



202350 County Road #109, East Garafraxa, ON L9W 7N1 P. 519-928-2200 or 1-866-644-9326 F. 519-928-1100

2017 Residential Protection & Maintenance Plan

Overview

At Arthurs Fuel, we know that installing a new furnace or air conditioner in your home is a big investment. Protecting that investment is extremely important. Arthurs is committed to providing services and options to help keep your HVAC equipment running effectively over its entire lifespan.

From providing friendly reminder calls when it's time for regular servicing to offering cost-effective protections, Arthurs has your HVAC maintenance needs covered.

Protection and Maintenance Plans

Arthurs Fuel Protection Plan offers three different service tiers, making it an incredibly cost-effective option for the ongoing maintenance of your home's heating and air conditioning systems.

Choose one of our three service plan packages and pay monthly to enjoy some incredible savings and benefits, including discounts on filters, humidifier pads & repairs.

Regular Package - This plan is perfect for homeowners with newer equipment that will just need the basics for service and repair. For only \$10.95 per month enjoy added peace of mind knowing your HVAC equipment will be checked yearly and any small issues are easily resolved with discounted repairs.

Mid Grade Package - This plan provides great discounts, as well as Priority service and a generous \$600.00 repair credit per contract year with no deductible. For only \$21.95 per month, you can be rest assured that your HVAC equipment is well looked after, while the repair credit helps take the sting out of any unexpected issues.

Premium Package - This plan is our first-class protection plan with outstanding perks and discounts designed to provide ultimate peace of mind that you are covered no matter what happens. Receive up to \$800 equipment repair coverage per year with no deductible for less than \$30/month.

A/C Package - This plan is for cooling. This plan is a great protection plan and you can choose the package that best suits your needs. Stay cool this summer and receive up to \$800 equipment repair coverage per year with no deductible for less than \$30/month.



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Arthurs Fuel Protection Plans - Propane, Natural Gas, Oil

Benefits	Regular	Mid Grade	Premium
Monthly Price - Propane Gas	\$10.95	\$21.95	\$28.95
Annual Price - Propane, Gas	\$131.40	\$263.40	\$347.40
Monthly Price - Oil	\$11.95	\$22.95	\$29.95
Annual Price - Oil	\$143.40	\$275.40	\$359.40
Annual Maintenance Provided	✓	✓	✓
Discount on Repairs <i>(After Yearly Maximum Exceeded)</i>	15%	20%	25%
Discount On Indoor Air Quality Products <i>(Filters, Humidifiers Installation and Replacement Pads, Air Filtration Systems)</i>	15%	20%	25%
Discount On Equipment Replacement	5%	7%	10%
Access to Emergency Service 24/7, <i>(365 Days a Year)</i>	✓	✓	✓
Priority Service	N/A	✓	✓
Credit Allowance for Repairs - Furnace <i>(Emergency Repairs Only)</i>		\$600.00 Up To	\$800.00 Up To
Monthly Price - A/C	\$10.95	\$14.95	\$19.95
Annual Price - A/C <i>(A/C Service Regular Hours Only)</i>	\$131.40	\$179.40	\$239.40
Credit Allowance for Repairs - A/C <i>(Emergency Repairs Only, Regular Hours Only)</i>		\$600.00 Up To	\$800.00 Up To

Heating Protection Plan



What's Included in my Plan?

Your plan covers one Heating Unit, which includes the diagnosis and, if necessary, the repair, replacement or adjustment of specified parts within your Heating Unit and thermostat as deemed necessary by our authorized technician, subject to the exclusions set out below.

The following is a complete list of the furnace parts covered in your Plan:

Oil Furnaces (Boiler *)

- ✓ Oil Pump
- ✓ Fan Motor
- ✓ Electrode Assembly
- ✓ Nozzle and End Cone
- ✓ Filter
- ✓ Transformer
- ✓ Combustion Chamber
- ✓ Primary Control
- ✓ Fan Control
- ✓ Limit Control
- ✓ Draft Regulator
- ✓ Oil Burner Motor and Fan
- ✓ Belt
- ✓ Vent Connector
- ✓ Temp. & Press. Gauge

Gas and Propane Furnace (Boiler*)

- ✓ Thermocouple
- ✓ Burners
- ✓ Pressure switch
- ✓ Gas Valve
- ✓ Ignition Control
- ✓ Hot surface ignitor
- ✓ Flame Sensor
- ✓ Ignitor
- ✓ Fan Control
- ✓ Limit Control
- ✓ Fan and Motor (*Standard motors only*)
- ✓ Power Pile
- ✓ Belt
- ✓ Ventor Assembly
- ✓ ECM Motor

What's not covered under my Plan?

Your Heating Protection Plan coverage does not cover ancillary equipment such as air conditioners, humidifiers and air cleaners, parts added on to you Heating Unit to accommodate such equipment, or repairs to the Heating Unit made necessary as a result of faulty ancillary.

- x Heat Pumps/Ductless Split Units
- x Oil tanks or Oil Lines
- x Frozen Lines/Bleeding of System
- x Mixing Valves
- x Triple Aquastat
- x Side Wall Ventors and Vent Systems
- x Low Water Cut Offs
- x Heat Exchangers
- x Smoke Pipes (*other than to chimney base*)
- x Boiler Cleaning Kits (*specific to certain boiler models*)
- x Thermostats
- x Non-system Circulating Pumps
- x Hydronic Zone Valves
- x Condensate Pumps
- x Freon
- x Coils

15 Point Check List Including Annual Maintenance

- ✓ Check operation of t-stat
- ✓ Check safety controls
- ✓ Lubricate fan motor and bearings
- ✓ Check blower operation (*forced air*)
- ✓ Check fan belt tension and alignment (*forced air*)
- ✓ Clean out flue passages
- ✓ Clean and adjust burners
- ✓ Clean pilot/ignition control sensors (*gas/propane*)
- ✓ Replace nozzle (*oil*)
- ✓ Visually check venting system
- ✓ Remove debris from chimney base or cleanout
- ✓ Check filter and instruct on filter maintenance
- ✓ Remove vent and check furnace breach
- ✓ Check heat exchanger for cracks or holes
- ✓ Efficiency test and report

Cooling Protection Plan



What's Included in my Plan?

Your plan covers one Cooling Unit, which includes the diagnosis and, if necessary, the repair, replacement or adjustment of specified parts within your Cooling Unit and thermostat as deemed necessary by our authorized technician, subject to the exclusions set out below. The cost to diagnose and replace any defective parts that have caused a refrigerant leak are also included in your Plan

The following is a complete list of the Cooling Units parts covered in your Plan:

- ✓ Condenser fan motor
- ✓ Fan relay
- ✓ Temperature limit
- ✓ Hi pressure limit
- ✓ Low pressure limit
- ✓ Suction filter
- ✓ Compressor relay
- ✓ Fan blade
- ✓ Condenser fan housing
- ✓ Evaporator orifice
- ✓ Expansion valves
- ✓ Access valves

What's not covered under my Plan?

Your Cooling Protection Plan does not cover ancillary equipment such as furnaces, humidifiers and air cleaners or repairs to the Cooling Unit made necessary as a result of faulty ancillary equipment. Zone thermostats/Controls and energy management controls are also not covered by your plan.

The following items are also not eligible for coverage under your Plan:

- x Coil
- x Cost of refrigerant recovery, vacuuming and refill
- x Heat pump
- x Compressor
- x Freon

Cooling Maintenance Plan

If you have enrolled in the Cooling Protection Plan with Maintenance, our Plan includes an annual maintenance visit for one Cooling Unit. Cooling Maintenance can only be completed when the temperature is above 12 degrees Celsius.

13 Point Check List Including Annual Maintenance

- ✓ Check operation of t-stat
- ✓ Check safety controls
- ✓ Check return air temperature
- ✓ Check Supply air temperature
- ✓ Check Cooling Temperature
- ✓ Check current voltage
- ✓ Clean condenser
- ✓ Check electrical connections
- ✓ Check sub cooling
- ✓ Lubricate fan motor in furnace
- ✓ Check head pressure
- ✓ Check suction cooling
- ✓ Check for leaks



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1. This contract must be paid in advance, or monthly on credit card unless included in a budget plan.
2. NO LIABILITY UNDER THIS AGREEMENT:
 - For structural alterations to the premises necessary for service, repair or replacement.
 - For any delay or default in performance or for damage caused beyond our control including and without limitations to war, fire, flood, strike, acts of God or Government authority.
 - For damages of any nature whatsoever, because of, or resulting from an equipment component failure or the inspection, maintenance or repair of the equipment. This agreement does not duplicate any other warranty or protection.
 - For Poor heating and ventilation performance due to the design conditions.
 - For Failure to discover latent or manufacturing defects, internal working condition of sealed components or unforeseeable occurrences.
3. This agreement may be void, in the dealer's judgement, if the equipment is subject to misuse, negligence, accident, fire, flooding, freezing, lightning, electrical overload, windstorm and vandalism, or has been tampered with, or operated contrary to the manufacture's instructions.
4. This service plan only applies to heating and/or air conditioning equipment located and operated in the customer's residence. A service agreement is required for every piece of equipment.
5. Service Plans are available exclusively to customers who purchase their fuel from Arthurs Fuel and natural gas customers.
6. Arthurs Fuel Inc. reserves the right to decline this service to any of its customers.
7. Arthurs Fuel Inc. reserves the right to 'cancel' this service plan at an time.
8. Contracts will automatically be renewed on the agreement's expiry date.
9. There is a yearly maximum of **\$600 - \$800.00 per appliance** (depending on your package) covered under this plan starting from date of contract or renewal date. This plan cannot be renewed in the middle of the contract year.

IMPORTANT INFORMATION

This agreement is not in effect until payment is made in full and the acceptance is signed and dated by a representative from Arthurs Fuel Inc. Not all systems can be accepted. Inspection of equipment is required prior to plan approval. Maintenance is scheduled on a first come first serve basis. Appointment availability will vary with customer and seasonal demand.

Although we make an effort to reach every customer to arrange convenient appointment times, we ask for your help by ensuring that your annual maintenance is scheduled

