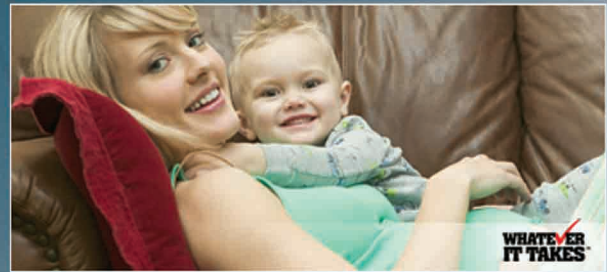




HEATING COOLING DUCT CLEANING INDOOR AIR QUALITY

Protection Packages



Should anything go wrong with your heating or air conditioning system, AirZone HVAC Services offers you 24 Hour Emergency Care. An AirZone Technician will arrive at your door and leave your residence only when your problem has been fixed, and you are 100% satisfied.

For a small monthly fee, you can become part of the AirZone HVAC family. AirZone offers three Protection Packages that will give you peace of mind, protect your investment, and maintain your warranty. Our best two options are the Gold or Platinum Packages, which include parts AND labour. Please be sure to ask your AirZone representative to explain in detail the advantages of our Protection Packages; they are well worth the investment!

Office: 613-592-5770 24 Hour Emergency Service

174 Colonnade Road, UNIT 33. Ottawa, ON K2E 7J5

info@airzonehvacservices.ca www.airzonehvacservices.ca



Silver Protection

Includes:

- Guaranteed Priority Service in 24 hours or less!
- Maintenance.
- Safety Inspection.
- 20% Discount on Scheduled Services.

Silver Package Only \$9.99 per month

Gold Package Only \$19.99 per month

Platinum Package Only \$29.99 per month

Gold Protection

Includes:

- Guaranteed Priority Service in 24 hours or less!
- Maintenance.
- Safety Inspection.
- 10% Discount on Major Equipment.
- Parts and Labour.
- 20% Discount on Scheduled Services.
- Major Service and Repair.
- Diagnostic Service

Platinum Protection

Includes:

- Guaranteed Priority Service in less than 4 HOURS!
- Maintenance.
- Safety Inspection.
- 10% Discount on Major Equipment.
- Parts and Labour.
- 20% Discount on Scheduled Services.
- Major Service and Repair
- Diagnostic Service.
- Free Precision Tune-Up
- 6 Month Supply of Furnace Filters (\$50 value)
- Cleaning of the Blower and Inspection of Heat Exchanger

Office: 613-592-5770 Emergency: 613-822-7800

174 Colonnade Road, UNIT 33. Ottawa, ON K2E 7J5

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Quality you can trust...
Guaranteed!



174 Colonnade Road, Unit 33. Ottawa, ON K2E 7J5.
Tel: 613-592-5770 Fax: 613-592-5747 Email: info@airzonehvacservices.ca
Website: www.airzonehvacservices.ca

AirZone Protection Package Membership Application

Make your best choice for: Savings, response, reliability, protection, care and safety. These plans offer the BEST and most AFFORDABLE options to avoid costly repair, replacement, loss of comfort, inconvenience or loss of safety.

Name: _____ Date: _____

Address Line 1: _____

Address Line 2: _____

City: _____ Province: _____ Postal Code: _____

Home Phone: _____ Work Phone: _____ Cell Phone: _____

Email Address: _____ Type of Equipment: Furnace A/C Make & Serial number: _____

Select your Protection Package:

PLATINUM PACKAGE

\$29.99 per month*

Initial

GOLD PACKAGE

\$19.99 per month*

Initial

SILVER PACKAGE

\$9.99 per month*

Initial

HST will be added to the monthly cost of your membership
Depending on your signup date, your first month may be pro-rated by our office

Credit Card Number: _____

VISA _____ MC _____ AMEX _____ Expiry Date: _____

Authorized Customer Signature: _____

Date Accepted: _____

Acceptance of Proposal – The prices, specifications, and conditions outlined in the Protection Package Membership Application and in the Protection Package Terms and Conditions document are satisfactory and are hereby accepted. You are authorized to do the work as specified, and charge my credit card for the outlined amount on a recurring monthly basis. Cancellations require a minimum of 90 days written notice. We reserve the right to refuse membership into our program.

Note – You are required to keep a copy of this signed letter as proof of your service plan. If you require emergency service, simply show this letter to the service technician to take advantage of your protection package benefits. Failure to present this letter may result in the full charge on site, which will be refunded once your membership has been verified. A \$30 dollar administration fee will be added to any accounts requiring verification.

Thank you for your business!

Protection Package Membership

Terms & Conditions

AirZone HVAC Services Inc. reserves the right to pre-inspect your residential heating and cooling prior to acceptance into the Protection Package Membership. Equipment to be covered by Platinum or Gold Plan must successfully pass a pre-inspection. A diagnostic fee may apply to equipment failing to pass pre-inspection. Unless the membership is a continuation of an existing Protection Package Membership plan, the activation date is the date that the heating and cooling system has been approved for acceptance and payment has been

received by AirZone HVAC Services. AirZone HVAC Services is not bound to undertake additional preventative or ongoing maintenance other than the furnace or air conditioning maintenance provided as part of the program. AirZone HVAC Services will respond as provided by the level of Protection Package Membership. Equipment 15 years of age and older may not be accepted and/or renewed in the Protection Package Membership, as it is past its expected lifespan.

AirZone HVAC Services carries a large inventory of replacement parts for most heating and cooling equipment. In the event that a part is unavailable, we will attempt to obtain a replacement part or an equivalent substitute as quickly as possible. Parts replacement is solely at the discretion of AirZone HVAC Services. In the unusual event that we cannot provide a part replacement, AirZone HVAC Services reserves the right to refund your entire fee for that current year without notice or liability to AirZone HVAC Services.

If you move, coverage for the balance of the term will remain with the equipment and is transferable to the new owner. A \$25.00 Administration fee will apply. Please notify AirZone HVAC Services of the new ownership of the Protection Package Membership.

The Protection Package Membership does not cover any damage caused by abuse, theft, vandalism, flood, earthquake, other natural disaster, and acts of war or acts of God. AirZone HVAC Services reserves the right to discontinue the Protection Package Membership at any time. In the event of cancellation of the plan, AirZone HVAC Services' liability is restricted to a refund, if any, of the unexpired portion of the fee payments. Enrollment in the Protection Package Membership is subject to AirZone HVAC Services receiving payment as contracted.

Furnaces: All of the following parts are covered by AirZone HVAC Services' Protection Package Membership for furnaces: gas burner and orifices, automatic gas control valves, gas regulator, electric ignition system, relay, flame spreader, pilot burner, thermocouple/generator, fan and limit controls, power burner motor, heating circuit transformer, vented motor assembly, roll out switch, vent system pressure switch, furnace low voltage circuit fuse, automatic vent damper / motor, aqua stat controls, flow switch, pulley and belt, blower / component, fan motor, door switch, summer / winter switch, and low water switch. Items not covered, but not restricted to: Furnace casing, out of warranty heat exchanger, furnace filters, seasonal light-up, gas or electric air conditioning controls, fire box /combustion chamber, diverter and venting systems, gas supply piping, manual shut-o_ valves, duct work or heating distribution systems, boiler heating sections, water piping, components of boiler, water re-circulating pump and motors, heat re-claimer, household fuses and standard and programmable thermostats. Repairs are covered up to and including Level 5, which is \$890.00, after which point, replacement of equipment is recommended. Silver Membership entitles customers to receive 20% discount on repair costs. The Protection Package Membership does not include the turn on or turn off of equipment, balancing of systems, delimiting of water boilers, ducts or radiators, draining / filling un-valved expansion tanks, or any other service considered plumbing, sheet metal or electrical work on housing wiring.

Air Conditioning: Plan valid on central air conditioners only. Window air conditioning is not eligible. Plan is not valid on commercial air conditioning units or residential air conditioning units in commercial applications. Air conditioners acceptable for Platinum or Gold Membership coverage must be free of leaks and in working condition prior to acceptance in the program. If not, the customer will be required to pay for repairs prior to acceptance. Air conditioner must have the maintenance performed before customer acceptance into the Platinum or Gold Membership. Compressors and refrigerant will not be replaced under the Platinum or Gold Membership in condensing units that are greater than 10 years old. Repairs are covered up to a Level 5, which is \$890.00, at which point, replacement of equipment is recommended. Cooling only plans include repair only to the air conditioning condensing unit and coils consistent with the above terms and conditions. Repairs required within the furnace or air handler are not covered by cooling plan but are included in the joint heating and cooling plan.

Accessories: Humidifiers, Electronic Air Cleaners, Media Air Cleaners, Condensate Pumps, Customer-Owned Hot Water Heaters will be covered at the Silver Membership Level only. Accessory pricing includes maintenance and replacement of humidifier pads and pleated filter media, repairs receive 20% discount.

Specialty equipment: will be covered at the Silver Membership only. Includes but is not restricted to: Ductless Split Air Conditioning, Dry-O-Tron, Heat pumps, Gas Boiler, Fireplace, Spacepac, Waterfurnace, Outdoor Pool Heater, HRV. Individual pricing will be quoted for each piece of specialty equipment.