



FAQ'S

WE' RE HERE TO HELP!

Maritime Fuels answers frequently asked questions to serve you better.

Please contact us if you are unable to find an answer to your question.

CONTACT US AT

maritimefuels.ca

310.3776



How does an oil-fired heating system work?

Oil-fired heating systems distribute heat in one of three ways: warm air through vents, hot water through baseboards or steam through radiators. When your oil burner is active, heating oil travels from the tank to the burner by a pump where it becomes a fine mist mixed with air.

What's the difference between a furnace and a boiler?

A furnace heats air, and then a blower motor moves the warmed air through the home's duct system. A boiler heats water, which then flows through a network of pipes in the home.

Average life expectancy of an oil tank? When should it be replaced?

An oil tank will last between 10 to 20 years. This estimate is dependent on how diligent a tank owner is with the servicing of the tank, whether the tank is located inside or outside, and the construction material used to manufacture the tank (normally steel or fiberglass).



What are the benefits of oil heat vs propane?

Like propane gas, oil also heats quickly, but it is used slower than propane. There are 34,000 BTU's in a liter of furnace oil compared to 24,000 BTU's in a liter of propane.

Is oil heat clean?

Yes, oil heat is clean. New oil burning equipment has become more efficient and more durable as technology improves. New oil heating systems produce no soot, dirt, or air contaminants.

Is oil heat safe?

Yes, Heating Oil is a safe way to heat your home.

How do we monitor your fuel level?

We monitor your fuel level by K-Factor, degree days and your average consumption. In some cases where burning patterns are not consistent, we can install a tank monitor at no cost to you.



What is a K-Factor?

The K-Factor is a calculation that shows how quickly a home is consuming the fuel it uses to produce heat. A home's K-Factor represents the number of gallons of fuel burned per degree day.

What is a degree day monitoring?

Degree days are a simply historical weather data. They are commonly used in monitoring and targeting the relationship between your consumption and outside air temperature.

What's the average fuel consumption of a household in the Maritimes?

The average household with a 910 liter tank, burns 2,500 liters of fuel per year. Your consumption is the result of many factors, from tank size, family size, what you consider a comfortable temperature, the insulation factor of the home, doors, and window air leaks, or if you use your oil to heat your water.



What's the difference between "automatic" delivery and "will call"?

A "will call" customer is someone who manages their own deliveries and monitors their own fuel level. An "automatic" customer is someone who receives fuel without having to contact Maritime Fuels to order a delivery. Automatic delivery customers receive a 'cents per liter' discount.

How do I set up an account?

To set up an account with Maritime Fuels, you can call our office at 310-3776 or visit our website at www.maritimefuels.ca and use our Live Chat option.

How can a 12-month budget payment plan help manage your home heating costs?

The heating cost is divided over 12-months to keep your budget more consistent. This way you know how much to budget with your monthly home heating fuel.



How do I know which plan is right for me?

Everyone's needs are different, and we want to find you the perfect plan that fits your requirements. Our sales team is highly knowledgeable and eager to help you find the perfect solution for you.

Why do I need a tank inspection?

Maritime Fuels requires a tank inspection due to safety, environmental, and preventative maintenance reasons. In order to ensure we are safely able to deliver oil to your home or business; your oil tank must be up to the B139 Installation Code. The inspection has a large impact on our environmentally conscious practices. By getting an inspection, our knowledgeable technicians can find any potential issues with the tank. This preventative action has a much greater impact. All inspections are performed at no charge to you.

How can I get my tank inspected in a timely manner after account creation?

All our tank inspections are completed by our trusted burner contractors. Any questions regarding tank inspections, please call Maritime Fuels at 310-3776.



Why should you choose Maritime Fuels over our competitors?

Maritime Fuels is a Maritime owned and operated business, that understands the needs of their customers. Maritime Fuels has some excellent benefits to offer their customers, such as:

- Free annual furnace / boiler cleaning
- Unlimited parts & labour coverage*
- Automatic delivery
- 12-month budget payment plan
- “No Run-Out” guarantee
- 24/7 emergency service
- Live Chat
- Referral Program
- Discounts for automatic delivery
- GPS stamped delivery tickets



How can I find out the prices of oil today?

To find out the price of oil in your area, you can call us at 310-3776 or use our live chat on our website to inquire about prices : www.maritimefuels.ca

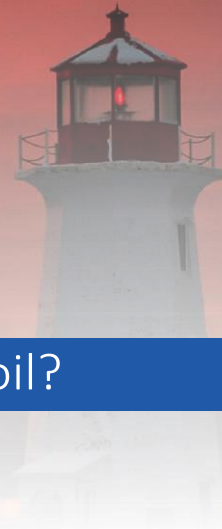
You can find out today's "cents per liter" price of furnace oil on our website. Go to the main page, find the bubble on the right-hand side of the page, then enter your postal code to find out today's price.

Does location effect the price of oil?

Yes, the your delivery location can affect the price of oil.

Moving? Find out what to do to relocate your service.

Simply call one of our qualified inside sales advisors and they will walk you through everything you need to do.



How do I pay for oil?

Ways you can pay for oil:

- Credit Card
- Online banking – Payee
- In person at any chartered bank
- Mail in a cheque(s)
- Website