



Welcome to our newest product called “We Care” Service Agreements.

This PDF file details the program coverage, term, discounts and many more features of our new Maintenance and Protection Plus agreements including automatic monthly payments.

This approach gives our customers significant savings and additional discounts that the previous “Call and we will come” maintenance service did not.

Canco ClimateCare staff have spent many hours crafting this program from the valued input of our customers. They wanted more value for the same or lower cost than the previous program and they got it.

We hope you will see the value in our new “We Care” program and ask for your participation. Let us know if you can see a way for us to improve this program or add more value.

My sincere thanks to our customers who have adopted our “We Care” Program and we look forward to adding your valued business to that group.

Sincerely,

Bob McKeraghan
President

Compare our Maintenance and Protection Plans

You have thousands of dollars invested in your heating and cooling equipment. The best way to protect that investment is with regular maintenance. Like your car, if it is well maintained it will be safer, run better, use less energy and last longer. A ClimateCare "We Care" maintenance or protection plan includes everything that can be done to restore your heating and cooling system to its best possible condition. Our maintenance and protection plans meet or exceed all manufacturers' warranties.



Description	Precision Tune-up (PTU)	"We Care" Plans		
		We Care Maintenance	We Care Protection Plus	We Care Protection
Natural gas/ Propane Furnace/Air Handler/Electric Furnace	\$149.00/year	\$9.99/month	\$19.99/month	\$14.99/month
Air Conditioner/Heat Pump/ Ductless Split	\$149.00/year	\$9.99/month	\$19.99/month	\$14.99/month
Conventional/Mid-Efficiency Boiler	\$149.00/year	\$9.99/month	\$19.99/month	N/A
Condensing Boiler/Tankless Water Heater	\$209.00/year	\$14.99/month	\$29.99/month	N/A
Fireplace	\$149.00/year	\$9.99/month	\$19.99/month	N/A
Storage Water Heater (With other Equipment only)	\$89.00/year	\$6.99/month	N/A	N/A
HRV/ERV (With other Equipment only)	\$53.00/year	\$3.99/month	N/A	N/A
Humidifier (With other Equipment only)	\$39.00/year	\$2.99/month	N/A	N/A
Clean, Inspect and Adjust Equipment (PTU)	Yes	Yes	Yes	No
Length of Agreement	No agreement	12 Months automatic renewable	12 Months automatic renewable	12 Months automatic renewable
Special Conditions	None	PTU Required to Initiate	PTU Required to Initiate	30 Day Wait Until Coverage Begins
Priority on Request for Service	No	Yes	Yes	Yes
When is there a diagnostic charge if called by customer.	30 days after the PTU	90 days after PTU Special rates after 90 days	Only if call is not covered under the agreement.	Only if call is not covered under the agreement.
Diagnostic Charge after __ days	31 Days, \$129. Reg hrs/\$185.00 OT	91 Days, \$99.00	No diagnostic charge if covered under the agreement	Up to \$800.00 coverage per year. See terms & conditions
Repair Parts and Labour	Regular Rates & Overtime Rates apply	20% off Regular Rates/ No after hours Overtime	Included as per coverage	Included* up to \$800.00. see terms and conditions
Δ Annual Limit for Diagnostic/Repairs	No repairs included in this Agreement	No repairs included in this agreement	No Annual Maximum	Maximum \$800.00/year
Discount for Replacement Equipment Purchase**	N/A	5%**	5%**	5%**

*Some exclusions apply **Not to be combined with any other discount program offered.

Any 2 primary plans – subtract 10% from total of all plans.
 Any 3 or more primary plans – subtract 15% from total of all plans.

These plans only available as an add-on to one of the above primary plans.

Compare our Maintenance and Protection Agreements

You have thousands of dollars invested in your heating and cooling equipment. The best way to protect that investment is with regular maintenance. Like your car, if it is well maintained it will be safer, run better, use less energy and last longer. A ClimateCare "We Care" maintenance or protection agreement includes everything that can be done to restore your heating and cooling system to its best possible condition. Our maintenance and protection agreements meet or exceed all manufacturers' warranties.



Canco ClimateCare has introduced their new Worry Free Equipment Maintenance & Protection Agreements.

To celebrate this event we are offering an initial low cost PTU (precision tune-up) at *\$74.50. This is a 50% savings over the ~~\$149.00~~ non program price.

After our technician has completed his PTU and your equipment is operating as per the manufacturers' requirements, it can be covered by one of our many "We Care" Agreements. Choose from our "WE Care" Maintenance Agreement or protect your equipment and budget with "WeCare" Protection Plus. All of our plans come with a host of additional no cost benefits such as priority service and equipment discounts to mention a few.

*See details on the back of this page.

Customer signature _____



Call 905-898-3912

www.cancoclimatecare.com

Precision Tune-Up: A Precision Tune-Up is performed on a single piece of equipment and includes a systematic and thorough inspection of that equipment to determine that it is working safely, reliably, and to manufacturer's specifications. Payment is due at the time of inspection. Precision Tune-Up customers receive a 30 day diagnostic warranty i.e. if the piece of equipment fails within the 30 day period following the tune-up, Canco ClimateCare will return and diagnose the problem at no charge. All required repairs will be quoted on a flat-rate basis and charged at the appropriate regular or overtime rate.

Repairs Recommended During the Precision Tune-Up to Join "We Care"

Any repairs recommended by Canco ClimateCare during the precision tune-up must be authorized and repaired at the time of the Precision Tune-Up if joining any "We Care" program. The costs of these repairs will be quoted on a flat-rate basis and authorized by the customer prior to any of the repairs being initiated. Precision Tune-Up and We Care Maintenance customers are responsible for the cost of these repairs. Should the customer be unwilling or unable to authorize the recommended repairs and should the equipment fail as a result, said equipment would NOT be covered by the plan. [I. e. 90 day diagnostic warranty, discounted repair rates or no-after-hour premium.] **If the customer is getting a discounted Precision Tune-Up in order to qualify their equipment (as part of their initial application for a We Care Maintenance Agreement or a We Care Protection Plus Agreement) and does not authorize said repairs, then their equipment would no longer qualify for these plans and the regular price of \$149.00 for Precision Tune-Up would apply.**

Customer Initial _____

Technician _____ Date _____
 Customer _____ Phone (day) _____
 Address _____ Phone (eve) _____
 Email _____

AGREEMENT OPTIONS	EQUIPMENT	MONTHLY	TOTAL
We Care Maintenance Agreement			
Included on all pieces of equipment registered to the agreement: A precision tune-up, priority service, 90 day diagnostic warranty, 20% discount off all repairs, no after hours premiums, reduced diagnostic fee and a 5% discount off replacement equipment.	F - Furnace / Air Handler	<input type="checkbox"/> \$9.99	_____
	A - AC / Heat Pump	<input type="checkbox"/> \$9.99	_____
	FP - Fireplace	<input type="checkbox"/> \$9.99	_____
	MB - Mid/Conv. Boiler	<input type="checkbox"/> \$9.99	_____
	CB - Cond. Boiler / Tankless	<input type="checkbox"/> \$14.99	_____
We Care Protection Plus Agreement			
Included on all pieces of equipment registered to the agreement: A precision tune-up, priority service, parts and labour warranty (with no annual limit), no diagnostic fee and a 5% discount off replacement equipment.	F - Furnace / Air Handler	<input type="checkbox"/> \$19.99	_____
	A - AC / Heat Pump	<input type="checkbox"/> \$19.99	_____
	FP - Fireplace	<input type="checkbox"/> \$19.99	_____
	MB - Mid/Conv. Boiler	<input type="checkbox"/> \$19.99	_____
	CB - Cond. Boiler / Tankless	<input type="checkbox"/> \$29.99	_____
We Care Protection Agreement			
Included on all pieces of equipment registered to the agreement: Priority service, diagnostic fee and parts and labour warranty (with \$800.00 annual limit), and a 5% discount off replacement equipment.	F - Furnace / Air Handler	<input type="checkbox"/> \$14.99	_____
	A - AC / Heat Pump	<input type="checkbox"/> \$14.99	_____
Secondary Agreement Add-ons			
Included on all pieces of equipment registered to the agreement: A precision tune-up, priority service, 90 day diagnostic warranty. These are available as an add-on to one of the above primary plans.	SWH - Storage Water Heater	<input type="checkbox"/> \$6.99	_____
	HRV - HRV / ERV	<input type="checkbox"/> \$3.99	_____
	Hum - Humidifier	<input type="checkbox"/> \$2.99	_____

* Any 2 primary plans - subtract 10% from total of all plans
 * Any 3 or more primary plans - subtract 15% from total of all plans

* I authorize Canco ClimateCare® to debit my bank account on the fifteenth of each month.
 * Please provide void cheque *

Subtotal _____

* I authorize Canco ClimateCare® to debit my credit card on the first of each month.
 * Please provide information below *

* _____% discount _____

Subtotal _____

Card Number

v-code expiry

HST _____

Total _____

Signature _____

* All agreements are subject to the terms and conditions listed on the back of this form.

Terms and Conditions for Canco ClimateCare “We Care” Agreements

Duration, Renewals, Cancelability, Transfers and Refunds: This agreement is for a period of 12 months. It will be renewed automatically. If changes are made to the terms and conditions or pricing is revised the customer will be given a minimum of 60 days notice prior to the anniversary renewal date. You have the right to cancel the agreement at any time by giving Canco ClimateCare 30 days notice. If your Plan has had service or maintenance activity within the agreement period, you are responsible for paying out the remaining months of the agreement. If no activity has occurred on the account for the agreement period, your cancellation will be in effect and no further payments are required and no refund will be allowed. Canco ClimateCare reserves the right not to offer an agreement to any customer, nor to renew an agreement. A customer who is relocating may transfer an agreement to their new home if it is within Canco ClimateCare’s service area. A copy of the current Terms and Conditions is available on our website: www.cancoclimatecare.com.

Qualifying Equipment: Only approved residential equipment installed in a residential home qualifies for our We Care Agreements, provided it is not oil fired. Specifically only natural gas, propane and electric furnaces/hot water boilers not exceeding 150,000 BTUH, air handlers, split system heat pumps/air conditioners up to 5 tons nominal capacity, ductless split system heat pumps/air conditioners up to 3 tons nominal capacity, natural gas, propane fireplaces less than 55,000 BTUH capacity, natural gas/propane storage type water heaters not exceeding 60,000 BTUH capacity, natural gas/propane tankless water heaters and boilers not exceeding 200,000 BTUH, flow through humidifiers, HRV and ERVs not exceeding 300 CFM capacity. Gas logsets, conversion burners, window or sleeved heat pumps/air conditioners, package terminal air conditioners, and rooftop equipment are not eligible for our We Care Agreements. Attic equipment is also excluded from our plans. The customer is expected to supply reasonable access to all equipment as defined in the current Ontario gas code.

Repairs Recommended During a Precision Tune-Up: Any repairs recommended by Canco ClimateCare during a precision tune-up must be authorized and repaired at the time of the Precision Tune-Up. The costs of these repairs will be quoted on a flat-rate basis and authorized by the customer prior to any of the repairs being initiated. Precision Tune-Up and We Care Maintenance customers are responsible for the cost of these repairs. Should the customer be unwilling or unable to authorize the recommended repairs and should the equipment fail as a result, said equipment would NOT be covered by the plan. [i.e. 90 day diagnostic warranty, discounted repair rates or no-after-hour premium.] If the customer is getting a discounted Precision Tune-Up in order to qualify their equipment (as part of their initial application for a We Care Maintenance Agreement or a We Care Protection Plus Agreement) and does not authorize said repairs, then their equipment would no longer qualify for these plans and the full regular price of the Precision Tune-Up would apply.

Precision Tune-Up: A Precision Tune-Up is performed on a single piece of equipment and includes a systematic and thorough inspection of that equipment to determine that it is working safely, reliably, and to manufacturer’s specifications. Payment is due at the time of inspection. Precision Tune-Up customers receive a 30 day diagnostic warranty i.e. if the piece of equipment fails within the 30 day period following the tune-up, Canco ClimateCare will return and diagnose the problem at no charge. All required repairs will be quoted on a flat-rate basis and charged at the appropriate regular or overtime rate.

We Care Maintenance Agreement: This agreement includes a Precision Tune-Up for each piece of equipment and is covered by a 90 day diagnostic warranty. (See Precision Tune-Up. Note, this plan has 90 day diagnostic coverage.) In addition, all equipment covered by this agreement receives priority scheduling on any request for service, no after-hours diagnostic premium and a reduced diagnostic fee during regular hours when outside the 90 day diagnostic warranty period, a 20% discount off the regular flat-rate repair costs regardless of the service time request and a 5% discount off our regular pricing for any piece of equipment under this plan should it be replaced by Canco ClimateCare. *

We Care Protection Plus Agreement: This agreement includes a Precision Tune-up for each piece of equipment covered under this plan. Diagnostic fees are waived and the equipment is covered by a parts and labour warranty plan as described. This plan is designed to protect the customer from unexpected costs associated with breakdowns caused by normal wear and use. As such, external power interruptions, plugged vents or drains, damage/failure caused by external forces, flood, fire, vandalism, wilful acts, and repairs by other than Canco ClimateCare technicians are not covered. Cabinets, casings, covers and paint are excluded. It does not include consumable supplies such as filters and water panels, nor issues caused by plugged filters and/or lack of air flow. Specifically the assurance portion of the plan covers all of the components supplied by the original equipment manufacturer with the exception of parts and labour for compressors or refrigerant leaks on equipment more than 10 years of age or parts and labour to replace heat exchangers. In all cases, Canco ClimateCare will recognize terms and conditions of any existing manufacturer’s warranties. Should the covered equipment be replaced by Canco ClimateCare it is eligible for a 5% discount. *

We Care Protection Agreement: This agreement does not include a Precision Tune-Up. It does cover all diagnostic fees and repairs to any equipment piece/s covered by the plan including parts and labour to a maximum of \$800.00 over the term of the agreement. This annual cap is calculated by totalling the amount that would have been charged if there had been no coverage including diagnostic fees and flat-rate repairs. If these costs were to exceed the cap, the customer would be responsible to pay any difference. The annual cap will renew when the agreement renews. We Care Protection agreement coverage starts 30 days after acceptance. The agreement start date is also 30 days after acceptance by Canco ClimateCare. A 5% discount applies to any replacement by Canco ClimateCare of equipment covered under the plan. *

Limits of Liability: Canco ClimateCare accepts no liability for consequential damage caused by misdiagnosis or delays in completing diagnosis or repairs. We will take all reasonable care in executing the agreement but under no circumstances be liable for indirect, consequential, incidental or economic damages to any person or property. Component repair/replacement is at the sole discretion of Canco ClimateCare. If we are unable to repair equipment covered by a plan (such as, but not limited to, lack of availability of parts) then our sole obligation is to terminate the plan and return any unused funds for the current agreement period. Refer to the section on refunds.

* Equipment purchase discount cannot be combined with any discount program offered.

Client’s Initials _____