



East River Energy

401 Soundview Road • P.O. BOX 388 • Guilford, CT 06437
203-453-1200 • 800-336-3762 • www.eastriverenergy.com

PLEASE RETURN TOP WHITE COPY

Date: _____

LICENSE #HOD 312

RETAIL CREDIT APPLICATION AND AGREEMENT

Name: _____ Telephone: _____ Email: _____

Address: _____

Do you own? _____ Rent: _____ S.S. #: _____

Name Appearing on Title of Home: _____

Prior Address: _____ How Long At Current Address? _____

Employed By: _____ How Long? _____ Work/Cell Phone: _____

How did you hear about us? _____ Former Oil Company: _____

Have you ever been a customer of East River Energy? _____ If yes, under what name? _____

Your Heating System (Completing this section helps us more accurately calculate your deliveries.)

How do you heat your home? ☐ Hot Water (Baseboard) ☐ Forced Hot Air (Via Ducts) ☐ Hydro Air

How do you heat your hot water? ☐ Oil ☐ Electric ☐ Propane ☐ Natural Gas

Are you interested in the following? Service Contract ☐ Yes ☐ No Oil Tank Protection Plan ☐ Yes ☐ No

Do you have Central Air Conditioning? ☐ Yes ☐ No

Do you have a Pool? ☐ Yes ☐ No Pool Heater? ☐ Yes ☐ No How is Pool Heated ☐ Oil Other _____

Tank size? ☐ 275 ☐ 330 ☐ 550 ☐ 1000 How many tanks? _____ How much oil is currently in your tank? _____

Tank Location: ☐ Basement ☐ Garage ☐ Outside ☐ Underground

Where is your fill pipe located? _____

(Describe as if you were facing your home. Please add any special instructions regarding delivery.)

Type of Delivery? ☐ Automatic ☐ Will Call Estimated annual heating consumption: _____ Square footage of home: _____

Representations: I, the Applicant, represent to you, East River Energy, Inc., and your successors and assigns, that the information in this application is true and correct. I acknowledge that you are relying on the accuracy of this information in making your decision to extend credit to me.

Terms: I agree to pay for all product and services I buy from you within 30 days of the invoice date. If we have a separate contract I will pay according to the terms of that contract. If I fail to keep my account current I will pay interest at the rate of 18% per year and pay all costs of collection including reasonable attorney's fees. You may also discontinue deliveries or switch me from "Automatic Delivery" to "Will Call" status.

Credit Verification: I authorize you to verify my credit.

Credit Limit: I agree that you may discontinue all deliveries and service to me if I exceed the credit limit you establish for me.

Checks: I will pay a \$25.00 fee for any checks I give you that are returned by your bank.

Date: _____ Signature: _____

***** For Office Use Only *****

Date: _____ Credit Approved By: _____

Acct No.: _____ Credit Limit: _____ Delivery: Auto _____ Will Call _____

General Terms & Conditions

1. Labor is covered only for the repair and replacement of listed parts.
 2. All payments must be current.
 3. Exclusions: This agreement does not cover parts or labor when failure is due to:
 - failure of customer to maintain proper boiler water level or pressure (except with Total Comfort Plan).
 - customer setting thermostat too low to call for heat.
 - customer leaving emergency switch in "off" position.
 - air in baseboard radiation or radiators (except with Total Comfort Plan).
- Parts expressly excluded from this agreement include parts or controls on coal and/or wood-burning systems and piping not related to the heating system.
4. This agreement does not cover repair or replacement of obsolete parts such as certain zone valves, circulators and combustion chambers that are not available through regular sources of supply.
 5. If all fuel oil requirements are not purchased from **East River Energy**, this agreement is void.
 6. This agreement only covers damage caused by ordinary wear and tear. It does not cover acts of God, fire damage, flooding or other water damage, etc.
 7. There shall be no liability for any reason on the part of **East River Energy** for work done by anyone else, unless such person is authorized in writing by **East River Energy** to perform such work or furnish parts.
 8. The length of this agreement is one year. It will renew automatically at that time unless we are notified of cancellation in writing 30 days prior.
 9. Customers must be on automatic delivery to be eligible for either service contract.

Service Hours

During the life of this agreement, **East River Energy** will provide dependable, prompt emergency service **24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR.**

Emergency service is constituted by: **NO HEAT, SERIOUS FUEL LEAKS OR DANGEROUS SITUATIONS.**

All nonemergency service will be performed during normal working hours, Monday through Friday, 8 a.m. to 5 p.m.



Service Plans

Economy Plan

Our Economy Plan includes a full tune-up, plus coverage of 36 parts not previously covered (in bold) under our old plan.

Controls

- Aquastat
- **Burner Capacitor**
- **Cad Cell Eye**
- **Cad Cell Relay**
- **Circulator Relay**
- Combination Control
- Draft Regulator
- **Emergency Switch**
- High Limit Control
- **Hydraulic Jack (Riello Burners)**
- **Low Limit Control**
- Pressuretrol Control
- Primary Control
- **Pyrostat**
- **Reverse Aquastat**
- **Stack Control**
- Thermostat (manual)
- Toggle Switches
- **Triple Aquastat**

Warm Air Systems

- Air Filter*
- **Air Regulator**
- **Air Stat**
- Blower Fan Belt
- Blower Motor (up to 1/3 hp)
- **Blower Pulley**
- Fan Control
- Limit Control
- **Trol-A-Temp Motor**

Burner Replacement Parts

- **Air Shutter**
- **Air Stabilizer**
- Burner Blast Tube
- **Burner Cables**
- Burner Coupling
- Burner Fan
- **Burner Flange Gasket**
- **Burner Housing Assembly**
- Burner Motor
- **Burner Switch**
- **Buss Bar**
- **Transformer Leads**
- **Cad Cell Assembly**
- **Cad Cell Wires**
- Delayed Oil Valve
- **Delayed Oil Valve Coil**
- Electrode Assembly
- Electrodes
- End Cone
- **Flare Fittings**
- Ignition Leads (cable)
- Ignition Transformer
- **Ignition Transformer Gaskets**
- **Ignition Wiring**
- Nozzle
- Nozzle Assembly
- **Nozzle Line**
- **Porcelain Insulators**
- Turbulator

Hot Water Systems

- **Circulator Coupling**
- Circulator Motor
- **Circulator Motor Mounts**
- **Circulator Switch**
- **Circulator Wicking**
- Zone Valve Motor

Fuel Supply Parts

- **Fill Cap**
- Firomatic Valve
- **Fuel Filter Cartridge**
- **Fuel Filter Complete**
- Fuel Pump
- **Fuel Pump Bleeder**
- **Fuel Pump Couplings**
- Fuel Pump Fittings
- Fuel Pump Gasket
- Fuel Pump Strainer
- **Oil Line (exposed)**
- Oil Line Fitting (exposed)
- **Oil Line Valve**
- Oil Tank Gauge
- **Oil Tank Vent Alarm**
- Vent Cap

Other

- **Anti-Hum Device**
- Glass Gauge
- Stabilizer

* One standard disposable set per year during tune-up

This plan provides our most comprehensive coverage.

Total Comfort Plan

The Total Comfort Plan includes everything in the Economy Plan PLUS the significant addition of the following major parts and services.

- | | | |
|--------------------------|---------------------------|---------------------------|
| ➤ Air Scoop | ➤ Diffuser | ➤ Low-Water Cutoff Float |
| ➤ Air Vents | ➤ Draft Inducer | ➤ Low-Water Cutoff Switch |
| ➤ Altimeter Gauge | ➤ Draft Inducer Motor | ➤ Mixing Valves |
| ➤ Automatic Water Feeder | ➤ Dual Valve | ➤ Pop Safety Valve |
| ➤ Baffle | ➤ Expansion Tank | ➤ Preference Relay |
| ➤ Balance Valves | ➤ Extrol Tank | ➤ Pressure-Reducing Valve |
| ➤ Bearing Assembly | ➤ Feed Valve | ➤ Purge Valve |
| ➤ Blower Bearings | ➤ Flow Control Valve | ➤ Relief Safety Valve |
| ➤ Blower Circuit Board | ➤ Flue Pipe (up to 10") | ➤ System 2000 Manager |
| ➤ Blower Complete | ➤ Gate Valves | ➤ Temperature Gauge |
| ➤ Blower Fan | ➤ Globe Valve | ➤ Trol-A-Temp Damper |
| ➤ Blower Shaft | ➤ High-Pressure Regulator | ➤ Zone Valve Complete |
| ➤ Blower Wheel | ➤ Humidifier Fan ** | ➤ Zone Valve Motor |
| ➤ Boiler Valves | ➤ Humidifier Float ** | ➤ Zone Valve Powerhead |
| ➤ Check Valves | ➤ Humidifier Motor ** | ➤ Zone Valve Relay |
| ➤ Circulator Complete | ➤ Humidifier Pad ** | ➤ Zone Valve Stem |
| ➤ Circulator Impeller | (1 per year) | |
| ➤ Clock Thermostat * | ➤ Humidistat ** | |
| ➤ Combustion Chamber | ➤ Low-Pressure Regulator | |
| ➤ Diaphragm Assembly | ➤ Low-Voltage Transformer | |

* Honeywell and White-Rodgers only

** Skuttle or Aprilaire

Total Comfort Plan also covers these services:

- Repair heating system water leaks at or around the *immediate* area of boiler
- Venting of baseboard or radiators
- Adjust boiler pressure
- Adjust water level

PLEASE KEEP FOR YOUR RECORDS.