

## About Us

We are a full-service heating and cooling company that has been in operation since 1971. We are a family-owned, family-run company that started from very humble beginnings to a respected and successful local business to this day. We started just like anyone else with one truck and a whole lot of work and long-nights. We adapted and changed, we grew with the times and we built our pride and joy on just one principle - always look out for the customer.



Saveway Petroleum delivers home-heating oil, propane gas, kerosene, on-road diesel, winter-treated fuel and off-road diesel, and #4 heating bunker oil (for commercial and industrial use). We also install and service home and commercial air-conditioning units. We draw from several suppliers from around New England with many other alternatives so we are always able to keep the oil flowing and never have to let our customers down. Our suppliers are consistently professional and offer a high-quality product. We back everything up with a fully-staffed service department - 24 Hours a Day, Seven Days a Week.

Today we have grown to one of the larger, family-owned companies in Eastern Connecticut. We now deliver to and service customers in all of Windham and New London Counties, parts of Southern Worcester County, Massachusetts and some areas of Tolland County. For more details on where we deliver, please see our service areas map. When many local entrepreneurs are often selling out their operations to larger, corporate entities, Saveway has stayed the course and presses on.

**Saveway is the Right Way - Everyday.**

## General Conditions & Exclusions

This Service Plan is available to all automatic delivery customers who purchase their fuel oil and all heating systems services from us during the term of the Plan and whose payments are in accordance with our payment and credit terms. The Service Plan becomes effective after our inspection and approval of your heating system and tank.

1. The term for our Value and Total Comfort Plans is for a one (1) year period and will re-new automatically every year unless terminated by either the customer or Company. The Plan automatically terminates if the customer no longer purchases all of its heating oil from the Company. No credit will be issued if the Plan is canceled before the expiration date.
2. Repairs or services not covered by the Plan will be performed and charged to the customer at prevailing rates.
3. In addition, the Service Plan may include an ultrasonic tank inspection & replacement payment which provides a corrosion protection agent to prevent corrosion in your tank, tank testing service and the Limited Warranty. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing these new services with the hope that by testing and monitoring, we are offering a long-term proactive tank replacement program for our customers. We recommend that an annual test of your fuel tank be performed. If a tank leak occurs due to corrosion once you are on the program, or a tank leak occurs due to a manufacturer's defect or a non-leaking tank is identified for proactive replacement by the Tank Analysis Software the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the Limited Warranty. A Warranty Certificate will be provided to you. We are providing this new service for your benefit and financial peace-of-mind.
4. The Service Plan does not cover labor or materials to repair damage to the heating system or residence caused by the customer's neglect such as failure to have sufficient fuel oil in the tank, insufficient water for boiler, blown fuses or other failure of electrical system, improper thermostat settings or faulty thermostat, having heating system switches in the "OFF" position, debris build up in the air or venting systems and other causes related to the improper operation or maintenance of the heating system by the customer. Damage, repairs or replacement of parts or components caused by Acts of God, fire, flood, freezing, storm or weather conditions, power loss or surges, water damage, and fuel flow problems due to outside fuel storage are not covered by the Plan.
5. Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis if necessary. Company will not be liable for any delay or failure to provide service due to conditions beyond its control such as Acts of God, labor disturbances or strikes, unavailability of mechanics or parts, failure or interruption of customer's electricity, inaccessibility of the heating system, storms, floods or other severe weather conditions, or government laws or regulations.
6. The Service Plan only covers heating system parts and components specified in the Plan. Examples of components not covered by the Plan include boiler and furnace and related piping, underground oil storage tanks, above ground storage tanks (unless enrolled in our ultrasonic tank testing program), tanks with preexisting leaks, patches or unstable conditions, air conditioning systems, humidifiers, heat pumps, heat exchangers, hot water heating systems and air and venting systems. Also the following parts and labor are not covered under our Comprehensive Plan: Humidifiers, Water feeders, Tankless Coils, Expansion Tanks, Purging or Bleeding Radiators, Clock Thermostats, Combustion Chambers, Electronic Air Cleaners, Standard Air Filters, Indirect Water Heaters, Power Vent Systems, Outside Temp Controls (electronic), Oil Lines, Oil Fill, Oil Vent, Oil Gauge, Zone Valves, Zone Dampers and Controls, Low-Water Controls, Pressure Relief Valve, Auto Feeders, Back-Flow Preventers, Heat Exchangers, Furnace or Boiler Replacement, Any parts not specifically listed in "Parts Covered". The Plan does not cover environmental clean up, property damage, waste disposal services or other damages or losses caused by a tank leak or system failure even if the tank has been tested ultrasonically and is enrolled in our ultrasonic tank testing program.
7. Customer agrees to release and hold Company harmless from all claims related to losses, costs, or damage to personal or real property caused by fire, explosion, flood, freezing, power loss or surges, oil leakage, and premises left unattended. Customer agrees that Company shall not be liable for any incidental, special or consequential damages incurred by customer or by third parties.
8. In the event that the residence is sold, the Service Plan may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

**9. These Plans supersede all previous Plans and or publications. Effective September 2012.**

## "A Full Service Oil Company"

**SAVEWAY  
PETROLEUM<sup>INC.</sup>**

**Service Value Plans**  
**NOW OFFERING**

**Ultrasonic Tank Inspection  
& Replacement Payment**



**Danielson • Franklin • Brooklyn**  
**(860) 779-2500 • (888) 727-2515**

**www.savewaypetro.com**  
**CT Lic.# 00387812 • HOD# 0000108**



## Value Plan

### ► Annual Tune-Up

- ✓ Save up to 10% on heating costs
- ✓ Add years to the life expectancy of this expensive equipment
- ✓ Recommended professional preventive maintenance

Our Value Plan covers many things that typically go wrong with your heating system and includes an annual tune-up to increase your system's longevity and performance! Your boiler or furnace will be tuned annually to ensure that your heating system operates at maximum efficiency. It includes:

1. A complete clean, tune and test of your heating appliance
2. Oiling of the motors
3. Adjustments of the burner
4. Replacement of oil filter cartridge
5. Cleaning or replacement of the fuel strainer and nozzle
6. Test burner for peak performance and efficiency

### ► 24 Hour Emergency Service

Our crew of 12 service people are available to our full-service customers for 24 Hours a day, 7 days a week. A full-service customer of Saveway can rely on us whenever they have a problem, day or night, holiday or regular time. There are certain levels of full-service that our customers enjoy. They range from complete protection from any mishap that can occur throughout the year to simple maintenance and as-needed repair work.

### ► Parts Protection

This plan covers only the parts listed and the labor to install them.

#### CONTROLS:

- Aquastat
- Pressuretrol
- Cad Cell Eye
- Cad Cell Control
- Emergency Switch
- Primary Control
- Switching Relay
- Thermostat (non-programmable)
- Circulator (maximum 2, \$15 per each additional)

#### BURNER PARTS:

- |                  |                       |
|------------------|-----------------------|
| • Blast Tube     | • Nozzle              |
| • Flange Gasket  | • Oil Filter          |
| • Buss Bars      | • Delayed Oil Valve   |
| • Electrodes     | • Ignitor             |
| • Burner Fan     | • Nozzle Adapter      |
| • Retention Ring | • High Voltage Wiring |
| • Nozzle Line    | • Pump Strainer       |
| • Fuel Pump      | • Bleeder             |
| • •              | • Burner Coupling     |
| • •              | • Burner Motor        |

#### WARM-AIR PARTS:

- Fan Belt & Fan Limit

#### ALLOWANCES:

- \$150 Boiler/Furnace Replacement

### ► Ultrasonic Tank Inspection & Replacement Payment\*

CALL TODAY  
TO ENROLL

- Ultrasonic tank inspection enables us to evaluate the safety and integrity of your above ground oil tank. This is important for you and your investment in your home.
- \$1,000 Tank Replacement Payment for qualifying tanks
- \$200 Tank Replacement Coupon for disqualifying tanks

\*can be added to your service plan

## Super Plan

**OUR SUPER PLAN INCLUDES EVERYTHING IN OUR VALUE PLAN!**

### ► Annual Tune-Up

See details under our Value Plan.

### ► 24 Hour Emergency Service

See details under our Value Plan.

### ► Parts Protection

This plan covers everything in the Value Plan plus the significant addition of the following major parts, services and dollar allowances.

#### ALL PARTS INCLUDED IN THE VALUE PLAN PLUS:

- Hi-Vent Air Valves
- Feed Water Pressure Regulator (hot water boiler)
- Boiler Baffle
- Blower Motor (1/2HP Max)
- Blower Bearings
- Blower Pulley
- Blower Wheel
- Circulator (maximum 3, \$15 per each additional circulator)
- Delayed Oil Valve
- Programmable Thermostat
- Draft Regulator
- Expansion Tank
- Smoke Pipe
- Temperature/Pressure Gauge
- Tempering Valve
- Low Water Cut-Off (Probe Type Only)
- Relief Valve
- Zone Valves (Max 2)
- Zone Valve Relay
- Zone Valve Motor

#### ALLOWANCES:

- \$300 Boiler/Furnace Replacement

Additional Oil Fired Water Heater Coverage Available

### ► Ultrasonic Tank Inspection & Replacement Payment\*

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TO ENROLL

• Ultrasonic tank inspection enables us to evaluate the safety and integrity of your above ground oil tank. This is important for you and your investment in your home.

• \$1,000 Tank Replacement Payment for qualifying tanks

• \$200 Tank Replacement Coupon for disqualifying tanks

\*can be added to your service plan



## Common Questions

### Q: Why should I have a Service Agreement?

A: When you pay for service as you go, you never know when a big mishap will hit. Any homeowner will tell you that owning a home is both wonderful and challenging at the same time. Having a service plan eliminates the unknowing ups and downs throughout the year. You can rest easy knowing that things will be handled. A service agreement will also save you money as well since a well-maintained system will be more efficient with it's fuel and be less likely to break down with costly repairs.

### Q: Which plan is best for me?

A: Each plan is worth the expense - your choice depends on the level of protection you're comfortable with and also the type of equipment you currently use in your home. With both plans, you get our complete tune-up and cleaning service. A Saveway Petroleum tune-up is a cut above the rest. We adjust your oil burner to maximum efficiency using electronic instruments, not guess work. We safety check all operating controls and check the interior to see if additional attention is needed. The fuel savings that result from higher efficiency can amount to almost 10% per year.

### Q: How do I get started?

A: If you are already a Full-Service, Automatic Delivery customer, then you already have this option available to you. Just contact us to make a scheduled inspection of your system so we can become familiar with it. If you have chosen not to be a Full-Service, Automatic Delivery customer or are new to the area - then just contact us for a FREE consultation to learn more.