



Exclusions on Boiler & Furnace Complete Care & 50/50 Service Plans

We can all agree no one likes “fine print” and who really reads it until there is an issue? But it is necessary, especially in a business that frankly many customers don’t know a lot about. (And that’s okay, that’s why we have trained, licensed, and experienced technicians maintaining and repairing your boiler or furnace.) There are many reasons why parts and even systems are excluded, and while they are obvious to us, they are not always clear to the average consumer. Our goal is to simplify our service plans and not have any exclusions that are vague or confusing.

Please let us know if you have any questions, are unclear as to what any of these terms mean, and/or have suggestions on how we can present this information more clearly.

Two of our three service plans for oil/propane boilers and furnaces plans have these exclusions: Complete Care and 50/50. The Simple plan does not have any exclusions.

Exclusions from our Prequalifying Checklist

For the Complete Care Plan

- An oil/propane fired system and its hydronic distribution system that is 15 years or older, or a condensing system that is 10 years or older.
- System is charged with antifreeze.
- Manufacturers and systems: Miller, NTI, System 2000, Nordyne, Steam system, Viessman Chassis, Buderus Low-Nox burner.

For the Complete Care and 50/50 Plans

- No power-vented exhausts.
- No black Onix tubing or non-oxygen barrier tubing.

General Exclusions

Add-On Controls: digital programmable thermostats, outdoor reset controls, programmable building management systems, supplemental combustion air systems, and WiFi thermostat and support devices.

Commercial and Unit Size: no commercial units, units over 3.0 gallons per hour for oil, and over 200,000 BTUs per hour for propane.

Electrical Distribution Wiring: *all* electrical wiring not installed by Simple Energy, circuit breaker, and wiring not on the heating unit, including thermostat wiring.

Fuel Delivery

Heating oil: fill and vent piping, frozen lines, gauges, oil tanks, safety valve, supply and return lines, and vent alarms.

Propane: customer-owned tanks and their line pressure regulators and piping.

Heat Distribution Components:

Hydronics: baseboard heaters, heat distribution piping, radiant manifolds, radiant tubing, and radiators.

Warm air furnace: duct work, electronic air filters, heating registers, and zone dampers.

Heating Systems: baseboards, combination units (coal/oil or coal/propane and wood/oil or wood/propane), kick space heaters, panel radiators, radiant systems, radiators, and roof top units.

Malfunctions due to: blown fuses or tripped breakers (unless due to a covered part failure), damage as a result of a failed component even if component is covered by our service plan, damage caused by others, electrical failures unrelated to heating system, failure to manually feed boilers, failure to flush low water cut-offs, oil or water valves left off by customer, and switches left off by customer.

Venting Systems: chimneys, direct vent piping (vent and fresh air intake and terminations), draft inducers, outside terminations, polypropylene venting, power vents, PVC, and roof jacks.

Any excluded parts and service will be invoiced at Simple Energy’s prevailing rates.

For more information on any of our service plans, ask one of our trade professionals, call our office, or visit our website. Thank you for partnering with us!