further damage to the heating system or an inconvenience to the occupant of the dwelling or building.
13. This contract contains the entire agreement of the parties hereto and there are no promises, terms, conditions, or obligations other than printed therein.
14. We cannot accept low pressure burners, rotary burners (Timken, etc.), nor obsolete oil burners for which parts are costly and difficult to obtain.
15. This service contract may be canceled by either party upon thirty (30) days written notice.
16. This contract covers one main heating apparatus. Additional equipment can be added at an additional cost.

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# Prepaid Oil Contract & Service Plan Form

**\*New Customers- Please call and set up an account before payment\***

## Customer Information

\_\_\_\_\_  
CUSTOMER NAME (PLEASE PRINT)

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
CITY STATE ZIP CODE

\_\_\_\_\_  
EMAIL ADDRESS PHONE NUMBER

## Prepaid Oil

**LOCK IN AT \$1.899/GALLON**

\_\_\_\_\_  
Gallons Purchased (500 Gallons Minimum) Amount Enclosed

## Service Plan

**\*Please check one\***

- Standard Plan \$229.00     Premium Plan \$269.00     Deluxe Plan \$435.00     No Service Plan

\_\_\_\_\_  
Amount Enclosed

## Contract Signature

**\*\*I hereby authorize D.E. Walker & Son, Inc. to supply me with service, parts and home heating oil as specified in the Prepaid Oil Contract and Service Form\*\***

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date