



Rest Assured. **We've got you Covered.**

Thank you for choosing Crystal Heating and Air Conditioning for your home heating and air conditioning needs. We look forward to insuring and maintaining your home comfort equipment. On the back of this sheet, our Terms and Conditions will explain in detail the coverage and exclusions that are part of your contract.

HEATING SYSTEM PROTECTION PLAN

Includes:

- Full maintenance and cleaning in the fall
- Carbon monoxide report
- 12 Months of parts and labour warranty
- *Pre-qualifying inspection required

Only \$19/month^{+HST}

FULL SYSTEM PROTECTION PLAN

Includes:

- Full maintenance on furnace and A/C
- Carbon monoxide report
- 12 Months of parts and labour warranty
- *Pre-qualifying inspection required

Only \$39/month^{+HST}

Heating & Cooling Protection Plan

Preventative Maintenance

Preserve manufacturer's warranty and extended product lifespan.

Flexible Payment Options

Choose from our one-time fee, or pay monthly, payment options that suit your budget.

24/7 Emergency Service

Our fully licensed and insured, in-house technicians are available 24 hours a day, 7 days a week to offer you prompt and professional service.

Hassle-Free Coverage

With our protection plan, your home comfort equipment will be maintained and repaired with ease at no further cost to you.

Protection Plan Coverage and Exclusions

HEATING SYSTEM PROTECTION PLAN

Our heating system plans include a multi-point inspection upon sign up which includes a CO report. Additional maintenance above and beyond the regular scope of included maintenance may be required at the discretion of Crystal Heating if the equipment has not been regularly maintained.

Appliances not eligible for coverage: commercial products, heat pumps, ductless splits, wall furnaces, space heaters and conversion burners.

Items not covered by your plan: heat exchanger cleaning or replacement, heating coils (air handlers) cleaning or replacement, combustion chambers, boiler heating sections and accessories, heating system accessories (humidifiers, filters, UV cleaners, etc.), air conditioning components, high voltage wiring or fuses, nuisance calls at our discretion such as; improper thermostat setting or dead batteries, plugged filters, etc.

Items included in your plan:

- Draft motor
- Blower motor & cage
- Gas valve & pilot
- Thermocouple, thermopile
- Flame rectification devices
- Pressure switches
- Low voltage fuses
- Thermostat
- Limit & roll out switches
- Fan/limit devices
- Ignition system

FULL SYSTEM PROTECTION PLAN

Our package system plans include a multi-point inspection upon sign up of your Heating and Cooling system which includes a CO report and refrigerant check and adjust. Additional maintenance above and beyond the regular scope of included maintenance may be required at the discretion of Crystal Heating if the equipment has not been regularly maintained.

Appliances not eligible for coverage: commercial products, heat pumps, ductless splits, high velocity air conditioning systems and geothermal/ground source cooling.

Items not covered by your plan: condensing coil replacement, compressor replacement, refrigerant, leak detection, high voltage wiring or fuses, nuisance calls at our discretion such as; improper thermostat setting or dead batteries, plugged filters, etc.

Items included in your plan

(in addition to the Heating System Protection Plan):

- Capacitors
- 24V contactor
- Relay switches
- Condenser fan motor
- Electrical wiring within condenser
- Low ambient control
- Evaporator coil
- Thermal expansion valve
- Fan blade

Liability Disclaimer

Crystal Heating and Air Conditioning takes no liability over part availability or responsibility of the Manufacturers' and Suppliers'. We will not be liable for any damage, loss or use of operation of your equipment in any event (lack of maintenance, act of God, replacement part failure, fire, flood, etc). If at any time parts are unavailable or no longer manufactured, we pledge to find you a replacement in a timely fashion, but if not able to do so, we will not be held responsible to provide you with new or equivalent parts and/or equipment. Crystal Heating has the ability to revoke or change this contract at our discretion at any time. Any work performed outside of the scope of this contract will be subject to labour charges of \$89 per hour plus applicable taxes, and parts charges at our discretion.

Customer Name: _____

Salesperson Name: _____

Customer Signature: _____

Salesperson Signature: _____