

# OIL HEATING SYSTEM SERVICE PLANS



**SMO**  
ENERGY

# GET TO KNOW SMO GET BETTER HOME COMFORT SERVICES

**SMO Energy has over 90 years of experience providing superior home comfort services to customers throughout Southern Maryland.**

Our insured and certified technicians, with years of experience and expertise servicing and repairing oil heating systems from all major brands, always arrive fully prepared and are trained to ensure that any job is done right on the first visit.

We have two oil heating system service plans to choose from, each created to provide you with year-round peace of mind:

## **Value plan**

Extensive coverage for the budget-minded homeowner.


## **Premier plan**

Comprehensive coverage.

Both plans include:

- **Quality repairs** by experienced technicians
- **Convenient service hours**
- **Periodic tune-ups** to help save you money
- **15% discounts** on non-covered repairs
- **Customer service** team ready to take your call 24/7

See centerfold for a detailed comparison →



**Delivering expert service and repairs 24/7, in any weather.**

## How your oil-fired heating system works.

When your thermostat senses that room temperature has fallen below the heat setting, it sends a signal to your system to provide heat.

The oil burner is engaged and heating oil travels from the tank to the burner by way of a pump, where it becomes a fine mist mixed with air. This fuel/air mixture is then injected into the burner where it is ignited in the combustion chamber.

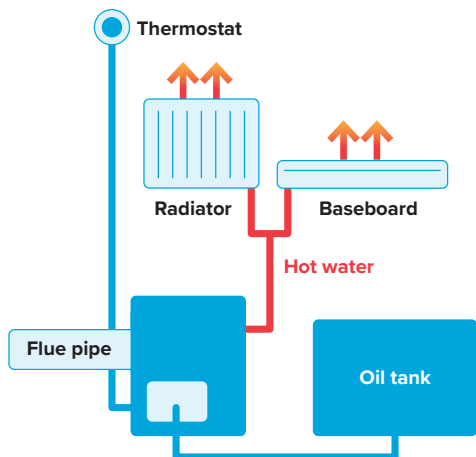
The way heat then gets distributed throughout your home is based on the type of system it is — hydronic or warm air.



### Hydronic system

In a hydronic or water-based system, water is heated in either a cast iron or steel boiler before it is dispersed throughout your home. There are two main types:

- **Hot water system** – the heated water is circulated through radiators or baseboards
- **Steam system** – water turns to steam and rises through pipes to radiators

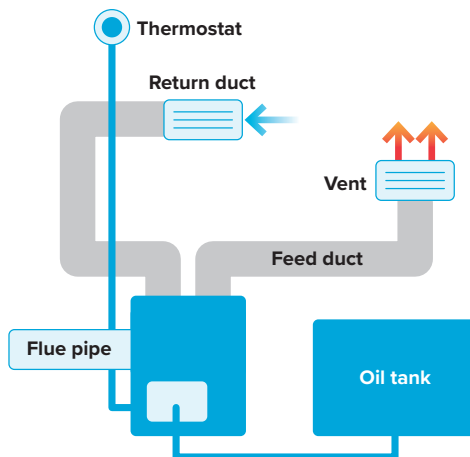


### Warm air system

In a warm air system, your furnace heats air and a blower sends the heated air through ducts and out of vents in your floors or walls.

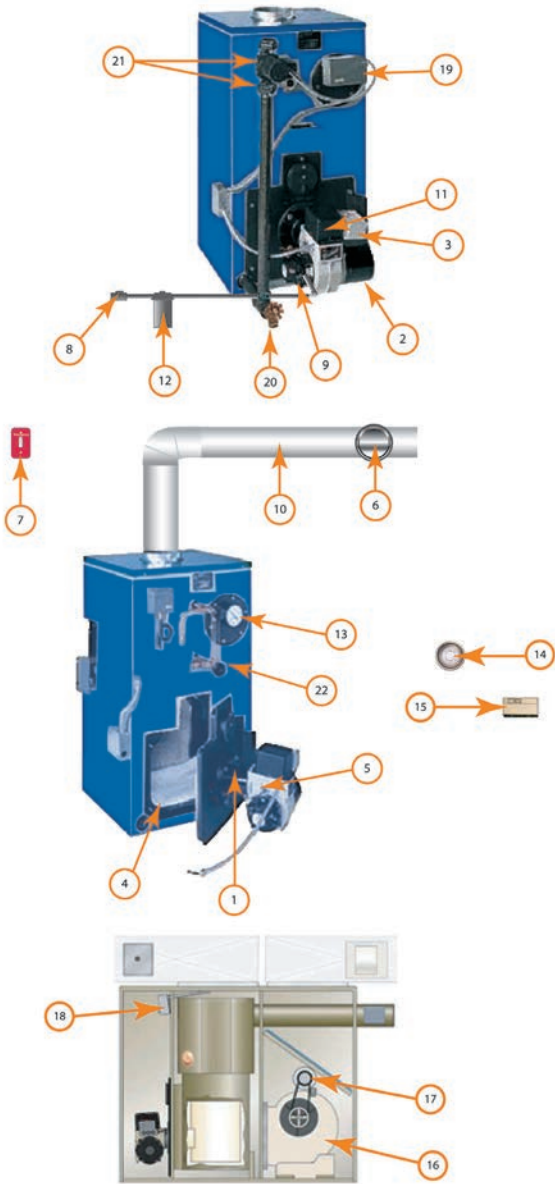
The air gets drawn back to the furnace through return ducts and the cycle repeats.

Emissions from the combustion of fuel and air exit the system through a flue pipe that runs out of your home through the chimney.



Compare the plans and select the coverage you like best.

	Value Plan	Premier Plan		Value Plan	Premier Plan		Value Plan	Premier Plan
<b>Fuel and combustion</b>			12	Oil filter cartridge		21	Circulator components (kitchen zone up to 1/12 HP)	
1	Air tube		12	Oil filter complete			Circulator relay (kitchen zone up to 1/12 HP)	
1	Burner coupling			Oil safety valve			Domestic relief valve	
2	Burner fan		1	Porcelains			Dual valve	
2	Burner motor			Primary control			Expansion tank (max 24 gallons)	
3	Cad cell eye		14	Thermostat standard			Expansion tank valve	
3	Cad cell relay		15	Thermostat clock type (\$50 credit)			Extrol tank (max # 60)	
4	Combustion chamber (wet-based, max 2.5 GPH)		<b>Warm air</b>				Feed valve	
5	Delayed oil valve		16	Blower complete (up to 3/4 HP)			Feed valve washer	
6	Draft regulator (up to 9" diameter)		17	Blower motor (up to 3/4 HP)			Flow check valve	
1	Electrodes		18	Fan and limit control		22	Gauge glass and washers	
7	Emergency switch		18	Fan control			Limit control	
1	End cone		<b>Hot water and steam components</b>				Low voltage transformer	
8	Firomatic valve			Air scoop			Manual feed valve	
9	Fuel pump		19	Aquastat (auto type only)			Pop safety valve (up to 1" diameter)	
9	Fuel pump gasket		19	Aquastat well			Pressure gauge	
9	Fuel pump strainer			Automatic air vent (boiler room only)			Pressuretrol (auto type only)	
10	Flue pipe (max 9" diameter)			Balancing valve		13	Pressure/temperature gauge	
11	Igniters		20	Boiler drain valve			Zone valve complete (kitchen zone up to 1" diameter)	
11	Ignition transformer			Boiler relief valve (up to 1" diameter)			Zone valve component (kitchen zone up to 1" diameter)	
1	Nozzle		21	Circulator complete (kitchen zone up to 1/12 HP)				
1	Nozzle adapter							
1	Nozzle line							
	Oil check valve							



Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed) or weekends, is subject to our after hours diagnostic fee, unless you have purchased the 24/365 enhancement. The service plans described in this brochure are subject to SMO Energy's terms and conditions of service which are provided and incorporated by reference into this brochure.

Still need more coverage?

We have other enhancements and agreements that are available at an additional cost to your existing plan and these are priced separately. They allow you to extend your coverage with more comprehensive protection and help you prepare for unexpected repair costs by allowing you to customize your protection to suit your needs. You must currently have a SMO Energy Value or Premier Service Plan to add any enhancement coverage.

Optional enhancements

24 hours-a-day/365 days-a-year service

This enhancement extends your primary coverage by giving you access to SMO Energy service 24 hours a day, 365 days a year. It waives our after hours diagnostic fee.

Direct and indirect water heater repair and part replacement\*

This enhancement covers repairs and replacement of the parts listed below:

- |                      |                      |                        |
|----------------------|----------------------|------------------------|
| • Air tube           | • Drip tube          | • Ignition             |
| • Aquastat           | • Electrodes         | transformer            |
| (auto type only)     | • Electrode wire     | • Nozzle               |
| • Burner coupling    | and clips            | • Nozzle adapter       |
| • Burner fan         | • Emergency switch   | • Nozzle line          |
| • Burner motor       | • End cone           | • Oil check valve      |
| • Cad cell complete  | • Firomatic valve    | • Oil filter cartridge |
| • Circulator (bronze | • Flue pipe          | • Oil filter complete  |
| type, up to 1/16 HP) | (up to 9" diameter)  | • Oil safety valve     |
| • Delayed oil valve  | • Fuel pump          | • Porcelains           |
| • Draft regulator    | • Fuel pump gasket   | • Preference relay     |
| (up to 9" diameter)  | • Fuel pump strainer | • Primary control      |
| • Drain valve        | • Igniters           | • Relief valve         |

\*Covers residential, oil-fired water heaters up to a maximum firing rate of 1.25 gallons per hour. **Excludes coverage of the water heater tank**, recirculation lines and components, and anode rods. Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed), or weekends, is subject to our standard diagnostic fee, unless you have purchased the 24/365 enhancement. Repair and/or replacement must be performed by SMO Energy.

Limited boiler and furnace replacement\*\*

This coverage provides an allowance of \$1,000 toward replacement of your main heating boiler or furnace if a SMO Energy inspection determines that your existing equipment is not repairable. The new boiler or furnace must be replaced by SMO Energy. Allowance is payable as a reduction to our normal retail price for the model specified.

\*\*Existing equipment must be inspected by SMO Energy to qualify.

Optional Zone Coverage\*\*\*

This enhancement covers repair and replacement of the parts listed below:

- |  |  |  |
|--|--|--|
| • Automatic air vents (boiler room only)                 | • Circulator motor (up to 1/12 HP)         | • Thermostat (clock type \$50 credit)  |
| • Circulator complete (up to 1/12 HP)                    | • Circulator mounts (up to 1/12 HP)        | • Zone valve (up to 1" diameter)       |
| • Circulator coupling (up to 1/12 HP)                    | • Circulator relay                         | • Zone valve motor (up to 1" diameter) |
| • Circulator flanges and gaskets (up to 1-1/2" diameter) | • Flow check valve (up to 1-1/2" diameter) |  |
| • Circulator impeller (up to 1/12 HP)                    | • Isolation valves (up to 1-1/2" diameter) |  |
|  | • Thermostat (standard)                    |  |

\*\*\*Not available on steam systems and excludes air handlers. Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed) or weekends, is subject to our standard diagnostic fee, unless you have purchased the 24/365 enhancement. Repair and/or replacement must be performed by SMO Energy.

Additional agreements

CARE® environmental protection

Fortunately, oil leaks don't happen too often, but when they do, they can damage the environment and cost thousands of dollars to clean up. Most homeowners insurance doesn't cover oil leaks. The CARE program is available for above-ground fuel tanks' and provides:

- Up to \$100,000 for clean-up\*\*\*\*
- Clean-up of releases from entire fuel oil system, including piping and lines
- Limited cost share
- Transferable if you sell your home
- Experienced professionals to handle the work

\*A separate program is available for underground fuel oil storage tanks. Underground oil tanks require a one-time testing fee in addition to the cost of the program. \*\*\*\*Does not include tank replacement.

Oil tank agreement

In the event of an oil tank failure, this agreement gives you an allowance of \$750 toward a replacement tank. Your allowance is payable as a reduction to our normal retail price for the model specified. Replacement or repair must be done by SMO Energy. Additionally, this coverage includes:

- Exposed fill and vent lines (up to 15 feet from the tank)
- Exposed oil lines (up to 15 feet from the tank), tank legs, vent alarm and tank valve



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