

SERVICE PROTECTION PLANS

WHO SAYS YOU CAN'T BUY PEACE OF MIND?



Propane & Oil Since 1932

eastern.com

800.523.5237

EASTERN SERVICE PLANS THE SMART WAY TO PROTECT YOUR HOME

There are many advantages to protecting your heating equipment with an Eastern Service Plan*. Our service plans cover your equipment with the following:

Preventive Maintenance Included – Annual cleaning of your heating system are easy to overlook, especially when coping with life’s daily demands. Preventive maintenance keeps your system operating efficiently and contributes to long-term savings on heating costs. Staying on track with a cleaning schedule can extend the number of years you are able to use your heating system.

To ensure that your cleaning is performed in a timely manner, schedule your free maintenance during our cleaning season, throughout the Spring and Summer. Although we are always here when you need us, tune-ups performed outside of the cleaning season are scheduled based on the availability of your local Service Team.

Emergency Service Included – When a mechanical failure demands emergency service, you are never alone. Even on nights, weekends, and holidays – whenever you need us, we’ll be there.

Parts & Labor Coverage – Even the most basic heating system repairs can add up to hundreds of dollars.

Coverage Options Are Available – We provide flexible coverage options so you can choose the best possible protection to suit your needs and your budget. Each unit utilizing propane or oil in your home NEEDS to have it’s own plan, for 100% coverage.

FIND THE PLAN THAT WORKS FOR YOU

Plan Type	Eligible Equipment	Parts & Labor Coverage*
Advantage Plus Boiler	Propane or oil boiler heating units less than 15 years old.	100% Coverage on parts and labor (not including replacement of the heating unit.)
Advantage Plus Furnace	Propane or oil fired central heating units less than 15 years old.	100% Coverage on parts and labor (not including replacement of the heating unit.)
Advantage Boiler	Propane or oil boiler heating units over 15 years.	20% Discount on parts and labor (not including replacement of the heating unit.)
Advantage Furnace	Propane or oil fired central heating units over 15 years.	20% Discount on parts and labor (not including replacement of the heating unit.)
Advantage Space Heater	Propane space heater or propane fire place.	20% Discount on parts and labor (not including replacement of the heating unit.)
Advantage Water Heater	Propane or oil fired water heater.	20% Discount on parts and labor (not including replacement of the heating unit.)
Advantage Pool Heater	Propane fired pool heater.	20% Discount on parts and labor (not including replacement of the heating unit.)
Any Advantage Plan Plus Tanksure Coverage	N/A	
Tanksure Only Coverage		

**For full parts and labor coverage, please see the list on the following two pages of this booklet.*

SERVICE PLANS - LIST OF COVERED PARTS

- Aquastat
- Automatic air vent
- Back flow valve
- Blast tube
- Blower belt and pulley
- Blower motor
- Blower shaft and bearings
- Burner fan
- Burner Firomatic valve
- Burner motor (up to 1/4 hp)
- Burner tube
- Burners
- Cad cell kit
- Circulator motor (one/year up to 1/8th HP)
- Circulator/bearing assembly (1/Year)
- Combustion fan
- Combustion motor
- Condensate pump & neutralizer
(Piping from pump to household plumbing is not covered)
- Couplings
- Delayed action valve
- Draft regulator
- Electrode wiring and clips
- Electrodes
- Emergency switches
- End cone
- Expansion tank
- Flame sensor
- Fuel pump and gasket
- Gas valve
- Igniter
- Igniter wiring and clips
- Ignition module
- Limit controls
- Low water cutoff (for non-steam systems)
- Mixing valve
- Nozzle and nozzle adaptor
- Oil filter cartridge
- PC boards (required for standard operation)
- Pilot assembly
- Porcelains
- Pressure reducing valve
- Pressure switch
- Pressuretrol
- Primary control
- Relays
- Relief valves (boiler and domestic)
- Appliance venting
(material not described in the "Not Covered" section of handout)
- Stack relay
- Thermocouple/thermopile
- Thermostat (standard, non-setback)
- Transformer (24-volt)
- Water feeder (for non-steam systems)
- Zone dampers

Most commonly questioned items listed above

Reliable. Responsive. Safe. Convenient.

When it comes to home maintenance, cosmetic improvements tend to be the things we think of first. Meanwhile, the system that is most important to your home's comfort, your furnace or boiler, is quietly doing its job. Only when it stops are we reminded of its value and necessity. With an Eastern Service Plan, you can relax with peace of mind at a reasonable cost. We know that you have options when it comes to choosing your energy provider. That's why we want you to know that you are not only choosing a fuel provider, but also investing in comfort and peace of mind. Eastern has built a reputation on service and reliability for more than 90 years. We value that trust.

SERVICE PLANS - WHAT IS NOT COVERED

- Replacement of equipment (appliance, indirect water heater, heat exchanger, boiler sections, power venters, or external draft inducers)
- Specialty controls (smart thermostats, aftermarket controls, remote monitoring equipment).
- Steam systems in their entirety.
- Heating distribution components / elements (baseboard, radiant manifolds or piping, radiators, air handlers, ductwork, electronic air cleaners, humidifiers, kick space heaters).
- Household electrical and plumbing.
- Fuel delivery piping, storage, and supply components (Propane supply lines, Fill/vent piping, oil supply lines, tiger loops, tank gauges) (Plan does cover oil filter).
- System component(s) not originally installed to meet local, state, and federal code requirements, or in a way that void factory warranty.
- Any part covered by manufacturer warranty at time of requested service.
- Any damage to the system or its components that was caused by water, ice, flooding, fire, lightning, or freezing conditions, or any condition beyond our control. Service plan coverage is subject to and contingent upon our standard terms & conditions.
- Tankless coil hot water systems (cleaning, repairs, or replacements).

**Items contemplated under the "Not Covered" portion of the Terms & Conditions includes parts and the labor associated with their replacement, which would be billed at Eastern's then-current rates.*

