

Our Philosophy

This philosophy may sound simple or old fashioned, but it works. At RER Fuel Service Inc., there are no customer service representatives and no automated phone systems. When you call, you'll speak with a real person immediately. If you have a problem or concern, you deal directly with us. When we say it will cost a certain amount, that is what it will cost. When we say you'll be satisfied with our work, it means that we are not done with the job until you are. **Satisfaction Guaranteed!**

Other Services

- Automatic oil delivery
- High efficiency heating & A/C systems
- Hybrid & Dual fuel systems
- Heating & A/C conversions & installations
- Oil tank cleaning/installation
- Underground oil tank cleaning/removal
- HVAC, boilers, hot air furnaces & hydro air
- Steam heat, baseboard heat & heat pumps
- Radiant heating & snow melt
- Mini split & Ductless Systems
- High Velocity systems
- Duct testing and design
- Computer designed HVAC systems
- Whole house humidification/dehumidification
- European style baseboard heat
- Pool heaters and hot water tanks

And MUCH, MUCH MORE!

See Terms and Conditions. These can also be viewed online or mailed upon request.

R.E.R. Fuel Service Inc.

Air Conditioning Service Plan

- **Priority service**
- **Labor for replacing covered parts, during normal work hrs Monday thru Friday 7 30 to 4 pm, excluding holidays**

Includes one annual tune-up. Inspect all visible wiring and fittings, lubricate parts as needed, inspect accessible duct work, replace customer supplied air filter, check fan belt, flush P Trap, check condensate pump, inspect outdoor condenser, disconnect and electrical whip, test safety controls. Measure indoor temperature drop and motor amperage at indoor and outdoor unit for proper operation. Indoor and outdoor coils can be cleaned for additional charge at time of tune up.

Parts covered- standard non programmable thermostat, hard start kit, condenser contactor, capacitors, filter dryer, outside electrical whip, outdoor disconnect switch, fuses, condenser fan, piston orifice, blower motor up to 1/3 hp, site glass, time delay switch, low voltage transformer, external crankcase heater, low and high pressure switches, safety limit switches, service valve caps.

- **\$240.00 per season for 1st a/c unit add***
- **\$50.00 for each additional unit at same residential house**

SAVE on the A/C contract. Add to your Silver or Gold heating contract for only \$100

*See Terms and Conditions. These can also be viewed online or mailed upon request.

R.E.R. Fuel Service Inc.

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Terms & Conditions

*Terms and conditions: **1:** Residents of dwellings sole responsibility to notify us for any emergencies. Heating Customers must purchase all their heating oil from RER on automatic delivery and maintain their account in accordance with RER's credit terms. Air conditioning contracts available to all our customers that maintain their account with RER. We reserve the right to cancel any contract at our discretion. **2:** Parts covered are those listed, if the part is not listed with corresponding contract, it is not covered. We cannot guarantee to replace obsolete parts. **3:** Service will be performed as soon as possible under normal conditions. We shall not be held liable for delays or failure to provide any service or material when such a delay is beyond our control. In no event shall we be held liable for any consequential damages or injury. **4:** Customer is responsible for calling to schedule annual tune-ups and service. No refunds for service contracts that a tune was not performed beyond our control. **5:** "No hot water" service calls only covered during normal business hours. **6:** This agreement does not cover the following items, which are the owners responsibility; venting air out of radiators, flushing low water cut offs, maintaining correct water level, providing adequate room ventilation for proper combustion, providing open clearances around the heating and or air conditioning systems and oil tank(s) for proper service and operation, properly removing any dangerous material, monitoring unattended property, maintaining clean air filters, replacing fuses and resetting circuit breakers, turning on switches, programming thermostats, replacing batteries, maintaining the condition of the chimney, maintaining adequate fuel level, maintaining fuel tank(s), fuel piping and oil lines. **7:** Damages caused by flood, fire, lighting, power failures, rotted pipes, sediment in pipes or fixtures, or any condition beyond our control. **8:** Printed circuit boards, computers, ECM motors, and variable speed motors are not covered. **9:** Service contracts are non refundable after 60 days or first service call and will renew on the anniversary annually unless otherwise noted, if customer does not renew by paying the renewal, this agreement terminates at the end of the last previous accepted period of the agreement. **10:** By renewing customer acknowledges complete performance of all previous obligations of RER. **11:** Contracts are transferable to new home owners at no charge if the new owner agrees to these terms. RER reserves the right to inspect systems or to have a 30 day waiting period before service is rendered. **12:** No preexisting conditions will be covered. If corrections are needed they will be done and billed to customer at standard RER rates.

Fully Licensed & Insured

R.E.R.
FUEL SERVICE
INC.



**Serving Bedford
& Surrounding Towns**

**Competitive Prices • Superior Service
Satisfaction Guaranteed**

**Meeting All Your
Oil Delivery
Heating
Air Conditioning
Home Services Needs.**

24hr. Emergency Service

Mailing address:
244 Nashua Rd.
Billerica, MA 01862

Phone:
781.275.1343
978.663.3303
888.RER.FUEL

Email: info@rerfuel.com
Web: www.rerfuel.com

R.E.R. Fuel Service Inc.

Select Your Service Plan

- Bronze Service Plan \$160.00**
- Silver service plan \$280.00**
- Gold service plan \$350.00**
- Air conditioning plan \$240.00**

___ Additional heating units \$50.00 each

___ Additional A/C units \$50.00 each

- SAVE**
Air conditioning only \$100 more
if grouped with Silver or Gold plan

TOTAL: _____

Name: _____

Address: _____

Phone: _____

Email: _____

Pay By:

- MasterCard or Visa by Phone**
- Checks Payable to R.E.R. Fuel Service**
- Invoice Me**

See Terms and Conditions. These can also be viewed online or mailed upon request.

By signing/or purchasing any contract you agree to all terms and conditions.

Sign _____ **Date** _____

✂ Cut & Return

Bronze Service Plan

Labor for replacing covered parts, during normal work hours Monday-Friday 7:30-4pm excluding holidays.

Includes annual tune up of main heating system.

Covered Parts: oil burner transformer/igniter, standard oil burner motor, electrodes, jet line, nozzle, single stage 3450 oil pump, basic cad cell eye holder, safety relay, cad cell eye, service switch, oil burner coupling, cad cell harness and leads, oil pump strainer and gasket, oil filter and gasket.

- **\$160.00 per year***
- **Additional heating units \$50.00 each in the same single family home**

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Silver Service Plan

- **Priority service**
- **Labor for replacing covered parts, 24hrs 365 days a year.**

All Bronze features plus:

More than 2x covered parts.

Additional Covered Parts: Flue pipe and draft regulator. Retention head, oil burner head, air tube, thermal switch, fire-matic valves, draw assembly, zone valve heads, Honeywell zone valve motors, oil safety valve, oil burner fan, all cad cell safety relays, anti hum device, standard non programmable thermostats, oil solenoid valve, low voltage transformer, blower shaft and bearings, fan belt, blower motor up to 1/3 hp, fan limit switch, one primary zone circulator relay, circulator motors and couplings, energy kinetics proving switch and digital sensor, single and dual aquastat controls, stack switch, pressure troll switch, transformer, igniter.

- **\$280.00 per year***
- **Additional heating units \$50.00 each in the same single family home**

SAVE - add our Air Conditioner agreement for \$100.00 more

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Gold Service Plan

- **Priority service**
- **Labor for replacing covered parts, 24hrs, 365 days a year.**

All Bronze and Silver features plus:

Added water related parts.

Additional Covered Parts: up to 1/12 hp circulators, up to 1/12 hp circulator cartridges, circulator gaskets, boiler T&P gauge, boiler relief valves, tank-less coil relief valves, triple aquastats, high temp. safety switches ¾ zone valve bodies, zone valve end switches, # 15, #30 & #60 expansion tanks, boiler feed and backflow, domestic hot water tank relief valve, coin vents & auto air vents on boiler, steam gauge glass and gaskets, flow check valves up to 1 ¼ inch, hot water ½ mix valves, energy kinetics 5 zone manager, ½" & ¾" draw off valves all circulator zone relays.

- **#23 pool plate heat exchanger spring re-install/fall removal**
- **\$350.00 per year.***
- **Additional heating units \$50.00 each in the same single family home**

SAVE - add our Air Conditioning agreement for \$100.00 more

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