

JOHN RAY & SONS

ENERGY SERVICES SINCE 1904

Value & Premier Oil Heating System Service Plans

for total peace of mind all year round.



Choose the plan that's best for you and your home.



You deserve the best heating system service plans. That's why we've got them for you.

At John Ray & Sons, we take pride in providing reliable, affordable energy products along with heating and cooling services for your year-round home comfort.

Since 1904, your Capitol Region neighbors have relied on John Ray & Sons as a full-service company, offering propane and oil delivery, energy-efficient products to help reduce costs, important maintenance services, service plans, and much more.

John Ray & Sons sets high standards, always striving to do our best to bring customers the best products and services. That's why we have comprehensive heating system service plan options that provide you with the total peace of mind that you want and need if any emergency problems do happen. You choose which one is right for you and your budget.

Oil Heating System Service Plans

Your heating system should be tuned up annually to keep it running at peak efficiency and help reduce the amount of fuel that it uses, which is good for energy savings and the environment. Each of our service plans provide you with:

 **Quality repairs by experienced technicians**

 **Expert customer service reps to take your calls 24/7**

 **Convenient service hours**

 **Annual tune-ups to help you save money**

 **15% discount on non-covered repairs**

How your oil-fired heating system works.

Heat distribution

Oil-fired heating systems distribute heat in one of three ways: warm air through vents, hot water through baseboards, or steam through radiators. Your thermostat senses that room temperature has fallen below your thermostat setting and sends a signal to your heating system to provide heat for your home.

When your oil burner is engaged, heating oil travels from the tank to the burner by way of a pump where it becomes a fine mist mixed with air. The fuel/air mixture is then injected into the burner where it is ignited in the combustion chamber.

Heating system types

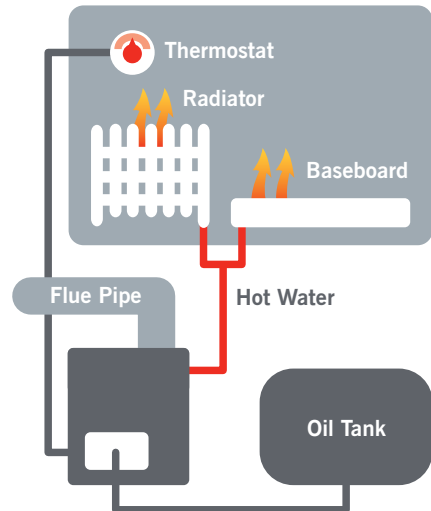
Depending on the type of system you have, water-based or warm air, the system works differently to disperse heat throughout your home. There are two main types of water-based systems: hot water systems and steam systems. Water is heated in either a cast iron or steel boiler before it is dispersed throughout your home.

In a hot water system, the heated water is circulated through radiators or baseboards.

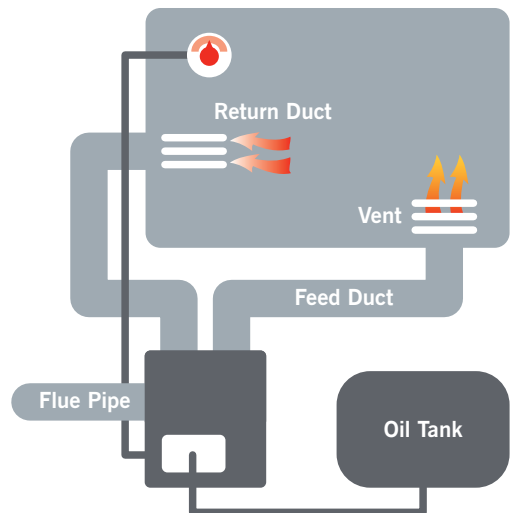
In a steam system, water turns to steam and rises through pipes to the radiators. In a warm air system, your furnace heats air. A blower then sends the heated air up through ducts and out of vents in your floors or walls. The air gets drawn back to the furnace through a return duct, and the cycle repeats.

Finally, emissions from the combustion of fuel and air exit the system through a flue pipe that runs out of your home through the chimney.

Typical Hydronic System Hot water or steam



Typical Warm Air System



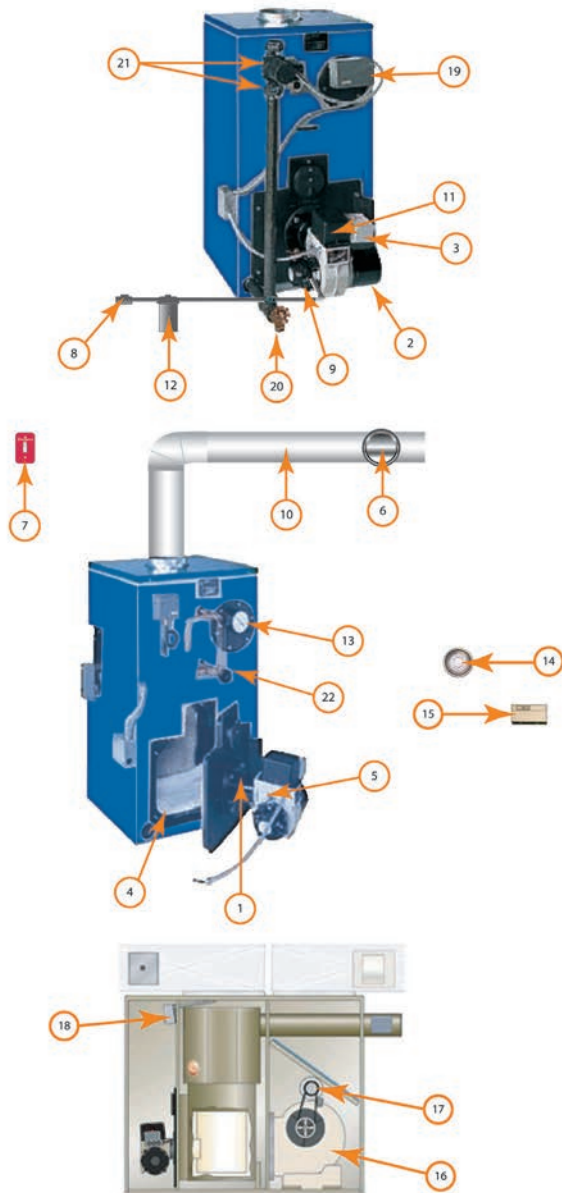
V The Value Plan

Extensive coverage for the budget-minded homeowner.

P The Premier Plan

Comprehensive coverage for peace of mind.

The Parts



Fuel & Combustion

	V	P
1 Air Tube	●	●
1 Burner Coupling	●	●
2 Burner Fan	●	●
2 Burner Motor	●	●
3 Cad Cell Eye	●	●
3 Cad Cell Relay	●	●
4 Combustion Chamber (wet-based, max 2.5 GPH)		●
5 Delayed Oil Valve	●	●
6 Draft Regulator (up to 9" diameter)	●	●
1 Electrodes	●	●
7 Emergency Switch	●	●
1 End Cone	●	●
8 Firomatic Valve	●	●
9 Fuel Pump	●	●
9 Fuel Pump Gasket	●	●
9 Fuel Pump Strainer	●	●
10 Flue Pipe (max 9" diameter)	●	●
11 Igniters	●	●
11 Ignition Transformer	●	●
1 Nozzle	●	●
1 Nozzle Adapter	●	●
1 Nozzle Line	●	●
Oil Check Valve	●	●

	V	P
12 Oil Filter Cartridge	●	●
12 Oil Filter Complete	●	●
Oil Safety Valve	●	●
1 Porcelains	●	●
Primary Control	●	●
14 Thermostat Standard	●	●
15 Thermostat Clock Type (\$50 credit)	●	●

Warm Air

	V	P
16 Blower Complete (up to 3/4 HP)	●	●
17 Blower Motor (up to 3/4 HP)	●	●
18 Fan & Limit Control	●	●
18 Fan Control	●	●

Hot Water and Steam Components

Air Scoop		●
19 Aquastat (auto type only)		●
19 Aquastat Well		●
Automatic Air Vent (boiler room only)		●
Balancing Valve		●
20 Boiler Drain Valve		●
Boiler Relief Valve (up to 1" diameter)		●
21 Circulator Complete (kitchen zone up to 1/12 HP)		●
21 Circulator Components (kitchen zone up to 1/12 HP)		●

	V	P
Circulator Relay (kitchen zone up to 1/12 HP)		●
Domestic Relief Valve		●
Dual Valve		●
Expansion Tank (max 24 gallons)		●
Expansion Tank Valve		●
Extrol Tank (max # 60)		●
Feed Valve		●
Feed Valve Washer		●
Flow Check Valve		●
22 Gauge Glass & Washers	●	●
Limit Control		●
Low Voltage Transformer		●
Manual Feed Valve		●
Pop Safety Valve (up to 1" diameter)		●
Pressure Gauge		●
Pressuretrol (auto type only)		●
13 Pressure/Temperature Gauge		●
Zone Valve Complete (kitchen zone up to 1" diam.)		●
Zone Valve Component (kitchen zone up to 1" diam.)		●

Additional terms and conditions may apply.

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Still need more coverage?

We have other enhancements and agreements that are available at an additional cost to your existing plan and these are priced separately. They allow you to extend your coverage with more comprehensive protection and help you prepare for unexpected repair costs by allowing you to customize your protection to suit your needs. You must currently have a John Ray & Sons Heating & Cooling Value or Premier Service Plan to add any enhancement coverage.

Optional enhancements

24 Hours-a-Day/365 Days-a-Year Service

This enhancement extends your primary coverage by giving you access to John Ray & Sons Heating & Cooling service 24 hours a day, 365 days a year. It waives our after hours diagnostic fee.

Direct and Indirect Water Heater Repair and Part Replacement*

This enhancement covers repairs and replacement of the parts listed below:

Air tube	Drain valve	Ignition transformer
Aquastat (auto type only)	Drip tube	Nozzle
Burner coupling	Electrodes	Nozzle adapter
Burner fan	Electrode wire & clips	Nozzle line
Burner motor	Emergency switch	Oil check valve
Cad cell complete	End cone	Oil filter cartridge
Circulator (bronze type, up to 1/16 HP)	Firomatic valve	Oil filter complete
Delayed oil valve	Flue pipe (up to 9" diameter)	Oil safety valve
Draft regulator (up to 9" diameter)	Fuel pump	Porcelains
	Fuel pump gasket	Preference relay
	Fuel pump strainer	Primary control
	Igniters	Relief valve

*Covers residential, oil-fired water heaters up to a maximum firing rate of 1.25 gallons per hour. **Excludes coverage of the water heater tank**, recirculation lines and components, and anode rods. Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed), or weekends, is subject to our standard diagnostic fee, unless you have purchased the 24/365 enhancement. Repair and/or replacement must be performed by John Ray & Sons Heating & Cooling.

Limited Boiler and Furnace Replacement**

This coverage provides an allowance of \$1,000 toward replacement of your main heating boiler or furnace if a John Ray & Sons Heating & Cooling inspection determines that your existing equipment is not repairable. The new boiler or furnace must be replaced by John Ray & Sons Heating & Cooling. Allowance is payable as a reduction to our normal retail price for the model specified.

**Existing equipment must be inspected by John Ray & Sons Heating & Cooling to qualify.

Optional Zone Coverage†

This enhancement covers repair and replacement of the parts listed below:

Automatic air vents (boiler room only)	Circulator relay
Circulator complete (up to 1/12 HP)	Flow check valve (up to 1-1/2" diam.)
Circulator coupling (up to 1/12 HP)	Isolation valves (up to 1-1/2" diam.)
Circulator flanges and gaskets (up to 1-1/2" diameter)	Thermostat (standard)
Circulator impeller (up to 1/12 HP)	Thermostat (clock type \$50 credit)
Circulator motor (up to 1/12 HP)	Zone valve (up to 1" diameter)
Circulator mounts (up to 1/12 HP)	Zone valve motor (up to 1" diameter)

†**Not available on steam systems and excludes air handlers.** Service requested to start prior to 8:00am or after 5:00pm, on federal holidays (days when the post office is closed) or weekends, is subject to our standard diagnostic fee, unless you have purchased the 24/365 enhancement. Repair and/or replacement must be performed by John Ray & Sons Heating & Cooling.

Additional agreements

CARE® Environmental Protection

Fortunately, oil releases don't happen too often. But when they do, they can damage the environment and cost thousands of dollars to clean up. And worse, most homeowners insurance doesn't cover oil releases. The CARE program protects your investment in your home by providing clean-up coverage in case your tank, connected piping or oil lines leak. The CARE program is available for above-ground fuel tanks[‡] and provides:

- Up to \$100,000 for clean-up (does not include tank replacement)
- Clean-up of releases from entire fuel oil system, including piping and lines
- Limited cost share
- Transferable if you sell your home
- Experienced professionals to handle the work

‡A separate program is available for underground fuel oil storage tanks. Underground oil tanks require a one-time testing fee in addition to the cost of the program.

TankSure® Above Ground Fuel Oil Tank Replacement Payment

The best way to protect your investment, your property and the environment is to be proactive and plan ahead for the eventual replacement of your oil tank. That's why we offer TankSure®.

TankSure includes¹:

- Inspection of your fuel oil tank
- Ultrasonic test to evaluate the integrity of your tank
- Qualifying tanks receive up to \$2,500² in replacement coverage towards a new tank should yours need replacement

¹ Does not cover environmental issues.

² Must be installed by our approved contractor.

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