

HEAT PUMP PROTECTION PLANS

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

(1) STANDARD (2) BASIC (3) DELUXE

Basic, Deluxe and Complete Care Program holders receive priority service standing, pay no overtime fees on after hour emergency services, receive special discounts on non warranted parts and labor for the entire plan period, plus receive automated renewal notices at the end of each plan year!

Our **Standard Plan** fulfills the annual maintenance requirements and validates the manufacturer's extended warranty for our minimum call Fee of 150.00 + HST.

Our **Basic Plan** includes the standard plan benefits plus a 25% discount on all non warranted parts and labor throughout the plan year.

Our **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 during the plan year. The plan limits repair labor on warranted parts to not exceed the minimum service call fee. (Refrigerant and refrigerant charges are excluded from the Deluxe Plan coverage and qualify for a 25% Discount).

The **Complete Care Program** is a third party product that provides a 100% discount on both warranted and non-warranted repair parts and labor and includes 100% coverage on refrigerant and refrigerant related equipment services. The Complete Care Program is fully transferable to any subsequent home owner and initial coverage begins 90 days after plan registration. All Equipment is eligible for coverage within 5 years of the original installation date. A one time purchase is available for 3, 5, or 10 year terms. Annual Maintenance is required to maintain your Complete Care Program coverage.

STANDARD BASIC DELUXE

| | | | |
|----------------|-----|-----|-----|
| 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*

1 TIME TERM PURCHASE

| | 3 YR | 5 YR | 10 YR |
|----------------|------|------|-------|
| HeatPump/AH | 550 | 835 | 1375 |
| Add on HP | 450 | 675 | 1440 |
| Ductless HP | 125 | 175 | 340 |
| Ductless Multi | 135 | 195 | 495 |

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

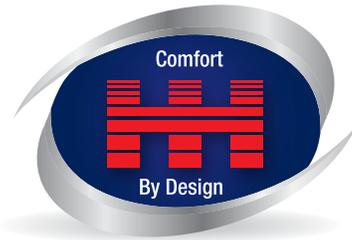
SERVICES

A minimum call fee of \$150.00 + HST is applicable to any service call except for Customers with **Complete Care Coverage**.

Complete Care Service Call minimums are \$99 + HST when a mechanical failure occurs. (\$49.00 for customers who registered before May 2015). (Minimum Call Fee includes for vehicle charges, 1/2 hr. travel labor, and up to one hour on site within HRM)

Discounted minimum fees do not apply to refrigerant top up calls or when no mechanical failure has occurred.

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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