



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

2021 RESIDENTIAL PROTECTION & MAINTENANCE PLANS

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 & 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 PLAN

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

MID-GRADE PLAN

This plan provides great discounts, as well as priority service and a generous \$600.00 repair credit per contract year with no deductible. Starting at \$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 PLAN

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 PLAN

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

DESCRIPTION	REGULAR	MID-GRADE	PREMIUM
Monthly Price - Propane or Natural Gas	\$10.95	\$21.95	\$28.95
Annual Price - Propane or Natural 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>(Parts and labour coverage up to a yearly maximum)</i>	N/A	\$600.00 <i>Up To</i>	\$800.00 <i>Up To</i>
Monthly Price - A/C	\$10.95	\$14.95	\$19.95
Annual Price - A/C <i>(A/C Protection Plans cover Regular Hours Only)</i>	\$131.40	\$179.40	\$239.40
Credit Allowance for Repairs - A/C <i>(Parts and labour coverage up to a yearly maximum)</i>		\$600.00 <i>Up To</i>	\$800.00 <i>Up To</i>

WHAT'S INCLUDED IN MY PLAN?

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

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

OIL FURNACE/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 OR 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

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*)
- ✓ Replace oil filter (*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

What's not covered under my Plan?

Your Heating Protection Plan coverage does not cover ancillary equipment such as air conditioners, humidifiers, 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 Air Filters
- 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
- x Humidifiers

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 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 (*Mid-grade & Premium plans only*).

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

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

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

What's NOT covered under my Plan?

Your Cooling Protection Plan does not cover ancillary equipment such as furnaces, humidifiers or air cleaners or repairs to the Cooling Unit made necessary as a result of faulty ancillary equipment. Zone thermostats or 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/Refrigerant
- x Thermostats



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TERMS

1. This contract must be paid in advance; monthly or yearly before services can be rendered.
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* covered under this plan starting from date of contract or renewal date (*on Mid-Grade or Premium Plans only*) . Maximum \$ includes parts and and labour. Unused coverage (*allowances*) is not transferable to new contract year(s).
10. 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 kindly ask for your help by ensuring that your annual maintenance is scheduled* Thank you.*

ENROLLMENT FORM- RETURN COPY



ACCOUNT #: _____

PLAN SELECTION

- Regular** **Mid Grade** **Premium** **Add A/C**
- (\$10.95 or \$11.95 month)* *(\$21.95 or \$22.95 month)* *(\$28.95 or \$29.95 month)* *(\$10.95/\$14.95/\$19.95 month)*
- (\$131.40 or \$143.40 year)* *(\$263.40 or \$275.40 year)* *(\$347.40 or \$359.40 year)* *(\$131.40/\$179.40/\$239.40 year)*

Monthly Price: \$_____ per appliance Yearly Price: \$_____ per appliance

**Plan is required for each piece of equipment. Please choose preference in Monthly or Yearly billing.*

Equipment Location: _____

Check this box if this a new install and your installation included "First Year Free Plan/Maintenance"

Equipment:

- | | | |
|---|----------|--|
| <input type="checkbox"/> FURNACE/BOILER | Model # | |
| <input type="radio"/> Oil <input type="radio"/> Propane <input type="radio"/> Gas | Serial # | |
| <input type="checkbox"/> FURNACE/BOILER | Model # | |
| <input type="radio"/> Oil <input type="radio"/> Propane <input type="radio"/> Gas | Serial # | |
| <input type="checkbox"/> AIR CONDITIONER | Model # | |
| | Serial # | |

Name: _____

Address: _____

City/Province/Postal Code: _____

Phone #: _____ Cell #: _____

Email: _____

Total Monthly Payment \$_____ Total Yearly Payment \$_____

***All Taxes Extra*

Credit Card Info: _____ Expiry Date: _____ CVV #: _____

I have read, understood and agree to the service contract conditions as outlined.

Name (Please Print) _____
Date

Signature

For Office Use:
Service Plan # _____ Start Date: _____ Set up By: _____
New Install First Year Free Install Date: _____ First Billing Date: _____