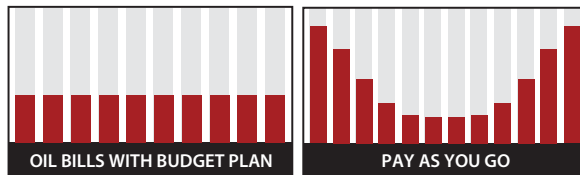


Grady Mechanical
PO Box 59
Berlin, CT 06037



Budget Pay Plan

Fuel prices may go up or down. Winter temperatures can set records. And there's really no way to predict what weather each year may bring. That's why we've developed a plan that will make things easy for you. A plan that lets you spread your heating costs into smaller predictable payments. We offer a 10 month budget plan which may include your Maintenance Agreement if desired.



Automatic Delivery

With a sophisticated monitoring system, we can track your fuel usage and predict your need based on weather patterns. Utilizing this system we are able to automatically deliver your fuel when you need it. Worry free, we will keep you supplied with home heating fuel!

24 Hour Service

Grady Mechanical is here for you 24 hours a day. We realize that breakdowns can happen at any moment, that's why you can count on us in any emergency situation, day or night. When it counts, count on Grady Mechanical!

General Conditions & Exclusions

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

1. The term of the Plan is for a one (1) year period and after re-inspection 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. The Heating Oil Maintenance Agreements include the TankSure® Program which provides a tank testing service and the TankSure® Program tank replacement payment described below. An ultrasonic tank test will be performed by our technician before your tank can be accepted for enrollment in the TankSure® Program. While we cannot guarantee that a leak will not occur or your tank will not fail after testing, 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 will perform an annual test of your fuel tank. If a tank leak occurs subsequent to this test due to internal 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 TankSure® Tank Analysis Software, the Company will pay up to \$1,000 towards the replacement of your tank in accordance with the terms of the TankSure® Program which is described in the TankSure® brochure that we have provided to you.

4. The Company will provide service as soon as practical, during regular business hours under normal conditions or on an emergency basis, if necessary. The Company will not be liable for any damages arising from a 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.

5. 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, including environmental clean costs. Multiple priority placement calls are normally answered in the order in which they are received, however we reserve the right to prioritize these calls by the severity of the problem (based on our judgement).

6. In the event that the residence is sold, the Maintenance Agreement may remain in effect provided that the new owner continues to purchase fuel oil and heating system service from the Company.

7. Amendment and Cancellation. We may amend or change the terms of this Contract at any time. We may amend or change the services offered as part of the Contract at any time. You will be notified of any change in the manner provided by applicable law prior to the effective date of the change. If you wish to cancel this Contract, you may do so with written notice or by calling the number noted on the Contract.

Maintenance Agreements

GRADY MECHANICAL

LLC

NOW INCLUDING WITH OUR SERVICE:



Grady Mechanical

1240 Farmington Ave. • Berlin, CT 06037

860-828-0422 • www.gradymech.com

HTG.0397175-S1 • HOD.0000712



GRADY MECHANICAL LLC

We are a family owned and operated business that provides excellent service and sound advice for home heating and air conditioning systems. If you are tired of impersonal service and long wait times, call Grady Mechanical to find out what you have been missing.

Standard Maintenance Contract


\$229.99 (add \$69.99 for oil-fired water heater coverage)

- **One Clean, Tune & Test**
- **\$.02/Gal Discount on Oil**
(In addition to any loyalty discount)
- **15% Discount on All Heating Service**
(Based on normal rates, replaces any loyalty discount)
- **10% Discount on All Heating Installs**
(Based on normal rates, replacement or new systems)
- **Priority Call Placement**
- **TankSure® Coverage (A \$45 value)**

Heating oil tanks typically corrode from the inside out. Your tank may look perfectly fine from the outside, but it could be wearing excessively thin on the inside. This EPA approved ultrasonic testing, performed annually by Grady Mechanical's certified technicians, gives advanced warning that a problem is on the horizon.

For qualified above ground tanks we'll provide you with up to \$1,000 toward any possible future tank replacement, plus you may be eligible to receive valuable discounts on your homeowner's insurance policy! In virtually all cases, this program enables us to identify and replace the weakened tank at a minimal cost long before it becomes a problem.

Benefits of The TankSure® Program include:

-  **Homeowner's Insurance Discounts**
 - Now endorsed by the insurance industry
 - Discounts are now available on your homeowner's policy
-  **Proactive \$1,000 Replacement Payment**
 - Covers up to \$1,000 towards the replacement of your tank
 - Proactive replacement of tanks before they leak
 - Helps protect the environment and reduces unexpected costs
-  **EPA Approved Ultrasonic Testing Technology**
 - Trained service technicians use ultrasonic equipment to test the thickness of your tank
 - Ultrasonic equipment *(similar to those used in the medical profession)* detects the level of corrosion occurring inside your tank
-  **Tank Inspection Certificate**
 - Important documentation if you are selling your home

*Must be an automatic oil delivery customer for length of contract

Premium Maintenance Contract

\$289.99 (add \$69.99 for oil-fired water heater coverage)

- **One Clean, Tune & Test**
- **\$.02/Gal Discount on Oil**
(In addition to any loyalty discount)
- **No service call labor charges for any work performed between 8am - 5pm, Mon.-Fri. (\$92.50/hr value)**
- **Business-hour labor rates apply to any overtime service (\$46.25/hr value)**
- **10% Discount on All Heating Installs**
(Based on normal rates, replacement or new systems)
- **Priority Call Placement**
- **TankSure® Coverage (A \$45 value, see Program benefits under our Standard Maintenance Plan)**
- **3-Stage oil tank treatment (\$105 value)**

*Must be an automatic oil delivery customer for length of contract

Gas System Maintenance Contract

\$179.99

- **One Clean, Tune & Test**
- **No service call labor charges for any work performed between 8am - 5pm, Mon.-Fri. (\$92.50/hr value)**
- **Business-hour labor rates apply to any overtime service (\$46.25/hr value)**
- **15% discount on all heating service**
(Based on normal rates, replaces any loyalty discount)
- **10% Discount on All Heating Installs**
(Based on normal rates, replacement or new systems)
- **Priority Call Placement**

Clip & Mail

I WOULD LIKE TO SIGN UP FOR THE FOLLOWING:

Standard Maintenance Contract\$229.99 + Tax
 Gas System Maintenance Contract.....\$179.99 + Tax
 Premium Maintenance Contract\$289.99 + Tax
 TankSure® Program Only\$45.00 + Tax
 Add Oil-Fired Water Heater Coverage.....\$69.99 + Tax

PLEASE PRINT

NAME _____ EMAIL _____ EXP. DATE _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____

Please charge my credit card
 Visa
 MasterCard
 Discover

CREDIT CARD # _____

* Before you schedule maintenance please remove all items from the area surrounding your oil burner and tank. The entire heating system including tank must be accessible for our technicians. Enrollment in the TankSure® Program is contingent upon the customer's tank passing an initial ultrasonic and visual inspection. While we cannot guarantee the prevention of a leak or other failure of your tank, we are providing this new service with the hope that by testing and monitoring, we can offer a long term proactive replacement program for our customers.

GRADY MECHANICAL LLC