



"Over 40 Years of Experience"

Furnace King Home Comfort Specialists  
 1773 Mattawa Avenue  
 Mississauga, Ontario L4X 1K5  
 Phone: 905.564.5464 Fax: 905.602.5469  
 www.furnaceking.ca

# SERVICE AGREEMENT

DATE:

## CUSTOMER INFORMATION

Customer Name:		Telephone:
Address:	City:	Postal Code:
Business Address:	Email Address:	

FURNACE		AIR CONDITIONER	
Age:	Make:	Age:	Make:
Model:	Serial #:	Model:	Serial #:

## FURNACE KING HEATING & COOLING

### MAINTENANCE PLAN

The seasonal maintenance your cooling and heating equipment needs to perform efficiently and reliably

### MAINTENANCE + PROTECTION PLAN

The most comprehensive home comfort and air quality service and protection available

#### ALL PLANS INCLUDE:

21 Point precision tune-up, cleaning and safety inspection • 24/7 priority emergency service • 10% seniors discount for all customers over the age of 60

15% off all repairs

#### Unlimited No Charge Repairs

To equipment 14 years old or less (\$1000 limit on equipment 15 years old or more)  
 Cannot be combined with any other promotional offers.  
 Subject to terms and conditions on reverse

#### Unlimited No Charge Emergency Service

Add an accessory to your plan (humidifier or air cleaner), pay the Maintenance rate, but receive Maintenance + Protection Coverage

One No Charge Emergency Service Diagnostic Per Year  
 Savings up to \$169

Receive up to \$1000 Furnace King credit  
 Toward the purchase of a new furnace and air conditioning system (up to \$500 per appliance)  
 Cannot be combined with any other promotional offers

Furnace As low as \$10.99/month + HST

Furnace As low as \$25.99/month + HST

AC • \$9.99/month + HST

Tankless Water Heater • \$9.99/month + HST

AC • \$24.99/month + HST

Tankless Water Heater • \$24.99/month + HST

Filters • \$4.99/month + HST

Humidifiers • \$3.99/month + HST

HEPA

## DESCRIPTION OF WORK PERFORMED AND RECOMMENDATIONS:


PLEASE PAY FROM THIS INVOICE. NO OTHER STATEMENT WILL BE ISSUED

MONTHLY PAYMENT

**DISCLOSURE CLAUSE:** I have the authority to order the work as outlined above. It is agreed that the Seller will retain title to any equipment or material that may be furnished until final payment is made and if payment is not made according to the terms printed hereon, the Seller shall have the right to remove them, and the Seller will not be held responsible for any damage resulting from the removal thereof. In no event shall claim for indirect or consequential damage be made against the Seller. Subject to terms and conditions on reverse.

Customer Signature:

Technician Signature:

SUB-TOTAL:		
HST:		
TOTAL:		

# SERVICES PROVIDED - TERMS & CONDITIONS

## Eligible Equipment for Coverage (If Selected):

- Coverage is available for forced air furnaces (natural gas or propane), central air conditioners, tankless water heaters, HEPA air filters and humidifiers.
- Thermostat replacement limited to similar type if original fails (Plan does not include wifi or "smart" type thermostats).

## What's included in the plan?

The plan covers up to 1 heating unit, 1 cooling unit, and 1 tankless water heater, which includes the diagnostic, and if necessary, the repair, replacement, or adjustment of specified parts of within your heating or cooling unit as deemed necessary by our technician, subject to limitations set below.

## Covered parts

### Furnace:

- Blower/Blower Components
- Condensate Pumps
- Door Switch
- Electric Ignition System
- Fan Control
- Fan Motor
- Flame Spreader
- Fuel or Air Flappers
- Furnace Low Voltage Circuit Fuse
- Gas Appliance Regulator
- Gas Burner and Orifices
- Gas Control Valve
- Heating Circuit Transformer
- Hot Surface Igniter
- Ignition Runner Bar
- Pilot Burner
- Pilot Tubing
- Pressure Relief Valve
- Pulley and Belt
- Relay
- Roll Out Switch
- Summer/Winter Switch
- Thermocouple/Generator
- Vent System Pressure Switch/Tubing
- Ventor or Motor Assembly

### Air Conditioner:

- Add-on Fan Centres
- Add-on Indoor Fan Relay
- Capacitor
- Compressor\*
- Condensate Pumps
- Condenser Coil\*
- Condenser Fan Motor
- Cooling Contactor/Relay
- Evaporator Coil
- Fan Blade
- Filter Driers
- Internal Copper Tubing
- Internal Electrical Wiring
- Low Ambient Temperature Sensor
- Service Valves
- Shredder Valves
- Thermostatic Expansion Valves

\*Total parts and labour coverage for a compressor unit or condenser coil repair is limited to \$500 maximum retail value(including HST) each year of coverage.

## Parts Excluded

- Boiler heating sections
- Firebox/combustion chamber
- Complete unit replacement
- Unit casings
- External drain tubing (all associated parts)
- External metal/plastic venting(all associated parts)
- Heat Exchanger (Including Flushing of Heat Exchanger)

- Work required to bring equipment up to good working condition at commencement of plan
- Gas supply piping, manual shutoff valves, ductwork, diverter and venting systems, water piping
- Turning on or off of equipment
- Balancing of systems
- Bleeding of radiators
- Boiler system drainage or refill
- Electrical wiring and breakers
- Consumables including but not limited to UV lights, steam bottles, filters(unless accessory add on selected), media filters, and humidifier pads(unless accessory add on selected)
- Expansion tanks, make up valves, low water cut off, zoning valves, accessory heat exchanger vent relief & air separators, accessory controls, snow melt systems and venting
- Refrigerant recovery, vacuum and refill
- Heat pump

## General Conditions

1. To maintain the validity of this agreement the customer must:
  - Operate the equipment according to the manufacturer's instructions
  - Move anything that has to be moved to facilitate the work of Furnace King personnel
  - Employ only Furnace King personnel or those authorized by Furnace King to work on the equipment. Furnace King will not reimburse for work performed by others
  - Promptly notify Furnace King of anything that happens to affect the equipment's working condition
2. Any material and work in addition to that promised by this agreement will be furnished only on the customer's authorization and will be charged to the customer at prevailing rates.
3. Furnace King alone is the judge of how to best perform the repairs and service under this agreement.
4. The only service provided by this agreement are those that are described on the agreement for the equipment listed. No person is authorized to claim otherwise.
5. Plan coverage only applies to single family houses.
6. If we determine that your unit is not economically repairable or if a repair is not covered by your plan and you require replacement equipment, Furnace King will provide an estimate for replacement at the discounted rate as described for protection plans.
7. We reserve the right to discontinue the plan(s) at any time.
8. Repairs to equipment covered under the Unconditional Warranty or any other warranty are governed by the terms of their warranty.

## Billing & Payment

1. You agree to pay the amounts shown at the intervals on the face of the agreement. HST will be applied to all invoices.
2. All amounts are billed in advance and are due by the due date shown on the invoice.
3. Annual payments can be made by cheque or credit card (Visa or MasterCard).
4. Monthly payments are made by pre-authorized payments from your bank account only.
5. Overdue payments will be charged at a rate of 1.5% per month compounded monthly (19.56% annually).
6. If payments are not up to date, service may be refused.
7. Except as specifically stated in this agreement, your payments are non refundable.
8. If you have authorized Furnace King to have your payments deducted from your bank account (PAP) your plan will automatically renew after each year unless Furnace King is notified 30 days prior to the renewal date by the customer. We will notify you prior to the renewal date of any changes to these terms & conditions, and any such changes will automatically be in effect from the renewal date. Furnace King may change the terms and conditions of the agreement, including prices. On approximately the same day each month, the charges set out your invoice are due and we will debit your account for those charges and any other amounts outstanding. If the PAP falls on a weekend or statutory holiday your account will be debited on the following business day. You will be charged \$25 for any cheque that is returned or any PAP that cannot be processed for any reason. You agree to notify Furnace King of any changes to the bank account information you provided.

## Coverage Period & Renewal

1. Your plan coverage comes into effect upon acceptance by Furnace King. Protection plans require that you have a pre-inspection performed by a Furnace King service technician to verify the equipment to be covered is in good operating condition. Repairs to bring the equipment up to good operating condition will be billed at Furnace King's prevailing rates.
2. Equipment 15 years or older may not be accepted and/or renewed as it has reached it's expected lifespan.
3. The plan is in effect for 1 year. Notification in any changes in the terms or price will be forwarded within 30 days of the anniversary date. Furnace King may also cancel this plan by providing written notice prior to the anniversary date.

## Warranty

1. We are not liable for any losses or damages resulting from misdiagnosis or delays in completing repairs.
2. Labour warranty is 90 days from date of repair.
3. Parts warranty is 1 year from date of repair.
4. We will not under any circumstances be liable for indirect, consequential, or economical damages.
5. Furnace King is not the manufacturer or supplier of the equipment to be serviced and as such we make no representations, warranties, or conditions as to the performance of the equipment.
6. All parts replaced become property of Furnace King and you agree to assign to Furnace King all assignable warranties available from the manufacturer or supplier of the part.

## Cancellation

1. If you cancel prior to the anniversary on a monthly plan, any payments owing on the annual term will become due.
2. If you move, you agree to pay any remaining installments (if applicable) relating to the current coverage year.
3. At our option, we may credit the remaining balance of your plan to a plan at your new residence.

## Personal Information

1. Furnace King collects and uses personal information about you in order to establish and manage our business relationship with you. We may be required to share your information in order to perform the services of this agreement with a third party. The sharing of you information will be limited to only circumstances where it is required to perform the services of this agreement.
2. You hereby give consent to Furnace King to use and disclose your information to third parties as required to perform the services under this agreement and to communicate with you via phone email and regular post as required.
3. You agree to promptly notify us of any change to your mailing address at least 30 days in advance of any change.

## Exclusions

1. Diagnostic service, repair, or replacement of items due to a manufacturer's part recall.
2. Diagnostic service, repair, or replacement of items not listed under parts covered.
3. Repairs needed because of design faults or faults which existed before your plan became effective.
4. Repairs need as a result of abuse, vandalism, tampering, neglect, or repairs or alterations performed by persons other than Furnace King Personnel.
5. Repairs due to accidental or deliberate damage, theft, freezing weather conditions, structural repairs, lightning, earthquake, flood, explosion, storms and acts of war or other insurable risk.
6. Problems resulting from improper sizing of equipment.
7. Renovation related work.
8. The heating/cooling equipment has been turned off.
9. Costs of redecoration/restoration required as a result of any work performed in connection with the plan including drywall, plaster, tile, cabinetry, paint, wallpaper and landscaping.
10. Loss or damage caused by drains breaking down or failing.
11. Repairs needed if we previously advised you permanent repairs to keep the equipment in good working order.
12. Removal of asbestos in conjunction with any service under your plan.
13. Repairs or relocation of equipment that is locate in places that are unsafe to the service technician, or inaccessible to him.