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Green Light Service Plan Terms and Conditions

- Lyme Green Heat Inc. (Company) reserves the right to inspect and approve any and all heating equipment and all components prior to acceptance into these plans. The Company may reject any heating equipment for coverage under these plans at its discretion. This agreement does not cover parts and labor associated with upgrading the heating system to meet established local, state and federal codes.
- Company reserves the right to amend or discontinue any plan at any time at its sole discretion.
- Service Plans are available to persons who purchase their entire fuel supply from us during the term of the plan. The agreement will automatically terminate without refund if the customer fails to have the Company supply all of their heating fuel, discontinues doing business with the Company or if anyone other than the Company renders service to the burner and equipment. This agreement is also terminable, without refund, upon notice to the customer by the Company that payments on the customer's account(s) are delinquent.
- The Company reserves the right to determine whether to repair or replace covered equipment/parts that have failed under normal operating conditions. When equipment/parts are replaced, it is the Company's intention to use a comparable model.
- Maintaining antifreeze to manufacturer's specifications (if required) is done at the customer's expense and is required or plan will be terminated.
- At the Company's discretion, the plan may be transferable upon the sale of property and may require a re-inspection with the new owner.
- This agreement will remain in effect for one year from date of invoice
- Green Light Service plan covers OkoFEN or Froling boiler or furnace with a maximum firing rate up to 60kw

What is NOT covered?

- Oil boilers or furnaces, propane units, natural gas units, and wood or coal add-on units are not eligible for participation in these plans at any time.
- Parts or labor required as a result of abnormal conditions, such as water damage, ice damage, fire, flood, freezing, lightning strikes or other acts of God, power interruptions, insufficient fuel when account is not on automatic delivery or payments for fuel are in arrears, or insufficient water.
- General plumbing, piping or hot water coil, domestic hot water expansion tank, household wiring.
- Fabric pellet storage tanks, steel bins, wood framed bins or pellet fill and vent lines
- Distribution systems, radiant heat tubing, piping, baseboard, radiators, ductwork and zone dampers.
- Plastic type constructed pipe such as PVC or similar, as a component of any heating system or domestic hot water piping.
- Specialty controls which are controls not required to operate the unit.
- Humidifiers, electronic air cleaners, air conditioning equipment and A/C coils.
- Blower housing, motor or wheel

The Company shall have no responsibility for:

- Damage, including environmental, arising out of any leakage or spillage from any oil lines, oil tanks or any other part of a heating system (customers who have a back-up oil system in place).
- Consequential damage or loss of any kind; any harm from work not performed by the Company; any damage caused by burner or equipment failure; unavoidable delays; abuse or neglect; or any harm from causes beyond the Company's control. In no event shall the Company's liability exceed refund of the service plan payments received by the Company in the previous 12 months.
- Parts, materials or components which are discontinued or obsolete.
- Water leaks and/or piping defects in floors, ceilings and side walls that affect the operation of your heating system and/or cause system damage. You are responsible for providing us with access to all concealed or hidden components of the heating system, and for any and all repairs or replacements that arise out of our need to have access to the components, including, for example, walls, partitions, floors, ceilings, chimneys, entryways, and the like.
- Any heating system that has been maintained, serviced, or had modifications, additions, or any change of any component other than as provided by the Company after the time of the initial inspection of the heating system by the Company. Only heating systems that have been maintained solely by the Company and are a part of the heating system as initially approved by the Company are covered.
- Repairs, upgrades, maintenance, replacements or substitutions to your heating system required by any change in applicable law, rule or regulation.
- Any intentional tampering or misuse of equipment or system parts is not covered by the plan.

