



Delivering Care Every Day Since 1924

## MAINTENANCE PLAN INFORMATION

Equipment	Monthly Maintenance Plan Cost Per Unit
First Standard Equipment* Maintenance	\$10.99
Additional Equipment Standard Maintenance (same visit)	\$9.25
Boiler Maintenance	\$11.99
Geothermal Maintenance	\$13.25
HRV Maintenance	\$4.99

\*Standard Equipment includes: Furnace, Air Conditioner, Hot Water Heater, Heat Pump and a natural gas or propane Fireplace.



### DETAILS:

- This plan is NOT inclusive of parts and is generally meant for equipment still under manufacturer's parts warranty.
- If you have a rental hot water heater through Bryan's Fuel, the annual maintenance on this equipment will be included in the visit at no extra charge.
- If you receive annual maintenance on NEW equipment installed by Bryan's Fuel, we will extend the labour warranty to match the manufacturer's parts warranty (only for original owner of equipment).
- A furnace filter or humidifier pad can be changed at the time of the maintenance if provided by the customer. If a new filter or humidifier pad is needed, one can be provided at an additional charge.
- Annual maintenance will be completed between April 1 and August 31.
- Please contact us to schedule a time for your annual maintenance appointment.
- If during the maintenance we find equipment that requires servicing, the repair will be quoted by Bryan's Fuel and approved by the customer before the work is completed.
- The Annual Maintenance Plan will begin on the first day of the month following sign-up.



### **PAYMENT:**

- The Maintenance Plan will be paid by installments on the first of each month.
- All Maintenance plans will be paid by Visa or MasterCard. A plan member must complete a pre-authorized charge form.
- Applicable taxes will be added to installment.
- The Maintenance Plan prices may be subject to annual inflation.



### **MAINTENANCE CONTRACT CONDITIONS:**

LIABILITY: THERE SHALL BE NO LIABILITY UNDER THIS AGREEMENT FOR:

- Any default, delay in performance or extraordinary damage hereunder caused by any contingency beyond our control including, without limitations, war, fire, flood, strike, labour disturbance, accident, acts of God or Government authority.
- Consequential damages of any nature whatsoever, either arising because of, or resulting from an equipment component failure or the inspection, or maintenance of said equipment. This agreement does not duplicate protection provided under any other existing warranty or contract.
- Poor heating and ventilation system performance due to design conditions.
- Failure to discover latent or manufacturing defects, internal working condition of sealed components or unforeseeable occurrences.



**COVERAGE:** This maintenance plan only applies to heating and air conditioning equipment located and operating in the customer's residence. A maintenance agreement is required for each piece of equipment.



**RENEWAL:** Contracts will be automatically renewed on the agreement's expiry date unless Bryan's Fuel is notified of cancellation.



**PLAN CANCELLATION:** Bryan's Fuel reserves the right to decline this maintenance to any of its customers. If you cancel your Maintenance Plan prior to the plan expiration date or if we cancel your Maintenance Plan because you failed to meet any of your obligations (including payment obligations), you will be billed out for the remaining installments owing.



**MOVING:** If you are moving to a new residence, you have two options for your Plan:

- Transfer - your plan can be transferred to your new residence, provided you move within our service area. Your Plan will be cancelled at your old residence and you will be billed for the remaining installments owing for the Maintenance Plan. Those billed installments will then be applied as a credit on your first bill at the new residence. A new Maintenance Plan will be created for your new residence, which will remain in effect for an initial period of one year.
- Cancel - If you chose not to transfer the plan or your new home is not within the service area, you will be billed for the remaining installments on your plan, if the maintenance had been completed. If the maintenance has not been completed, you will be refunded the total billed amount minus an administration fee of \$9.99 + HST.