

Terms & Conditions

With any Keystone Oil Service Plan, our 24/7/365 emergency service is just a phone call away. Our plans are designed to fit any budget, making it even easier to ensure that your heating and cooling system is protected from breakdowns and costly repair bills.

LIFETIME Protection Plan

- **24/7/365 Emergency Service**
- **Tune-Up and Efficiency & Safety Check**
- **Priority Service**

Coverage on parts and labor*
If we can't fix your equipment, we'll replace it FREE!*

* Some restrictions apply

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MAKE IT A +PLUS Add Air Conditioning Coverage

Count on Keystone Oil for Quality Service

We Value Superior Knowledge

Keystone Oil's certified HVAC repair technicians have demonstrated superior knowledge of today's heating and cooling systems, and can perform any repair diligently and professionally.

Keystone Oil's Services



Heating Oil



HVAC

FURNACE & BOILER TUNE-UP

1. Clean and check chimney base and venting system
2. Check and clean heat exchanger as needed on warm-air furnaces
3. Check and clean flues/passages on boilers as needed
4. Check all motors, blowers, and belts. Oil motors where applicable
5. Check circulators and motors. Oil where applicable
6. Check and clean burners and adjust if needed for optimum efficiency
7. Check all controls, switches, and safeties for safe and proper operations
8. Check for gas leaks
9. Clean permanent air filters and replace disposable filters
10. Clean flame sensor
11. Flush condensate trap
12. Check blower bearing
13. Measure temperature difference of supply and return
14. Check condensate pump
15. Check t-stat for proper operation & upgrade possibility
16. Check for any signs of carbon monoxide in house

AIR CONDITIONER TUNE-UP

Indoor:

1. Check, clean, or replace standard air filter
2. Check indoor blower motor and oil as needed
3. Check blower wheel
4. Check fan belt condition and replace if needed

*New fan belt cost is not included

5. Check evaporator coil condition if accessible
6. Check condensate drain and clean if possible
7. Check condensate pump operation

Outdoor:

8. Check condenser compressor voltage
9. Check condenser amps while unit is running
10. Check condenser coil condition and remove debris if possible
11. Check condenser motor and oil if needed
12. Check condenser contactor condition

While system is operating:

13. Check supply and return temperature split across coil
14. Check refrigerant charge if needed (determined by supply and return temperatures) and add refrigerant if needed

*Refrigerant cost is not included

General:

15. Check general condition of system wiring
16. Check evaporator and condenser refrigerant connections

Heating Oil Coverage Includes:

- 1" disposable air filter
- aquastat
- automatic gas valve
- belts
- blow down valve
- blower fan assembly
- blower bearings
- blower wheel
- burner fan
- burner gas control elements
- burner manifold
- burner motor
- circulator motor
- circulator relay
- combustion chamber
- controls
- control board
- draft hood inducer
- draft regulator
- expansion tank
- factory wiring
- fan
- fan & limit controls
- fan door switch
- flow valve
- fuel oil line or gas pipes between the customer's storage tank and fuel pump or gas meter and the customer's heating unit
- fuel pump
- fuses
- electrodes
- gas cock
- gauge and gauge glass
- igniter
- ignition controls
- inducer fan pressure switch
- low water cut-off
- low water cut-off switch
- main valve and burner
- motor [up to 3/4 H/P]
- nozzle
- orifice
- pilot burner
- pressure regulators
- pressure & temperature gauge
- pulley & shaft
- relays
- relief valve
- safety pilot
- sequencers
- smoke pipe
- stack control
- stack control draft regulator
- steam pressure controls
- thermocouples
- thermostat
- timers
- transformer
- vent connector and venture tube
- water cut-off float and water feeder
- zone valve(s)

Central Air Conditioning & Heat Pump Coverage Includes:

- › back-up heating coil
- › belts
- › blower bearings
- › circuit board
- › condensate pump
- › defrost controls
- › electrical circuits
- › electrical low voltage
- › external crankcase heaters
- › internal condenser wiring
- › outdoor unit relays
- › pulley
- › rain shield
- › starting capacitors
- › thermostat sub-base
- › timers
- › transformers
- › condenser fan blades
- › contactors
- › external thermal fuse
- › fan motor
- › motor
- › relays
- › running capacitors
- › solenoid
- › thermostat
- › wheel

Lifetime Protection Plan 9/1/22

Keystone Oil agrees to provide services as outlined herein. This Agreement covers the specific equipment at the property, identified by model and serial number on the customer account and becomes valid on the date indicated on the invoice. The price & coverage as outlined in this Agreement is subject to change at the anniversary date of the Agreement. This Agreement supersedes all previous Lifetime Protection Plan [LPP] Agreements.

- Customer warrants that the HVAC equipment is in good working condition and meets code and manufacturer's installation requirements. Landlords & property owners must ensure that the fuel supply for any & all properties covered by this agreement is from Keystone Oil on an automatic basis. Failure to abide by these terms may result in immediate termination of this Plan, at Keystone Oil's option, without refund.
- Coverage for this Lifetime Protection Plan is for heating systems for single-family residential properties only. Coverage for cooling systems is only applicable if the customer has purchased coverage for both systems for an additional monthly fee.
- Keystone Oil reserves the right to inspect and approve all heating and cooling systems prior to acceptance under this Plan. If the system does not pass inspection, the customer will be informed of what changes/improvements/upgrades are necessary to be eligible for the Plan, and the customer will have the option of making the identified changes at their expense.
- This Service Plan is a monthly contract and may be canceled at any time by either party. Payment for this Plan may be made monthly, as part of the customer's monthly budget plan, or paid for 12 months at a time. If the 12-month payment option is chosen, payment must be received within thirty [30] days of the billing date or Keystone Oil may terminate this Plan at Keystone Oil's option. In addition, this contract will automatically renew every month.
- To be covered under the Plan, any emergency service required after 5:00 p.m. weekdays, weekends or holidays, must be the result of a complete mechanical failure of the system, causing no heat or A/C. After-hours calls that are not emergencies will be subject to be charged at the prevailing after hour rates.
- While Keystone Oil makes every effort to remind Customers to schedule preventive maintenance (tune-up), the Customer must contact Keystone Oil to schedule their preventative maintenance.
- Keystone Oil will not be held responsible for an event or effect that cannot be reasonably anticipated or controlled such as system damage due to a frozen heating system, frozen pipes, flooded basements, interruption of electricity, fire, acts of nature, customer negligence, inadequate fuel supply, or when account payments are in delinquent status. This Agreement DOES NOT cover repair or service calls due to or as a result of accounts held for non-payment.
- Failures resulting from poor water quality are not covered under this agreement.
- Keystone Oil is only responsible for the actual repair, replacement, or maintenance of the covered heating and/or cooling system, and not any collateral damage to the residence or other belongings that might be caused by system failures. Any damage to the Plan-holder's belongings is the responsibility of the Plan holder. Keystone Oil will repair a system free of charge under this Plan, or, at Keystone Oil's discretion, replace the covered heating and/or cooling system with a similar/comparable system, including the new system, parts, and labor. The decision to repair or replace a system is at Keystone Oil's discretion. This Plan covers the customer's heating and/or cooling system under normal usage. All replacement parts are subject to availability.
- The customer is responsible to provide access for Keystone Oil to all concealed or hidden components for the covered heating and/or cooling system and for any or all repairs or replacements that arise out of our need to have access to these components, included but not limited to: walls, partitions, floors, ceilings, chimneys, entryways.
- Combination solid fuel/fossil fuel units, condensing units [i.e. Yukon, Dornbach], Timken burners, and wood or coal-fed add-on units are not covered by this Plan.
- This Plan covers replacement and repair starting from the date of coverage, per the prorated schedule below. Special contract prices, except those given for new installations, are subject to change at any time. While Keystone Oil makes every attempt to schedule preventive maintenance (tune-ups) it is not the sole responsibility of Keystone Oil to schedule this work. It is the customer's responsibility to contact Keystone Oil to schedule preventive maintenance.
- Keystone Oil is not responsible for the discovery, handling, treatment, removal, or safety of any asbestos or equipment containing asbestos.
- Keystone Oil is not responsible for any additions to the customer's heating and/or cooling system that has not been initially approved by Keystone Oil nor is Keystone Oil responsible for additions, repairs, replacements, or any components parts that have been installed or made by anyone other than Keystone Oil during the coverage period.
- Keystone Oil will not be liable for any delay or failure to supply service, material, or labor because of conditions beyond Keystone Oil's reasonable control. In no event shall Keystone Oil be liable for any consequential or incidental damages or injury of any kind of description including personal injury.
- This Plan does not cover, and Keystone Oil is not responsible for, any damages, including environmental damage, arising out of leaks or spills from any line, storage tanks, or any other part of the customer's heating and/or cooling system, including leaking pump seals. Keystone Oil will not be liable, and Keystone Oil disclaims all liability for incidental or consequential damages, relating to or arising from any leakage, spillage, or other escape of oil, propane or natural gas from a storage tank, pipes, or any part of the customer's heating and/or cooling system. This Plan does not cover and Keystone Oil will not be liable for contamination of soil or other property damage or personal injury.
- Customer and Keystone Oil agree that there are no promises, terms, conditions, or obligations between parties which are not already contained in this Agreement.
- Prorated replacement schedule on replacement of equal efficiency and manufacturer specifications for Lifetime Protection Plan:
Months of Participation Discount Applied
0 – 12 months \$1,000
13 – 24 months \$2,000
25 – 36 months \$3,000
37 or more months 100% replacement
- Prorated replacement schedule on replacement of equal efficiency and manufacturer specifications for Lifetime Protection Plan PLUS:
Months of Participation Discount Applied
0 – 12 months \$1,500
13 – 24 months \$2,500
25 – 36 months \$3,500
37 or more months 100% replacement