

## SERVICE & MAINTENANCE MAINTENANCE PROGRAMS

### Platinum

#### OIL/PROPANE/NATURAL GAS FURNACE AND AIR CONDITIONER (LABOUR AND PARTS)

This plan is ideal for furnaces and air conditioners without any remaining factory warranty.

**Per Unit Cost = \$431.86 per year plus HST**

This plan covers the parts listed below per heating and cooling unit. This plan also includes the annual furnace and air conditioner maintenance, Emergency service calls are included for the furnace - during regular hours and after hours. Air conditioner calls are only included during regular business hours from Monday to Friday 8 a.m. to 5 p.m.

### Gold

#### OIL/PROPANE/NATURAL GAS FURNACE (LABOUR AND PARTS)

This plan is ideal for furnaces without any remaining factory warranty.

**Per Unit Cost = \$287.86 per year plus HST**

This plan covers the parts listed below per unit. This plan also includes the annual furnace maintenance and all emergency service calls.

### Silver

#### AIR CONDITIONING ONLY (LABOUR AND PARTS)

This plan is ideal for air conditioners without any remaining factory warranty.

**Per Unit Cost = \$228.00 per year plus HST**

This plan covers the parts listed below. This plan also includes the annual air conditioner maintenance and any regular business hours service calls.

### Bronze

#### OIL/PROPANE/NATURAL GAS FURNACE (LABOUR AND PARTS)

This plan is ideal for equipment with remaining factory warranty on parts.

**Per Unit Cost = \$213.95 per year plus HST**

This plan includes the annual maintenance and all emergency service calls. Parts are not included.

## REPLACEMENT PARTS INCLUDED

### Oil Furnaces (Boiler\*)

Oil Pump\*  
Electrode assembly\*  
Nozzle and end cone\*  
Oil Filter\*  
Transformer/ Ignitor\*  
Combustion chamber\*  
Primary control\*  
Fan control  
Limit control  
Draft regulator\*  
Fan and motor  
Oil burner motor and fan  
Belt  
Vent connector (smoke pipe)  
Temp. & Press. Gauge\*

### Gas and Propane Furnaces (Boiler\*)

Thermocouple\*  
Burners\*  
Pressure switch  
Gas valve\*  
Ignition control  
Hot surface ignitor\*  
Flame sensor\*  
Ignitor  
Fan control  
Limit control  
Fan and motor  
Power Pile  
Belt  
Ventor Assembly Temp.  
& Press. Gauge\*

### Air Conditioners

Condenser fan motor  
Fan relay  
Temperature limit  
Hi pressure limit  
Low pressure limit  
Suction filter  
Compressor relay  
Fan blade  
Condenser fan housing  
Evaporator orifice  
Expansion valves  
Access valves  
Contactor

## ENROLLMENT IS EASY

1. Select a plan that best suits your needs.
2. Fill out the attached agreement form below.
3. Return it in one of the following ways:
  - To our office at 56 Henry Street, Brantford, ON N3S 7J4
4. Renway will contact you to make an appointment for your maintenance. It's that simple to begin to rely on Renway.
  - Request an email copy and return to dawn@renwayenergy.com
  - Fax to 519-752-7293.

## YES, I WOULD LIKE TO ENROLL FOR THE FOLLOWING PLAN:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

### Plan: (price includes HST)

- Bronze Plan \$241.76
- Silver Plan \$257.64
- Gold Plan \$325.28
- Platinum Plan \$488.00

### Payment Method:

Renway Account# \_\_\_\_\_

Cheque (payable to Renway Energy)

Credit Card:  Master Card  Visa

Card#: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*I have read, understand and agree to the service contract conditions:*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## SERVICE CONTRACT CONDITIONS

1. This contract must be paid in advance, unless included in a budget plan.
2. RENWAY ENERGY INC. ASSUMES NO LIABILITY UNDER THIS AGREEMENT FOR THE FOLLOWING:
  - For structural alterations to the premises necessary for service, repair or replacement.
  - For any delay or default in performance or for damage caused beyond our control including and without limitations to war, fire, flood, strike, acts of God or Government authority.
  - For damages of any nature whatsoever, because of, or resulting from an equipment component failure or the inspection, maintenance or repair of the equipment. This agreement does not duplicate any other warranty or protection.
  - For poor heating and ventilation performance due to the design conditions.
  - For failure to discover latent or manufacturing defects, internal working condition of sealed components or unforeseeable occurrences.
3. This agreement may be void, in the dealer's judgment, if the equipment is subject to misuse, negligence, accident, fire, flooding, lightning, electrical overload, windstorm and vandalism, or has been tampered with, or operated contrary to the manufacturer's instructions.
4. This service plan only applies to heating and air conditioning equipment located and operated in the customer's residence. A service agreement is required for each piece of equipment.
5. Service Plans are available exclusively to customers who purchase their fuel from Renway Energy Inc. (Natural Gas Excluded).
6. Renway automatically Energy Inc. reserves the right to decline this service to any of its customers.
7. Contracts will be renewed on the agreement's expiry date.
8. The following parts are NOT included:

Heat pump parts	Oil lines
Mixing valves	Triple aquastat
Side wall ventors & vent systems	Low water cut offs
Smoke pipes, other than to chimney base	Heat exchangers
Oil tanks	Electronic thermostats
Non-system circulating pumps	Hydronic zone valves
9. Service Calls NOT covered under this agreement will be as follows:
  - To increase thermostat setting which was set too low to permit efficient operation of the furnace.
  - To replace blown fuses or reset circuit breakers.
  - To "switch on" furnace switch which was placed in an "off" position.
  - To "start up" a furnace which was inactive due to house power failure.
  - To non-automatic delivery customers who have run out of heating fuel necessitating restarting the furnace and/or water heater.
  - To service or replace a humidifier or its parts. These items are not covered by this agreement and, as such, are chargeable for both labour and parts costs.
10. There is a yearly maximum of \$800.00 per appliance covered under this plan starting from date of contract or renewal date. This plan cannot be renewed in the middle of the contract year.

## IMPORTANT INFORMATION

This agreement is not in effect until payment is made in full and the acceptance is signed and dated by a representative from Renway Energy Inc. Renway Energy Inc. shall have the right to inspect the Customer's furnace within thirty (30) days of receipt of the signed acceptance portion of this form. It is up to the discretion of Renway Energy Inc. to decide if the customer's furnace is in poor repair, obsolete or requires parts not readily available, it may terminate the agreement and shall return to the Customer any monies paid hereunder. Maintenance is scheduled in the order the calls are received. Appointment availability will vary with customer and seasonal demand.