



Gravenhurst Plumbing, Heating and Electric
Voice: (705) 687-3402 Fax: (705) 687-7945
E-mail: info@gravenhurstplumbing.com

Heating Protection Plan
Peak Performance Contract

Owner Name: _____ **Phone:** _____
Service Address: _____
City: _____ **Postal Code:** _____

Gravenhurst Plumbing, Heating and Electric, agrees to provide you (the customer) with the following equipment service(s) as outlined below.

Preferential Service: The company will provide emergency NO HEAT service to you on a priority basis.
Hours of Service: Emergency NO HEAT only service will be provided on a 24 hours a day basis. Regular services covered by this agreement, will be scheduled during the company's regular working hours, 8:00 a.m. to 4:30 p.m. Monday through Friday, except for the holidays.

Items Not Covered:

Please refer to back portion of this agreement.

Repairs: Any repair required beyond those provided in this agreement will be brought to your attention and will be billed on a time and material basis. Payment is due upon receipt of repair invoice. All parts and labour are warranted for a period of 30 days. The company shall not be responsible for any loss arising from unexpected delay, or manufacturer's defect of replacement part.

Notice of Renewal: This agreement is renewable each year from the effective date. You will be notified within 30 days of renewal from your last tune up and safety inspection to arrange for the work to be done at prevailing rates

Today's Date: _____ **/ Renewal Date:** _____

HPP	1 YEAR PLAN	5 YEAR PLAN with 20% Discount
Gas:	\$229.95	\$919.80
Oil:	\$259.95	\$1,039.80
Power Venter:	N/A	N/A
Fireplace:	N/A	N/A
A/C:	\$208.95	\$875.80
Boiler (refer to back)	\$289.95	\$1,199.80
HRV:	\$186.95	\$787.80
HWT: Gas	\$209.95	\$839.80
HWT: Oil	\$209.95	\$839.80
Elec Furnor AH:	\$229.95	\$919.80
AH & AC:	\$319.95	\$1,279.80
Water Furnace:	N/A	N/A
Generator:	N/A	N/A
Make:		
Model:		
Serial:		

10% DISCOUNT FOR TWO APPLIANCES

Subtotal \$ _____
 GST \$ _____
 Total \$ _____

Method of Payment:
 Cheque _____ Cash _____ Visa _____ MasterCard _____ A/X _____

Enter Complete Card # _____ Expiry __ / __ VC: _____

Understanding Your Coverage

When this document is properly completed, filed and payment processed with Gravenhurst Plumbing, Heating, and Electric, it becomes an Annual Plan providing the following specified equipment coverage.

Peak Performance: Annual energy savings maintenance in accordance with our product checklist. Annual safety inspection and efficiency tune up. Parts and labour included. No overtime charges or service call on any covered parts on this agreement.

Exclusions:

Your agreement does not cover the following:

- Replacement of consumables or cosmetic parts, heat exchangers and compressors. Service call for cracked heat exchanger.
- Clearance of drains and repairs caused by hard or unclean water conditions.
- Routine maintenance items. Air Filters.
- Damage caused by Acts of God, unreasonable use, vibration, refrigerant or changes to or problems with gas, electricity or water supply.
- To switch on or start up equipment, setting thermostat controls, replacing fuses or resetting circuit breakers.
- Humidifier or its parts, service or replacement.
- Oil tanks, components and oil lines.
- Equipment over 20 years old or at our discretion.
- Condensate pumps.
- Intake and exhaust pipes are not covered by freeze up due to extreme cold weather or snow.
- Programmable thermostats and batteries.
- Any venting pipes, liners, rain caps, draft regulators on either gas or oil.

Other Conditions:

1. The equipment owner undertakes to ensure that the equipment is made accessible to Gravenhurst Heating for the purpose of carrying out the obligations under this agreement.
2. Only company personnel are authorized to perform service under this agreement.
3. The company will not be responsible for any changes or alterations to the equipment as a result of changes in municipal, provincial, federal or any regulatory body codes or by-laws.
4. Coverage starts 15 days after acceptance of this agreement.
5. The company shall not under any circumstance be liable for and the homeowner agrees to indemnify, save harmless and release, as the cause might be, the company and its employees and agents, of and from, any and all costs, expenses, claims and damages howsoever caused and by whomever suffered for any damage to property, or injury to any person caused by or arising out of the use of the equipment under this agreement unless the cause of any such loss or damage results from the negligence of the company or its employees.
6. The company reserves the right to change rates and terms or conditions on any billing anniversary date. In the event that the customer is not in agreement with the new rates and/or terms and conditions, the customer shall have the right to cancel this agreement by notifying the company on any billing anniversary date.
7. The company reserves the right to terminate this agreement at any time. In the event of termination of this agreement, liability is restricted to a refund if any, of the unexpired portion of the term charge together with any other outstanding claims properly incurred up to the date of cancellation.
8. In the event certified replacement parts are no longer available, this company reserves the right to terminate this contract.
9. If the premise is sold, this agreement can be assigned to any new homeowner for the balance of the term for the original equipment. There is no refund, for the cancellation of this agreement under these circumstances. There is a fee of \$50.00 to transfer the contract to a new homeowner.

DIFFERENT BOILER SENARIO'S

- More then one circ pump, additional \$10 per pump.
- Additional \$20 for pump module or Tekmar outdoor control

Customer's Signature: _____