

**You'll feel  
more comfortable**



**with  
Burns & McBride  
Equipment Service Plans**



**HEATING & AIR CONDITIONING SOLUTIONS**

# BURNS & MCBRIDE EQUIPMENT SERVICE PROTECTION PLANS

**Gold** and **Platinum** Repair Plans—No diagnostic, labor or repair charges for the repair or replacement of covered parts during normal working hours. Emergency service is available 24 hours a day, 365 days a year. Preventive Maintenance is billed separately.

**Silver**—Provides for a once-a-year Preventive Maintenance visit plus a 15% discount on all repairs and diagnostic fees during the year. Emergency service is available 24 hours a day, 365 days a year.

## Items Covered in Repair Plans

	Silver	Gold	Platinum (Boiler only)
Burner Blast Tube	•	★	★
Burner Electrodes	•	★	★
Burner End Cone	•	★	★
Burner Fan	•	★	★
Cad Cell Control†	•	★	★
Cad Cell Holder	•	★	★
Draft Damper	•	★	★
Nozzle	•	★	★
Nozzle Assembly	•	★	★
Oil Burner Coupling	•	★	★
Oil Burner Fan	•	★	★
Oil Burner Motor	•	★	★
Oil Burner Pump	•	★	★
Oil Burner Strainer	•	★	★
Oil Filter Cartridge	•	★	★
Small Burner Parts	•	★	★
Stack Control	•	★	★
Thermostat (Heating)	•	★	★
Transformer	•	★	★
Transformer Wires	•	★	★
Aquastat	•	★*	★
Blower Bearings†	•	★	★
Blower Fanbelt†	•	★	★
Blower Motor†	•	★	★
Blower Pulley†	•	★	★

OIL HEATER

	Silver	Gold	Platinum (Boiler only)
Blower Shaft†	•	★	★
Circulator Coupling	•	★	★
Circulator	•	★*	★
Circulator Relay	•	★	★
Combustion Chamber	•	★*	★
Draft Regulator	•	★	★
Emergency Switches	•	★	★
Factory Wiring	•	★	★
Fan Limit Controls	•	★	★
Oil Filter	•	★	★
Vent Connector	•	★	★
Automatic Water Feeder	•		★
Boiler Gauge	•		★
Circulator Bearing	•		★
Expansion Tank	•		★
Expansion Tank Valve	•		★
Flow Valve	•		★
Mixing Valve	•		★
Pressuretrol (Steam)	•		★
Relief Valve	•		★
Zone Valve	•		★

OIL HEATER cont'd

• 15% Discount for diagnostic and repair charges

★ Full coverage for parts and labor

\* \$100 allowance towards replacement

† These parts are used for both heating and cooling.

If the customer has heating only or air-conditioning only service coverage, then 50% of the costs of these repairs is covered. MasterCare covers 100% of the cost of these repairs.

### PARTS NOT COVERED

In addition to those items not checked, the following items are not covered by these Service Plans: air filters, air conditioning compressor, evaporator coil and condenser coil, boiler sections, chimney maintenance, direct vent inlet and exhaust, heater or air-conditioning jacket and trim, ductwork, heat exchanger, electronic or media air cleaners, humidifiers, ICM motors, circuit breakers and fuses, evaporator drain pan, heat pump controls, motorized dampers, oil lines, oil tank, oil fill and vent pipes, preventive maintenance, programmable

thermostat, refrigerant leaks and piping, refrigerant, and any other parts not included in the original manufacture of the system or any part not checked above. Service required for the following items will be billed at our prevailing rates: emergency switch in the "OFF" position, blown fuses or tripped circuit breakers, draining the expansion tank and purging air from radiators, lack of oil if you are a "Call-In" customer, or fuel related problems such as sludge or frozen oil lines.

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## Items Covered in Repair Plans

	Silver	Gold	Platinum (Boiler only)
Appliance Regulator	•	★	★
Aquastat	•	★*	★
Blower Bearings†	•	★	★
Blower Fanbelt†	•	★	★
Blower Motor†	•	★	★
Blower Pulley†	•	★	★
Blower Shaft†	•	★	★
Burners	•	★	★
Circulator Coupling	•	★	★
Circulator	•	★*	★
Circulator Relay	•	★	★
Draft Damper	•	★	★
Draft Inducer	•	★*	★
Emergency Switch	•	★	★
Factory Wiring	•	★	★
Fan & Limit Controls	•	★	★
Gas Valves	•	★	★
Hot Surface Ignitor	•	★	★
Ignition Module	•	★*	★
Ignition Transformer	•	★	★
Internal Fuses	•	★	★
Manual Thermostat	•	★	★
Pilot Assemblies	•	★	★
Thermocouples	•	★	★
Vent Connector	•	★	★
Automatic Water Feeder	•		★
Boiler Gauge	•		★
Circulator Bearing	•		★
Expansion Tank	•		★
Expansion Tank Valve	•		★
Flow Valve	•		★
Mixing Valve	•		★
Pressuretrol (Steam)	•		★
Relief Valve	•		★
Zone Valve	•		★

GAS HEATER

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In addition to those items not checked, the following items are not covered by these Service Plans: air filters, air conditioning compressor, evaporator coil and condenser coil, boiler sections, chimney maintenance, direct vent inlet and exhaust, heater or air-conditioning jacket and trim, ductwork, heat exchanger, electronic or media air cleaners, humidifiers, ICM motors, circuit breakers and fuses, evaporator drain pan, heat pump controls, motorized dampers, oil lines, oil tank, oil fill and vent pipes, preventive maintenance, programmable thermostat, refrigerant leaks and piping, refrigerant, and any other parts not included in the original manufacture of the system or any part not checked above. Service required for the following items will be billed at our prevailing rates: emergency switch in the "OFF" position, blown fuses or tripped circuit breakers, draining the expansion tank and purging air from radiators, lack of oil if you are a "Call-In" customer, or fuel related problems such as sludge or frozen oil lines.

• 15% Discount for diagnostic and repair charges

★ Full coverage for parts and labor

\* \$100 allowance towards replacement

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# BURNS & MCBRIDE EQUIPMENT SERVICE PROTECTION PLANS

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## Items Covered in Repair Plans

	Silver	Gold
Blower Bearings <sup>†</sup>	•	★
Blower Fanbelt <sup>†</sup>	•	★
Blower Motor <sup>†</sup>	•	★
Blower Pulley <sup>†</sup>	•	★
Blower Shaft <sup>†</sup>	•	★
Capacitors	•	★
Condensate Drain Line	•	★
Condenser Fan	•	★
Condenser Fan Bracket	•	★
Condenser Fan Motor	•	★
Condensate Pump	•	★
Contactors	•	★
Crankcase Heater Relay	•	★
Time Delay Relay	•	★
Time Delay Fuses	•	★
Disconnect Switch	•	★
Factory Wiring	•	★
Fan Relay	•	★
High Pressure Switch	•	★
Internal Fuses	•	★
Low Pressure Switch	•	★
Thermostat (Standard)	•	★
Thermostat Subbase	•	★

AIR-CONDITIONING

	Silver	Gold
Aquastat	•	★
Drain Valve	•	★
Factory Wiring	•	★
Gas Valve	•	★
Heating Element	•	★
Ignition Devices	•	★
Limit Control	•	★
Main Burner	•	★
Pilot Burner	•	★
Pressure & Temperature Relief	•	★
Safety Pilot	•	★
Thermostat Controls	•	★
Thermocouples	•	★
Vent Connector	•	★
Vent Damper	•	★

WATER HEATERS

• 15% Discount for diagnostic and repair charges

★ Full coverage for parts and labor

\* \$100 allowance towards replacement

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### PARTS NOT COVERED

In addition to those items not checked, the following items are not covered by these Service Plans: air filters, air conditioning compressor, evaporator coil and condenser coil, boiler sections, chimney maintenance, direct vent inlet and exhaust, heater or air-conditioning jacket and trim, ductwork, heat exchanger, electronic or media air cleaners, humidifiers, ICM motors, circuit breakers and fuses, evaporator drain pan, heat pump controls, motorized dampers, oil lines, oil tank, oil fill and vent pipes, preventive maintenance, programmable

### AVERAGE EXPECTED LIFETIME

Furnace: Gas or Oil	18 years
Boiler: Hot Water or Steam, Gas or Oil	21 years
Air Conditioner	15 years
Heat Pump/Electric Back-Up	15 years
Water Heater: Electric	10 years
Gas	9 years

SOURCE: Appliance Magazine 9/96

thermostat, refrigerant leaks and piping, refrigerant, and any other parts not included in the original manufacture of the system or any part not checked above. Service required for the following items will be billed at our prevailing rates: emergency switch in the "OFF" position, blown fuses or tripped circuit breakers, draining the expansion tank and purging air from radiators, lack of oil if you are a "Call-In" customer, or fuel related problems such as sludge or frozen oil lines.

# Preventive Maintenance Service

Our Preventive Maintenance is designed to put your home comfort equipment in the best possible operating condition. We will spend up to two hours of labor performing the following:

## Heating

1. Clean and check the burner
2. Check the pilot light
3. Clean and check the pilot tube
4. Check flue baffle
5. Set manifold gas pressure
6. Check gas input
7. Set burner air adjustment
8. Check fanbelt and replace as needed
9. Inspect gas valve
10. Check thermocouple
11. Check spark ignitor
12. Inspect and clean combustion chamber
13. Check temperature rise
14. Check blower motor and bearings
15. Lubricate blower motor
16. Check wiring assembly
17. Check air filters
18. Check electrical connections
19. Check flue and venting
20. Check fan and limit control
21. Check heat anticipator
22. Check operation of thermostat
23. Check voltage and amperage
24. Check interlock switch
25. Check and set ignitor gap
26. Brush and vacuum heat exchanger
27. Check and oil circulator—boiler only
28. Drain expansion tank—boiler only
29. Replace oil filter—oil only
30. Check and set oil pump pressure—oil only
31. Check and replace nozzle—oil only
32. Check and adjust electrodes—oil only
33. Remove, brush and vacuum smokepipe
34. Check safety controls

## Air-Conditioning

1. Check expansion valve
2. Inspect and clean evaporator drain, install blowout tee as needed
3. Check humidifier dampers
4. Check thermostat operation
5. Check circuit breakers and fuses/outside
6. Check temperature rise/drop across coil
7. Check and clean condenser coil
8. Check and oil condenser fan motor
9. Check voltage and operation
10. Check fan blades for tightness
11. Check start and run relays and connections for tightness
12. Check wiring assembly
13. Check all electrical connections
14. Check operating pressures
15. Check refrigerant lines
16. Check air handler control components
17. Check and oil blower motor
18. Check superheat for fixed orifice system
19. Check subcooling for TXV systems
20. Check air filters
21. Check safety controls

# BURNS & MCBRIDE EQUIPMENT SERVICE PLANS

## Repair Plans Terms and Conditions

These Plans represent an Agreement between you and Burns & McBride for service to your home heating and cooling systems. These Agreements become null and void if anyone other than Burns & McBride delivers heating oil or works on the equipment, or our credit terms are not met. These Agreements cancel and supersede all previous Agreements.

**SERVICES NOT COVERED**—Only the parts listed under contract coverage are covered and only when the failure is due to normal wear and tear. Repairs caused by water in oil tanks, sludge, freezing, fire, water leaks, floods, storms, electrical failure or surges, acts of God, improper water level, unavailability of parts through our normal suppliers or repairs caused by someone other than Burns & McBride personnel or its authorized agents will not be covered by the Service Agreement and will be billed at our prevailing rates.

**ASBESTOS**—Because of potential health hazards to you, your family and Company personnel, the Plans do not cover maintenance work involving the removal of suspected asbestos. All asbestos testing and removal will be done at your expense.

**INSPECTION**—Burns & McBride reserves the right to inspect and approve the equipment to be covered under these Agreements. Equipment must be in compliance with current Code requirements and be in good working order when approved for coverage under one of these Agreements. Any repairs required to put the equipment into acceptable condition will be billed to you at our prevailing rates.

These Agreements are effective for a period of one year and are self-renewing at prices in effect at the time of renewal. The customer will be provided reasonable advance notice of the automatic renewal allowing them a time period of not less than 14 days to cancel the automatic renewal. There are no refunds or credits given for the customer's premature termination of these Plans. The

equipment will be reviewed annually and as part of the renewal, Burns & McBride reserves the right to change or not renew Agreements based on the age and condition of the equipment.

If you choose not to purchase our Preventive Maintenance Service and your heater requires service that is caused by a lack of maintenance, that call will not be covered under our Service Protection Plan. You will be billed for this call at our prevailing rates.

**EMERGENCY SERVICE**—Coverage is available 24 hours a day, 365 days a year. For Gold and Platinum Plan customers, service requests on weekends and holidays and on Monday through Friday after 8:00PM and before 7:00AM that do not qualify as an emergency in the sole opinion of Burns & McBride may be subject to the difference between standard and overtime labor rates. An "emergency" is defined as a service event, which in the Company's sole judgment, would cause serious damage to a house or its occupants if not handled quickly.

Burners with a firing rate of greater than 400,000 BTUs per hour, air conditioners larger than 60,000 BTUs per hour, heaters or air conditioners located on roofs, attics, crawlspace, suspended from ceilings or in otherwise inaccessible locations do not qualify for coverage under these Service Agreements. Heat pumps, propane-fired equipment and power venters are not eligible for coverage under these Service Agreements. The Platinum Service Plan is not available for steam boilers.

Customers with a Burns & McBride Service Agreement will receive a \$150 credit towards the replacement of that heating or cooling equipment by Burns & McBride.

We will not be liable for secondary damages or environmental claims caused by oil leaks, spills or soot from any source that are outside of our direct control. We will not be liable for damages to a building from a heating failure, REGARDLESS OF CAUSE.