



DELIVERING **MORE** FOR YOU

FUEL • PROPANE • LUBRICANTS



PROTECT

YOUR

OIL HOME HEATING EQUIPMENT



**SAVE
ON FUEL**



**IMPROVE ENERGY
EFFICIENCY**

Reliable equipment protection plans by Ultramar ensure your home heating equipment performs as you need it to. No surprises!

Enjoy the added peace of mind that comes with protecting your home heating equipment.

Whether you have warm air or hot water heating, Ultramar offers a range of comprehensive and affordable equipment service plans to keep your oil equipment primed for peak performance.



Regular, scheduled maintenance by certified equipment service technicians is proven to enhance the life expectancy and performance of your home heating equipment.

SEE INSIDE FOR EQUIPMENT SERVICE PLAN DETAILS

ULTRAMAR HOME HEATING PROTECTION PLANS INCLUDE:

24-hour
emergency
service

Labour on
services/repairs listed
as covered by your plan

Furnace parts
listed as covered
by your plan

Annual furnace
cleaning &
maintenance

\$100 off any oil or propane*
appliance upgrade
(*in propane service areas)



Ultramar will repair or replace, during the lifetime of the agreement, any parts covered by Ultramar home heating protection plans which may have become defective due to normal wear and tear.

Your annual maintenance will be performed once during the Service Agreement term as scheduled by our Service Department and allows for one hour of free labour. Any additional labour time will be billable to the customer.

YOU CAN RELY ON ULTRAMAR  SIGN UP TODAY



OUR PROTECTION PLANS COVER THE FOLLOWING ANNUAL MAINTENANCE

- ✓ Cycle unit
- ✓ Perform CO₂ test
- ✓ Perform smoke test
- ✓ Perform stack temperature test
- ✓ Perform draft test
- ✓ Visually inspect combustion chamber
- ✓ Clean and inspect electrodes
- ✓ Clean and inspect nozzle assembly
- ✓ Clean, inspect, adjust burner assembly
- ✓ Visually inspect fuel pump
- ✓ Check fill and vent pipes for leaks
- ✓ Test transformer
- ✓ Inspect burner fan
- ✓ Visually inspect fan belts and drives
- ✓ Inspect and lubricate burner motor
- ✓ Inspect and lubricate fan motor
- ✓ Inspect and lubricate circulator motor
- ✓ Inspect and test safety and operating controls
- ✓ Clean and inspect flue pipe and chimney thimble if accessible and necessary
- ✓ Visually inspect indoor exposed oil lines
- ✓ Check tank gauge seal for possible leaks
- ✓ Visually inspect oil tank
 - Inspection of the oil tank is an exterior visual inspection only and cannot detect corrosion inside the oil tank. The inspection does not guarantee that the oil tank will not fail.
- ✓ Inspect and replace nozzle
- ✓ Check draft regulator and adjust if necessary
- ✓ Inspect and replace oil filter

CONTROLS

- ✓ Cad cell control
- ✓ Draft regulator
- ✓ Electronic triple aquastat
- ✓ High limit control
- ✓ Thermostat
(digital; non-programmable; one per year)

WARM AIR SYSTEMS

- ✓ Blower bearings
- ✓ Blower fan belt
- ✓ Blower complete
- ✓ Blower pulley
- ✓ Blower shaft
- ✓ Blower wheel
- ✓ Capacitor
- ✓ Blower fan limit control

FUEL SUPPLY PARTS

- ✓ Fuel filter cartridge
- ✓ Fuel filter complete
- ✓ Fuel pump
- ✓ Fuel pump bleeder
- ✓ Fuel pump seal
- ✓ Fuel pump strainer

BURNER REPLACEMENT

- ✓ Blast tube
- ✓ Burner coupling
- ✓ Burner flange gasket
- ✓ Burner motor
- ✓ Buss bar transformer leads
- ✓ Cad cell assembly
- ✓ Cad cell eye
- ✓ Combustion chamber*
- ✓ Delayed oil valve
- ✓ Delayed oil valve coil
- ✓ Electrodes
- ✓ Electronic ignition transformer
- ✓ End cone
- ✓ Low voltage transformer
- ✓ Low voltage wiring
- ✓ Nozzle
- ✓ Nozzle adapter
- ✓ Nozzle line
- ✓ Primary control
- ✓ Protector relay



\$100 OFF ANY OIL OR PROPANE**
APPLIANCE UPGRADE

*Coverage to a maximum of \$50 off installed cost. Coverage can be applied to boiler systems. **In propane service areas. Protections Plans are available at Participating Ultramar locations only. Please contact your closest Ultramar Customer Service Centre to ensure coverage is available in your area. See Ultramar.ca to find your closest service centre.

CONTROLS

- ✓ Cad cell control
- ✓ Circulator controls
- ✓ Aquastat – insertion type
- ✓ Temperature gauge
- ✓ Electronic triple aquastat
- ✓ Tridicator
- ✓ Draft regulator
- ✓ High limit control
- ✓ Thermostat
(digital; non-programmable; one per year)

BOILER SYSTEMS

Zone valves & circulators must have isolation valves to qualify for coverage

- ✓ Bearings assembly
- ✓ Circulator coupling
- ✓ Circulator impeller
- ✓ Circulator motor
- ✓ Circulator motor mounts
- ✓ Complete circulator (max 5 gpm: 1 per year)
- ✓ Expansion tank (diaphragm)
- ✓ Pressure relief valve
- ✓ Water feed
- ✓ Standard zone valves
(non-plastic parts) (1 per year)
- ✓ Zone valve end switch
- ✓ Zone valve motor
- ✓ Zone valve stem

FUEL SUPPLY PARTS

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- ✓ Fuel filter complete
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- ✓ Protector relay



Annual maintenance and regular service on your home heating equipment is proven to increase overall efficiency and performance while eliminating unexpected repair costs.

ULTRAMAR HOME HEATING PROTECTION PLANS

BETWEEN

Parkland Corporation

AND

NAME

ADDRESS

[THE CUSTOMER]

In consideration of the Customer paying to Parkland Corporation (the 'Company') the applicable annual rate in effect for domestic oil-fired equipment up to a maximum nozzle capacity of 45 litres per hour output, the Company agrees to supply the parts and services as outlined under 'Parts Covered' upon the following terms and conditions. This agreement will begin at time of written acceptance and will be automatically renewed from year to year thereafter upon payment of the applicable annual rate then in effect, unless cancelled by either party in writing. Such payment of the applicable annual rate then in effect shall be deemed acceptance of the amended terms and conditions then in effect. Depending on the coverage of the Plan selected, the program includes the following:

1. Parts Replacement

The Company agrees to repair or replace parts of the Customer's equipment that becomes defective or which malfunction through normal wear and tear as outlined in 'Parts Covered'. Coverage for a combination furnace applies only to the parts used for oil burning and does not cover failure of parts caused by the burning of other fuels. The coverage under the Plan applies only to standard high pressure gun type oil equipment. The Company reserves the right to inspect and approve the Equipment to be covered by this Plan. Initial repairs required to put the equipment in an acceptable working condition at time of service are not covered by this Agreement and will be billed separately at the prevailing rates at time of service. The Company reserves the right to cancel this Agreement if, after inspection within a period of forty-five (45) from the date of this agreement, in its opinion, the Customer's equipment is not in a satisfactory state. The Company shall be the sole judge of whether a part should be repaired or replaced and whether a new part or one rebuilt to its original specifications or an acceptable substitute may be supplied, provided that the part functions safely and properly. All parts removed from the Customer's residence in connection with the installation of a replacement part become the Property of the Company, and the Customer assigns to the Company any assignable warranties available from any manufacturer or supplier of such removed part. Should the Equipment be repaired, replaced or altered other than by an authorized Company service representative, this Agreement shall be automatically terminated. Any monies paid under this Agreement are non-refundable.

2. Emergency Service

Emergency Service will be provided twenty-four (24) hours per day seven (7) days per week during the heating season (September to June inclusive) for no heat service due to burner or fan failure.*

3. Non Emergency (General) Service

General repair or replacement service (including annual maintenance and inspection) is available during normal business hours (8:00 am to 5:00 pm Monday to Friday; excluding holidays) during the term of this policy.

4. Services Excluded

This Plan does not provide coverage for service calls for the following and such calls will be charged at prevailing service rates: humidifiers – air in radiators/systems – dirty air filters – improper setting of thermostat – blown fuses or reset circuit breakers – switches turned off in error – out of oil (if not on automatic delivery) – damper motor- blower motor for wood add-on or combination furnaces – warm air system parts when combined with a central heat pump – external power failures – water damage – water in oil tanks – water guards – repair or replacement of duct work pipes – coil – checking heat exchanger for cracks, electronic parts and/or controls except those specified in Parts Covered; unless specified – outdoor controls – mixing valves – hard water conditions and parts affected by same – purging of expansion tanks other than that at time of annual maintenance – backflow preventors – warm air zoning controls and parts – vent alarms non-operational due to outside influences; ie. bugs, dirt – upgrades to equipment – hood/heat exchanger gaskets – high temperature silicone – compression fittings for fuel or domestic lines – power ventors, direct vents and their components, and associated malfunctions created by same – electronic control boards – flow check valves – switching relays – smoke pipe and chimney components – thawing of frozen oil lines – Riello hydraulic jacks – in floor systems and their controls – plastic piping; installing or reinstalling glycol in hot water systems – boiler setback and/or temperature reset controls and associated parts.

Any part/item specifically listed cannot be construed as being covered under this Agreement.

PROTECTION PLAN

PROTECTION PLAN PLUS+

5. Ultramar Heating Fuel

Plans are only available to Customers who purchase all their home heating requirements from Ultramar (minimum 1200 litres per year). This Agreement will automatically terminate if the Customer uses heating oil other than that supplied by the Company. Any monies paid under this Agreement are non-refundable.

6. Cancellation by the Customer

Cancellation of this Agreement by the Customer during the initial term or any renewal term does not commit the Company to credit or refund the Customer for any monies paid hereunder as the monies paid under this Agreement are non-refundable.

7. Customer's Obligations

The Customer is required to notify the Company of any (a) problem with the Equipment covered by this Agreement; (b) service to or alteration of the Equipment not performed by the Company; and (c) use of heating oil in the Equipment other than that supplied by the Company.

The Company will make commercially reasonable efforts to schedule the annual cleaning and maintenance; however, it is the Customer's responsibility to communicate with the Company to ensure the annual servicing is performed during the current year.

The Customer shall not be liable for any damage caused by furnace failure while the Customer's residence is vacant or unoccupied whether it be burner failure or lack of fuel.

8. Force Majeure

The Company's liability is strictly limited hereunder and shall not extend to damage by fire, flood, war, labour relations, strikes, work stoppages or slowdowns, acts of God or governmental authority, non availability of parts through usual suppliers, impassable roads or any other cause, whether or not of like nature, beyond the Company's reasonable control.

9. Ownership of the Equipment

The customer confirms that all heating equipment, oil storage tank and oil lines are the property of the Customer. The Company's liability hereunder is strictly limited to the repair and maintenance of the Equipment and without limiting the generality of the foregoing, does not extend to damage caused by the condition of the Customer's chimney, leaking oil storage tanks or oil lines inside or outside the house, above or below ground or furnace failure and the Company shall not be liable or accountable to the Customer for any loss or damage or injury to any person or to any property of the Customer or tenants of the Customer or for any indirect or consequential damage or damages or illness of any nature or kind including damages for personal discomfort and/or inconvenience sustained by the Customer directly or indirectly resulting from mechanical or other failure of the Equipment unless caused by gross negligence of the Company. Under no circumstances shall the Company be liable for any damages caused by the failure of the oil storage tanks or lines or any other repair or maintenance of which is not covered by this Agreement.

10. Terms of Payment

Amounts payable under this Agreement will be invoiced to the Customer and shall be due within 30 days following the date of the invoice. Service under this Agreement will be suspended if the Customer's fuel oil bill or amounts owing hereunder are not paid when due. Any monies paid under this Agreement are non-refundable.

11. Limitation of Liability

The Company cannot be held liable for damages resulting from a sudden or accidental incident or an incident resulting from a cause which cannot be detected during a routine inspection, such as an internal failure of the tank.

12. Entire Agreement

The terms and conditions of this Agreement may be amended from time to time at Parkland's sole discretion upon notice to the Customer and such amended terms and conditions shall be found at Ultramar.ca

13. Validity

This Agreement shall not be valid until signed and approved by one of the Company's authorized representatives.

*The emergency service outlined in this Section is not available and will not be provided if the Customer's equipment covered by this Plan is in a residence where the postal code begins with AOE.

ULTRAMAR.CA/PROTECTIONPLANS

CUSTOMER ACCOUNT NUMBER

DATE

Y	Y	Y	Y	M	M	D	D
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NAME

SERVICE ADDRESS

ACCEPTED BY PARKLAND CORPORATION

ACCEPTED BY CUSTOMER

YES! I WANT TO PROTECT MY HOME HEATING EQUIPMENT. I AM INTERESTED IN:

PROTECTION **PLAN**

PROTECTION **PLAN PLUS+**

for one year.

NAME

STREET

TOWN / CITY

SERVICE ADDRESS (IF DIFFERENT FROM ABOVE)

POSTAL CODE

EMAIL ADDRESS

Yes! I want to be a part of Ultramar Home Heating Protection Plans. I understand that these service terms as outlined above are valid for one year.

Yes! I have read and agree to the terms and conditions of the Protection Plan Agreement. I understand that when I sign up for an Ultramar Home Heating Protection Plan, I agree to purchase home heating fuel exclusively from Ultramar. Coverage will commence upon written acceptance from Ultramar.

CUSTOMER SIGNATURE

WITNESS SIGNATURE

DATE

DATE

For more information on Ultramar products and services, please contact the Ultramar location nearest you or visit [Ultramar.ca/ProtectionPlans](https://www.ultramar.ca/ProtectionPlans).