

# SERVICE AGREEMENT RATES

See inside brochure for coverage details and options.

## Home Heating

	Oil	Gas
Tune & Test	\$255 / yr	\$255 / yr
Premium	\$418 / yr	\$566 / yr
Gold	\$566 / yr	

## Air Conditioning

Tune & Test	\$255 / yr
Premium	\$390 / yr

## Generators (Air Cooled)

Up to 20kw

1-Year Plan	\$495
2-Year Plan	\$900

## Heat Pumps (premium)

UNITS	COST	UNITS	COST
1	\$624	4	\$1,183
2	\$763	5	\$1,304
3	\$911	6	\$1,413

Special discounts available for homes with 6 or more units, contact us for more information.

# A TRADITION OF QUALITY SERVICE

For over 100 years, Robison has been a staple in Westchester and Putnam Counties earning an A+ from the BBB. As a family-run home services and Energy Services Company (ESCO), its longevity is driven by keeping up with the latest innovative and greener technologies the homeowner demands. Robison is the only local company to exclusively deliver B10 biofuel, as well as supply 100% green electricity. We have installed the latest eco-friendly heating and cooling equipment in thousands of homes across the area and are proud to offer heat pumps that help reduce or eliminate the need to use fossil fuels all together!

Robison is a "one-stop shop" where customers can get all their energy and home comfort needs. Robison services and installs all types of home equipment systems, provides trustworthy plumbing services 24/7, offers electricity services and works to solve indoor air-quality issues, like mold, humidity, duct, and carpet cleaning, and more.

Now more than ever, and for another 100 years, **You've Got A Friend In Robison!**



To schedule your appointment, please call customer service at **914.345.5700**

### To contact us by Email:

salesdept@robisonoil.com  
 customerservice@robisonoil.com  
 deliverydept@robisonoil.com  
 executiveoffice@robisonoil.com

Schedule Service  
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@RobisonEnergy



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# Residential Service Plans



# Service Agreements

## Oil & Gas Preventative Maintenance

- + Adjust thermostat
- + Analyze complete combustion cycle
- + Assess fan control
- + Check for gas leaks\*
- + Check manifold pressure\*
- + Check visible oil lines for leaks
- + Clean burners and controls
- + Inspect chimney base
- + Inspect fire box
- + Lubricate moving parts
- + Replace oil filter
- + Test temperature rise
- + Clean and adjust pilot assembly: spark ignition and standing pilot ignition\*
- + Examine air filters in mechanical room
- + Flush low water cutoffs
- + Inspect and adjust all safety controls
- + Inspect belt and adjust tension
- + Inspect flue pipe and draft diverter
- + Inspect heat exchanger
- + Tune and test system efficiency

\*Gas units only

## Oil Heat

	GOLD	PREMIUM	TUNE & TEST
Annual tune-up and inspection	•	•	•
All diagnostic fees needed to repair or replace parts included in the Gold service plan <sup>1</sup>	•	•	
24/7 emergency service including weekends and holidays; Oct 1–Apr 30	•	•	
Complete inspection of chimney base	•	•	•
Listed parts coverage for oil burning system and all primary controls including thermostats and zone valve head <sup>1</sup>	•		
Discount on flat rate charges	10%	10%	10%
Computer generated combustion efficiency test	•	•	•
Discount on above and below ground oil tank insurance	•	•	
Humidifier inspection <sup>2</sup>	•	•	•

## Gas Heat

	PREMIUM	TUNE & TEST
Diagnostic fee Mon–Sat; 8 am–6 pm	•	
Discount on uncovered repairs	10%	
Annual tune-up and inspection	•	•
Humidifier inspection <sup>2</sup>	•	•

## Parts List

- + Aquastat (Single Acting Only)
- + Blast Tube
- + Blower Belt (Heating Only)
- + Blower Motor (up to 1/3 H.P. - Heating Furnace Only Single Function)
- + Burner Coupling
- + Burner Motor (Max. 1/6 H.P.)
- + Burner Fan
- + CAD Cell Relay (non aquastat type)
- + CAD Cell Eye
- + Circulator Coupling (One Per Year)
- + Programmable Thermostat (One Per Year, WiFi Excluded)
- + Retention Head
- + Magnetic Oil Valve (Replace Only)
- + Electrodes
- + Electrode Assembly
- + Fan and Limit Switch (Mechanical Only)
- + Fuel Pump (Up to 7 GPM)
- + Fiomatic Valve (Mounted at Burner Only, Replacement Only)
- + Glass Gauges (Steam Systems)
- + Riello Piston
- + Ignition Transformer
- + Low Voltage Transformer (Heating Only)
- + Nozzles
- + Nozzle Adapter
- + Oil Filter Cartridge and Canister (replacement only)
- + Oil Line (Exposed Lines in Burner Room Only up to 3' Maximum Length)
- + Pressuretrol (P404A Only)
- + Zone Powerhead (Residential Only - One Per Year)
- + Zone Valve Motor (Residential Only - One Per Year)

<sup>1</sup>When broken. Limited to one per year. May 1–Sep 30; 8 am–6 pm  
<sup>2</sup>Steam systems not included

\*Labor and cost of parts covered under Gold Plan  
 \*Only cost of labor covered under Premium Plan, not cost of parts



## Heat Pump

### Preventative Maintenance

- + Replace air filters<sup>3</sup>
- + Complete safety inspection
- + Inspect all electrical components
- + Inspect ductwork
- + Inspect fan belt
- + Inspect drive pulleys
- + Check fan motor bearings
- + Check condition of blower wheel
- + Check all internal components
- + Test operation of air conditioning mode
- + Test operation of heating mode
- + Test defrost controls
- + Test auxiliary heater operation
- + Test thermostat operation
- + Measure refrigerant levels
- + Light rinsing of outdoor unit (weather permitting)

	PREMIUM
Priority service appointments	•
24/7 emergency response team	•
Service / diagnostic fees Mon–Sat, 8 am–6:30 pm	•
Discount on repairs	10%
Two maintenance visits twice a year which includes heating season conversion	•



## Air Conditioning

### Preventative Maintenance

- + Check air handler for mold
- + Belt replacement
- + Thermostat set and test
- + Check and clean filters and replace if necessary<sup>3</sup>
- + Check refrigerant levels
- + Lubricate all moving parts
- + Check all electrical voltage and electrical connections
- + Clear all drain lines

	PREMIUM	TUNE & TEST
Diagnostic fee Apr 1–Sep 30; Mon–Sat 8 am–6 pm	•	
Discount on uncovered repairs	10%	
Annual tune-up and inspection	•	•
Humidifier inspection <sup>2</sup>	•	•

## Generator (Air Cooled)

### Preventative Maintenance

- + Annual inspection and replacement of all fluid
- + Inspection of all belts and hoses
- + Battery inspection
- + Filter replacement
- + Replacement of spark plugs
- + Inspection and testing of generator and transfer switch
- + Cleaning of generator
- + Simulate power outage, check transfer switch and run generator under load conditions
- + Annual diagnostic visit

<sup>3</sup>Our technicians do not arrive equipped with filters. Filters are available for purchase at [FilterFetch.com](http://FilterFetch.com). Use code **C5FH** when ordering.

For details, please visit [robisonoil.com](http://robisonoil.com)



# General Conditions for Robison Service Agreements

## SERVICE AGREEMENTS

All oil must be supplied by Robison. A minimum of 700 gallons per heating system per year is required in order to be eligible for a service agreement. All agreements are per unit prices and vary by number of units. In order to have a service agreement, you must be on automatic delivery. If the problem for which the call was originally placed is resolved and customer does not cancel the call prior to the arrival of the service technician or there is no entry upon arrival of the service technician, customer will be charged for 1 hour labor. Calls received 1 hour prior to ending agreement time are not guaranteed to be covered under agreement.

## Customers are responsible for scheduling annual maintenance per manufacturers' guidelines.

## INSPECTION AND SERVICING

Robison reserves the right to inspect all systems before acceptance of service agreement and also may cancel said agreement without liability against any party. All units must be found by Robison to be in good working condition and installed per local codes. Unit will be inspected and started prior to initial service. Robison reserves the right to void service agreement if the equipment is obsolete, discontinued, or deemed by Robison personnel to be beyond repair. All service must be performed by Robison representatives or this agreement will terminate.

## REPAIRS AND DAMAGES NOT INCLUDED

Robison is not to be held responsible for heat in unoccupied buildings. We will repair or replace existing parts on the included parts list. This agreement does not cover service resulting from insufficient oil in the tank due to deliveries being withheld by the credit department, or for will-call customers. This agreement does not cover repairs made on any plumbing parts or piping. This agreement excludes discontinued or obsolete parts, special control systems and electronic controls installed for the purpose of energy conservation. Damages or repairs due to water, freezing, storms, power outages, strikes, embargoes, and other causes beyond the control of Robison are not covered by this agreement. Multi-fuel units are not covered by this agreement. Services required on attic fans, draft regulators, electric air cleaners, humidifiers, oil line and wiring are not covered. Robison is not responsible for the failure of low water cutoff units. Robison is not responsible for failure of generators due to lack of fuel supply. In the event of extended generator usage, manufacturer's guidelines must be followed regarding oil change and additional service will be billed at prevailing rate.

## LIABILITY

Robison will endeavor to render prompt and efficient service hereunder but it is expressly agreed that Robison shall in no event be liable for damage or loss caused by delay, or any loss arising out of the performance of this agreement. Robison shall in no event be held liable for

any incidental or consequential damages, including but not limited to, damage to or loss of equipment or property, loss of profit or revenues, expenses (including attorneys' fees) or business interruptions, arising from the installation, maintenance or service of the equipment, pursuant to the service agreement.

## RENEWAL, CANCELLATIONS, AND REFUNDS

Prices and conditions are subject to change without notice at the time of renewal. Upon written notice of cancellation of the service agreement, refunds will be issued in accordance with prevailing law. 1. If service agreement is paid for and there has been no service, customer gets prorated refund. 2. If customer has work done and the work is less than the value of the service agreement, they will have a prorated refund and not be charged for the work done because they were covered at the time of the service. 3. If the work done exceeds the value of the agreement and continue as an automatic delivery customer or be refunded the entire agreement price and be charged back for the value of the work performed at prevailing rates for parts and labor.

If there is a balance remaining on your Robison account, any refund due will be applied to that balance first. If the customer cancels the oil supply agreement, the service agreement will automatically be canceled as well. Robison will charge prevailing rates for parts and labor performed during the effective period of the service agreement.

Robison reserves the right to cancel your service agreement for a) non-payment, b) account being delinquent, or c) failure to purchase the minimum number of gallons/therms required. Cancellation of your service agreement does not cancel your underlying oil or gas supply account. The service agreement is transferable to the new owner upon sale of property. The new owner must be a Robison customer on automatic delivery. Customer must notify Robison of transfer in writing.

## CREDIT TERMS

All invoices must be paid within credit terms or this agreement will be canceled.

## PARTS NOT COVERED

All parts installed that are not covered under the Gold service agreement for any equipment that Robison services, will be billed at the prevailing flat rate or at time and material. Labor charges for the replacement of parts are not included under air conditioning agreements. Refrigerant leak detection is not covered under the agreement. Replacement filters and refrigerant are not covered and are billable when needed. Pool heaters are only available for Premium coverage.

## GENERAL TERMS AND CONDITIONS

- Robison service personnel will be available on priority basis for service agreement customers.
- Replacement parts not included in the service agreement will be billed separately on a time and material basis.
- This service agreement does not offer an express or implied warranty on parts or labor.