



## Heating and Cooling Service Plans

### **Diagnostic calls - \$129.99+tx**

**After hours - \$229.99+tx** (after 4:00pm and weekends)

as an addon (**AC's, HWT or HRV's**) - \$119.99+tx each (these should only be done at the same time as a Furnace/Boiler or Fireplace maintenance)

**Heat pumps** with multiple heads \$139.99+ tx (includes 1 head) plus \$65.00 for each additional head.

### **Memberships: \$265.50+tx**

**(Boilers, Furnaces, Fireplaces)**

**Coverage:** 20% discount off parts and labour not covered under agreement

- Emergency Heat Coverage 24/7 (limited to Furnaces and Boilers only)
- Front of the line no heat calls
- \* Maintenance: 1 x per year (Napoleon filters at cost)
- \* Diagnostic calls
- \* Parts and Labour – Limited see attached.

**Heating and Cooling combo: \$400.00+tx**

**Coverage:** 20% discount off parts and labour not covered under agreement

- Emergency Heat Coverage 24/7 (AC excluded non emergent)
- Front of the line no heat calls
- \* 1 Maintenance on each unit per year – must be done at the same time.
- \* Diagnostic calls
- \* Parts and Labour – Limited see attached.

### ***All equipment must be verified by tech prior to membership approval***

Calls that are **NOT** covered – Battery Changes in thermostat, Breakers, clogged filters/venting. Emergency shut off switches.

#### DNM Home Heating Membership Agreement

In Consideration of the customer paying DNM Heating and Cooling the annual rate in effect for EACH domestic gas furnace, electric furnace, fireplace, or air conditioner unit, DNM Heating and Cooling agrees to repair or replace any of the following parts listed below.

#### **Parts Covered by Membership**

Thermostats (standard 24 volt, digital)	High Limit
Fan Motor (1/2 hp max belt multi-1/2hp)	Power Ventr

Fan Control, Belt, Pully	Thermocouple
Circulating Pump (Motor and coupling only)	Pilot Assembly
Air Filters (at annual maintenance only Standard 1")	Condensate Pump
Sequencers	Power Pile
Relay	Orifices
Fan Motor/Blades	Contactors
Elements	Humidifier Plates (at maintenance only)
Terminal Block	24V. Transformer
Capacitors	

### **Labour:**

Labour includes the following as deemed necessary by DNM Heating and cooling, one annual inspection and cleaning of furnace heat exchanger, fan, venting, to chimney and chimney clean out port. Lubrication, testing and adjustment of burner and controls as required. Clean logs, glass, burner, and fan on fireplaces. Emergency service available 24 hours per day 7 days per week during the heating season for no heat service due to burner failure.

***This agreement is subject to conditions outlined on the reverse side of this contract and will be automatically renewed from year to year.*** DNM Heating and cooling may make changes to the annual rate upon any anniversary of this agreement. Either party may cancel this agreement at any anniversary, by giving 30 days' notice.

**Annual maintenance ensures top efficiency, safety and extends the life of your heating equipment!**

### **Conditions**

This agreement **DOES NOT** apply to any repairing, servicing, replacement or maintenance of heating equipment, parts or accessories not directly connected to the burner. Without limiting the generality of the foregoing, the following is **NOT COVERED** by the agreement:

- A) **Warm Air Heating:** The furnace proper, its casing, duct work system, and heat exchanger
- B) **Hot Water Heating:** The radiators, water lines, piping, cushion tank, automatic feed valves, boiler proper and heat exchanger
- C) **Gas Fireplaces:** The venting, glass, cabinets, logs, and trim
- D) **Direct Vent Appliances:** Venting that is blocked with foreign materials (i.e., snow and ice, cobwebs etc.)
- E) **DNM Heating and Cooling** Shall not be held responsible for any damages caused by defective parts or their fittings or defective chimneys
- F) **DNM Heating and Cooling**, shall be the sole judge of whether the burner or parts should be repaired or replaced and whether new or reconditioned material shall be supplied.

This agreement **DOES NOT** apply to any replacements, changes or alterations required by Government Regulations. **Calls for fuse replacements, noises and smells not related to the equipment covered. Switches, thermostats, aquastats and valves turned down or off, start up after power failures. Any heat loss not related to the equipment covered and the labour to install parts not**

**included in the agreement.**

DNM Heating and Cooling shall not be held responsible for any damage caused by defective parts.

DNM Heating and Cooling shall not be deemed to be in default in respect of nonperformance of its obligations hereunder so long as such is due in whole or in part to any other matter to cause beyond DNM Heating and Cooling reasonable control due to labour disputes or due to damage caused by malfunction of the equipment covered by this agreement, DNM Heating and Cooling reserves the right to cancel this agreement should such equipment in the opinion of DNM Heating and Cooling does not meet safe operating standards or parts are not available to adequately repair the condition.

The customer is responsible to immediately notify DNM Heating and Cooling of any problem with the equipment covered by this agreement. Unattended buildings absolve DNM Heating and Cooling of any responsibility.

**Cancellation of this agreement by the customer during the 12-month coverage period DOES NOT commit DNM Heating and Cooling to make any refunds.**

The customer must provide proper access to the equipment to the covered equipment. Regarding crawl spaces all snow or other obstacles must be cleared before work can begin.

If the customer calls another service provider to make repairs on a heating system covered by DNM Heating and Cooling, it is **not** the responsibility of DNM Heating and Cooling to reimburse them for their services.

#### UNAVAILABLE PARTS and PART REPLACEMENT

If a part is unavailable, we will attempt to obtain a replacement part or an equivalent substitute as quickly as possible, but limited availability of certain parts may result in delays from time to time. In the unusual event that we cannot provide a part replacement or equivalent substitute, we will not be liable for such part replacement, equivalent substitute or for any resulting damages. Parts replacement or equivalent substitutes are solely at our discretion.

Any part that is found to be defective and is replaced under your plan coverage becomes our sole property and may be disposed of at our discretion.

#### LIMIT ON LIABILITY

We are not the manufacturer or supplier of the heating unit or cooling unit, and we make no representation, warranties, or conditions as the performance of either unit. We will not be liable for any loss, damage or injury of any type arising out of or related to this Agreement or caused or contributed in any way by the use and operation of the heating unit and/or the cooling unit or any indirect, incidental, special or consequential damages even if reasonably foreseeable. If we are not able to perform any of our obligations under this agreement because of circumstances or events beyond our control, we shall be excused from the performance of such obligations for the duration of such circumstances or events and we shall not be liable to you for such failure to perform.

These plans do not cover losses, repairs, or replacements arising from abuse, accidental or deliberate damage, theft, vandalism, fire, flood, earthquake, other natural disasters, acts of war or acts of God, unauthorized repair, if the equipment has been turned off. Improper setting or household electrical problems.

You will indemnify us from all claims, losses, and costs that we may suffer to pay or may be required to pay, including legal expenses, in connection with the heating unit, the cooling unit, this Agreement for the use and operation of either unit, including any claims against us for any injury or death to individuals or damage to property. You will pay, when due, all taxes and other charges imposed by any government authority on or in connection with this Agreement or your payments made under it.

