

# HEAT PUMP PROTECTION PLANS

<http://halifaxheating.com/protection-plans/>

## (1) BASIC (2) DELUXE (3) COMPLETE CARE

All protection plans include an annual maintenance service to satisfy the manufacturer's extended warranty requirements. Basic and Deluxe Plans include a 25% discount on refrigerants and all equipment related services for refrigerants.

The **Basic Plan** provides a 25% discount to all parts and labor not warranted by the manufacturer.

The **Deluxe Plan** provides a 100% discount on labor for warranted parts and a 25% discount to all parts and labor not warranted by the manufacturer. The plan is specially discounted for Halifax Heating Residential installations (see website for details, and limits warranted part repair labor to not exceed our minimum call fee. (Refrigerant charges are not fully covered and are discounted at 25%).

The **Complete Care Plan** provides a 100% discount on both warranted and non-warranted repairs and includes 100% for refrigerant and refrigerant equipment related services. The Complete Care Plan is fully transferable to any subsequent home owner and initial coverage begins 90 days after plan registration. Installation and equipment must first meet minimum standards prior to full coverage entitlement. Eligible equipment is limited to obtaining coverage within 5 years of the original installation date. A valid manufacturer's warranty is a prerequisite to plan pricing. A one time purchase is available for 3, 5, or 10 year terms.

All protection plan customers receive priority services. Maintenance reminders are sent out automatically each year in advance. Annual maintenance helps return equipment to optimum performance levels, maintains the manufacturer's warranty standing, and adds years of efficient and dependable operation to your equipment.



### STANDARD BASIC DELUXE

	ANNUAL RENEWALS		
Heat Pump	150	199	299
Add on HP	150	199	299
Ductless HP	150	169	299
Ductless Multi	150	199	299
HRV	150	179	299

### COMPLETE CARE PROGRAM\*

	ANNUAL MAINTENANCE EXTRA		
	TERM PURCHASE		
	3 YR	5 YR	10 YR
Heat Pump/AH	550	835	995
Add on HP	450	675	995
Ductless HP	125	175	340
Ductless Multi HP	135	195	495

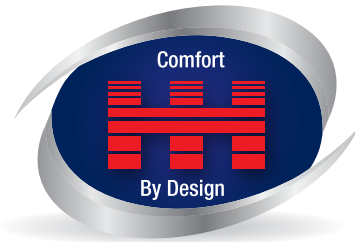
Price subject to manufacturer's extended warranty. Available for most makes and models. Some conditions apply\*.

### SERVICES

A minimum call fee of \$150.00 + HST is applicable to service calls. Customers with **Complete Care** receive a reduced Minimum Call Fee\* of \$99 + HST when a mechanical part failure occurs. (\$49.00 for existing customers registered before May 2015). (Minimum Call Fee includes vehicle charges, 1/2 hr. travel labor, and up to one hour on site within HRM)

A rule of thumb is to have an air conditioner maintained once per year and a heat pump system maintained twice per year by a qualified licensed HVAC technician. Additional maintenance Inspections may be added to your Protection Plan for \$125 + HST.

Please See Reverse Side



# Maintenance Overview

## **OUTDOOR UNIT INSPECTION CHECKLIST**

1. Inspect component wiring for damaged, loose, or worn connections.
2. Confirm and record proper voltage plus amperage draw on outdoor unit.
3. Check cleanliness and condition of outdoor fan blades. Inspect fan assemblies.
4. Inspect base pan drains for debris and clean as necessary.
5. Inspect refrigerant lines on unit for signs of chafing.
6. Test and note capacitor performance and condition.
7. Inspect contactor for pitting or burn marks.
8. Check outdoor fan motor for worn bearings/bushings.
9. Inspect and clean outdoor coils where necessary and note coil condition or signs of leakage.
10. Recommend customer proactive Corrosion Protection Service where applicable.

## **INDOOR UNIT (AIR HANDLER) INSPECTION CHECKLIST**

1. Inspect component wiring for loose, worn or damaged connections.
2. Confirm proper voltage plus amperage on indoor unit.
3. Inspect filters in indoor unit and advise homeowner of filter change responsibility.
4. Check the cleanliness of indoor blower and clean if necessary.
5. Inspect the evaporator drain pans and condensate drains for rust, debris, obstructions, leaks or cracks.
6. Confirm water drains from drain pan and cycle condensate pump Clean as necessary.
7. Inspect and clean evaporator (indoor) coil, if necessary. If plugged, schedule service call.
8. Inspect insulation on the refrigerant lines. Recommend repairs as necessary.
9. Check for bearing/bushing wear on indoor blower motor.

## **GENERAL SYSTEMS OPERATING TEST**

1. Verify static pressure and airflow settings meet specific operating parameters.
2. Verify correct temperature drop or increase across indoor coil.
3. Perform a general systems test. Cycle heat pump in all modes to verify operation of system.
4. Ensure Central System defrost temperature is set to local area standards.
5. Verify low balance point settings allow homeowner comfort expectations.
6. Check for unusual noises or odors, and measure indoor/outdoor temperatures/ pressures as needed.

## **HOMEOWNER SYSTEM RESPONSIBILITIES**

### **COOLING SEASON VISUAL INSPECTIONS**

Check the indoor filter monthly and replace as necessary. Inspect the outdoor unit and remove all leaves, grass clippings and other debris from the sides and top of the cabinet. Cut shrubs and other vegetation growth back as needed to maintain a 10" minimum clearance on all sides of the unit.

### **HEATING SEASON VISUAL INSPECTIONS**

Check the indoor filter monthly and replace as necessary. Check for ice and snow accumulation, leaves, tree debris, coil restrictions and blade damage. If you have any questions or need additional information, please contact us at 902 450 5304 Ext 2.

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