

Three Different Service Plans Designed to Suit Your Needs

Gold Maintenance Plan:

- A precision tune-up by one of our highly skilled Service Technicians complete with a written report and checklist
- Priority service in the event of an emergency
- No charges for repairs, to a maximum of \$1,200 per year
- Pre-authorized payment plan available
- \$300 equipment replacement credit

Silver Maintenance Plan:

- A precision tune-up by one of our highly skilled Service Technicians complete with a written report and checklist
- Priority service in the event of an emergency
- No charges for repairs, to a maximum of \$600 per year
- Pre-authorized payment plan available
- \$150 equipment replacement credit

Bronze Maintenance Plan:

- A precision tune-up by one of our highly skilled Service Technicians complete with a written report and checklist
- Priority service in the event of an emergency
- Preferred discount rate for repairs on covered equipment
- Pre-authorized payment plan available

Eligible Equipment:

- Contracts are available on gas, propane, oil and electric furnaces and geothermal heatpumps, water heaters, central air conditioners, ductless air conditioners, HRV's, humidifiers, unit heaters, gas and oil boilers, air source heat pumps and fireplaces.

Exclusions:

- Firebox/combustion chamber (Oil furnaces)
- Complete unit replacement
- Unit casing
- Work required to bring units up to good operating condition at commencement of Plan
- Gas supply piping, shut-off valves, ductwork, diverter and venting systems and water piping
- Balancing of systems
- High and low voltage wiring, and breakers
- Consumables, including but not limited to UV lights, steam bottles, customer filters, and media filters
- Equipment serving more than one dwelling unit

Link ClimateCare

is committed to providing our customers with the highest quality service and equipment. We are a family-run business dedicated to our employees, our customers and the communities in which we live and work.

The WeCare Maintenance & Protection Plans



LINK
CLIMATECARE.

We Care
Pass it On...!



LINK
CLIMATECARE.

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*Peace-of-mind...
from our family
to yours*

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The Heating and Cooling
Professionals who C.A.R.E.
Comfort. Accountability. Reliability. Excellence.

At **Link ClimateCare**
we **CARE** about
your **comfort!**



WeCare Maintenance and Protection Plans from Link ClimateCare are a great way to insure the health and performance of your home comfort equipment. We take care of ourselves with regular doctor check-ups and dental cleanings – your furnace, air conditioner, fireplace or heat recovery ventilator should be no different!

Joining our **WeCare Maintenance and Protection Plans** will help to ensure that your home comfort system performs at maximum efficiencies. Proper cleanings can actually reduce your energy consumption by up to 10 percent and prolong the life of your equipment.

Professional, qualified technicians perform all tune-ups and cleanings.

PREVENTATIVE MAINTENANCE:

- Helps identify issues early on so that minor problems don't become costly ones
- Minimizes the likelihood of last-minute emergency calls
- Offers peace-of-mind that your equipment is performing correctly and safely

An important component of the **WeCare Maintenance and Protection Plans** is our emergency service. No-heat situations are dealt with quickly, further ensuring your family's comfort.

We **INSURE** our cars.
We **INSURE** our homes.
We **INSURE** our health.
Your family's year-round **comfort is just as IMPORTANT!**



We Care Maintenance and Protection PLAN PRICING

Sign up for our convenient, monthly pre-authorized payments!
Current pricing as of September 1, 2009 prices subject to change without notice.
Costs below are per month.

Equipment Type	Bronze	Silver	Gold
Air Conditioner**	\$9.99	\$15.99	\$19.99
Air Source Pump**	\$9.99	\$15.99	\$19.99
Geothermal Heat Pump	\$13.99	\$22.99	\$28.99
Loop Pump/Purge Package***	\$24.99	Only available with Geothermal Plan	
Electric Furnace	\$8.99	\$14.99	\$18.99
Oil Furnace	\$	\$	\$
Oil Boiler	\$	\$	\$
Oil Water Heater	\$15.99	\$21.99	\$25.99
Gas Furnace	\$9.99	\$15.99	\$19.99
Gas Fireplace	\$9.99	\$15.99	\$19.99
Gas Boiler	\$10.99	\$16.99	\$20.99
Gas Unit Heater	\$9.99	\$15.99	\$19.99
Gas Water Heater	\$5.99	N/A	N/A
HRV*	\$5.99	N/A	N/A
EAC*	\$2.99	N/A	N/A
Humidifier*	\$2.99	N/A	N/A

* Sold only with a furnace or boiler service contract and maintenance is performed together.
** Air handler (furnace) coverage available separately.
*** Loop pump/purge package includes pressurizing and purging of loop as required, and loop pump replacement as required. This package does not include the outside ground loop or the body of the loop kit.
All prices subject to applicable taxes

Maintenance Plan Sign Up Form

Please complete and return this form.

Equipment type, make & model:	Plan type:	Price:
_____	_____	_____
_____	_____	_____

(units in crawlspaces or suspended from high ceilings, add \$4.50 per month to contract price)

Order total: _____
GST/HST: _____
Total: _____

Name: _____

Address: _____

Phone: _____

E-mail: _____

- Please send me money saving offers, industry information and other promotional materials using the above e-mail address.

Method of payment

- Pre-authorized Debit (PAD) - complete section below, include void cheque)
 Cheque
 VISA/MC Name on card _____

Card # _____ 3 digit CVD # _____ Exp. date _____

Signature _____

Pre-Authorized Debit (PAD)

- Personal/Household PAD Business PAD

Customer Name(s) on account _____
I (we) authorize Link Heating and Air Conditioning Ltd. to process a debit in electronic form in the amount of \$_____ per month, to be withdrawn on the last business day of each month. This amount may be increased/decreased at a future date as agreed to in writing by me (us). Link Heating and Air Conditioning Ltd. will, to the best of their abilities, advise me (us) in writing of the revised amount in advance of its effective date.

I (we) acknowledge that I (we) have read, understood and accept all the provisions contained in the Terms and Conditions of the Pre-Authorized Debit Authorization and have received a copy.

Personal/Household PAD only

Signature _____ Date _____

Business PAD only

Name(s) of authorized signing officer(s) _____

Signature _____ Date _____

Signature _____ Date _____

BRONZE, SILVER AND GOLD LINK CLIMATECARE MAINTENANCE PLAN TERMS & CONDITIONS

Terms & Conditions

Please read carefully. Understanding these terms and conditions will enable you to obtain maximum benefits from your Plan.

General Conditions

- To maintain the validity of this agreement the customer must:
 - * Operate the equipment according to its manufacturer's instructions
 - * Move anything that has to be moved to facilitate the work of Link ClimateCare personnel.
 - * Employ only Link ClimateCare personnel or those authorized by Link ClimateCare to work on the equipment. We will not reimburse you for work performed by others.
 - * Promptly notify Link ClimateCare of anything that happens to affect the equipment's working conditions.
- Any material and work in addition to that promised by this Agreement will be furnished only on the customer's authorization and will be charged to the customer at prevailing rates.
- Link ClimateCare alone is the judge of how to best perform repairs and service under this Agreement.
- The only service provided by this Agreement are those described on the Agreement for the equipment listed. No person is authorized to claim otherwise.
- Plan coverage applies only to single family houses, townhouses, condominiums, apartments and small commercial buildings.
- If we determine that your unit is not economically repairable or if a repair is not covered by your Plan, and you require replacement equipment, Link ClimateCare will issue an instant rebate of \$150 for Silver plans or \$300 for Gold plans on new equipment installed by us.
- We reserve the right to discontinue the Plan program(s) at any time.
- Repairs to equipment covered under any Extended Warranty Program are governed by the terms of that program.

Billing and Payment

- You agree to pay the amounts shown at the intervals on the face of the Agreement, applicable taxes will be added to all invoices.
- All amounts are billed in advance and are due by the due date shown on the invoice.
- Annual payments can be made by cheque, cash, Visa or Master Card.
- Monthly payments can be made by Pre-Authorized Debit from your bank account only.
- Overdue payments will be charged at a rate of 2% compounded monthly (24% annually)
- If payments are not up to date, service may be refused.
- Except as specifically stated in this Agreement, your payments are non-refundable.
- If you have authorized Link ClimateCare to have your payments deducted from your bank account (PAD) we will notify you 15 days prior to the first payment. You will receive another invoice only if the amount changes. On the last business day of the month, the charges set out on your Plan are due and we will debit your account for those charges. You will be charged \$25 for any cheque that is returned or any PAD that cannot be processed for any reason. You agree to notify Link ClimateCare of any changes to the bank account information you provided.
- Oil burner service includes a combustion analysis, inspection checklists, standard oil filter and nozzle (premium parts will be billed as an extra).

Coverage Period & Renewal

- Your Plan coverage comes into effect 10 working days after acceptance by Link ClimateCare. Silver and Gold Plans may require that you have a pre-inspection performed by a Link ClimateCare service technician to verify the equipment to be covered is in good operating condition. Pre-inspection costs can be waived if a customer agrees to purchase any one of the Plans and the pre-inspection can be carried out during maintenance. Repairs to bring the equipment up to good operating condition will be billed at Link ClimateCare's prevailing service rates.
- Equipment 15 years of age or older may not be accepted and/or renewed under a Silver or Gold Plan as it has reached its expected lifespan.
- The Plan is in effect for one year. Notification of any change in the terms or price will be forwarded within 15 days of the anniversary date.
- Link ClimateCare may also cancel this Plan by providing written notice prior to the anniversary date.

Warranty

- Link Heating is not liable for losses or damages resulting from misdiagnosis or delays in completing repairs.
- Link Heating will not pay electricity or fuel costs or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electric heat.
- Labour warranty is 30 days from the date repair.
- Parts warranty is one year from the date of repair.
- Link Heating will not, under any circumstances, be liable for indirect, consequential or economic damages.
- Link Heating is not the manufacturer or supplier of the equipment to be serviced and as such Link Heating makes no representations, warranties or conditions as to the performance of the equipment.
- All parts replaced become Link Heating property and you agree to assign to Link Heating any assignable warranties available from the manufacturer or supplier of the part.

Cancellation

- If you cancel prior to the anniversary on a monthly Plan, any payments owing on the annual premium become due.
- If you move, you agree to pay any remaining installments (if applicable) relating to the current coverage year, and the Plan coverage will remain in effect for the new owner or tenant for the balance of the coverage year.
- At our option, we may credit the remaining balance of your Plan to a Plan at your new residence.

Personal Information

- We collect and use personal information about you in order to establish and manage our business relationship with you. Please see our web site, www.linkeating.com for our complete Privacy Policy or call our Privacy Officer.
- You agree to promptly notify us of any change to your mailing address.

Exclusions

- Diagnostic service, repair or replacement of items due to a manufacturer's part recall.
- Diagnostic service, repair or replacement of items not covered under the Plan.
- Repairs needed because of design faults or faults which existed before your Plan became effective.
- Repairs needed as a result of abuse, vandalism, tampering, alterations or repairs by persons other than Link Heating.
- Repairs required due to accidental or deliberate damage, theft, freezing weather conditions, structural repairs, lighting, explosion, earthquake, flood, storms, acts of war or other insurable risks
- The problem relates to improper sizing or application of equipment.
- Renovation related work.
- The heating/cooling equipment has been turned off.
- The costs of redecoration and/or restoration required as a result of any work performed in connection with the Plan, including drywall, plaster, tile, cabinetry, paint, wallpaper and landscaping.
- Loss or damage to property caused by drains breaking down.
- Repairs needed if we previously advised you of permanent repairs to keep the system in good working order.
- Removal of asbestos in conjunction with any service work under your Plan.
- Repairs or relocation of equipment that is located in places that are unsafe to the service technician.

PRE-AUTHORIZED PAYMENT TERMS AND CONDITIONS

- I acknowledge that this Authorization is provided for the benefit of Link Heating and TD Canada Trust and is provided in consideration of TD Canada Trust agreeing to process debits against my account in accordance with the Rules of the Canadian Payments Association.
- I warrant and guarantee that all persons whose signatures are required to sign on this account have signed this agreement below.
- This authorization may be cancelled at any time upon notice by the customer. I acknowledge that, in order to revoke this authorization, I must provide notice of revocation to Link Heating.
- I acknowledge that provisions and delivery of this authorization to Link Heating constitutes delivery by (Myself the customer) to TD Canada Trust. Any delivery of this authorization to you constitutes delivery by (Myself the customer).
- Link Heating and I agree to waive the pre-notification requirement set out in Section 11 of Appendix II of rule H1 of the Canadian Payments Association.
- I undertake to inform Link Heating, in writing, of any change in the account information provided in this authorization prior to the next due date of the PAD.
- The account that Link Heating is authorized to draw upon is indicated in the accompanying specimen cheque for this account and has been marked "VOID".
- I acknowledge that TD Canada Trust is not required to verify that a PAD has been issued in accordance with the particulars of Link Heating's authorization including, but not limited to, the amount.
- I acknowledge that TD Canada Trust is not required to verify that any purpose of payment for which the PAD was issued has been fulfilled by Link Heating as a condition to honoring a PAD issued or caused to be issued by (Myself the customer) on Link Heating's account.
- Revocation of this authorization does not terminate any contract for goods or services that exists between Link Heating and (Myself the customer). Link Heatings authorization applies only to the method of payment and does not otherwise have any bearing on the contract for goods or services exchanged.
- A PAD may be disputed by (Myself the customer) under the following conditions: (1) the PAD was not drawn in accordance with the customers authorization; or (2) the authorization was revoked; or (3) pre-notification was not received.
- The customer, in order to be reimbursed, acknowledges that a declaration to the effect that either (1), (2) or (3) took place, must be completed and presented to the branch of TD Canada Trust holding Link Heating's account up to and including 90 calendar days (or up to and including 10 business days in the case of a business PAD), after the date on which the PAD in dispute was posted to Link Heating's account.
- I acknowledge that a claim on the basis that Link Heating's authorization was revoked, or any other reason, is a matter to be resolved solely between (Myself the customer) and Link Heating when disputing any PAD after 90 calendar days (or 10 business days in the case of a business PAD)

Definitions

Business PAD – Means a PAD (Pre-authorized debit in paper, electronic or other form) drawn on the account of a customer such as a corporation, an organization, a trade, an association, a government entity, a profession, a venture or an enterprise, for the payment of goods and services related to commercial activities of the customer.

Personal/Household PAD – Means a PAD drawn on the account of a customer for the payments such as, but not limited to, charitable donations, RESP and Spousal RRRSP contributions, mortgage installments, utility bills, insurance premiums, membership fees, property taxes, credit card billings and payment for other goods and services

General Coverage's:

1. Each piece of equipment receives an annual maintenance call complete with written inspection report.
2. Plan holders have top priority when the need for service occurs. When you call for service you get a guaranteed appointment window.

Bronze Maintenance Plan

- * A Precision tune-up by one of our highly skilled Service Technicians complete with a written report and checklist
- * Priority service in the event of an emergency
- * Preferred discount rate for repairs on covered equipment
- * Pre-authorized payment plan available

Silver Maintenance Plan

- * A Precision tune-up by one of our highly skilled Service Technicians complete with a written report and checklist
- * No charges for repairs, to a maximum of \$600 per year
- * Pre-authorized payment plan available
- * \$150 Equipment replacement credit

Gold Maintenance Plan

- * A Precision tune-up by one of our highly skilled Service Technicians complete with a written report and checklist
- * No charges for repairs, to a maximum of \$1200 per year
- * Pre-authorized payment plan available
- * \$300 Equipment replacement credit

Equipment Covered

- * Maintenance Plans are available for gas, propane, oil & electric furnaces, air source heat pumps, ground source heat pumps, gas & propane fireplaces, water heaters, air handlers, central air conditioners, ductless air conditioners, high velocity air conditioners, HRV's and humidifiers.

Exclusions

- * Boiler heating sections
- * Firebox/combustion chamber
- * Complete unit replacement
- * Unit casing
- * Work required to bring units up to good operating condition at commencement of Plan
- * Gas supply piping, shut off valves, ductwork, diverter and venting systems and water piping
- * Turn on or off equipment
- * Balancing of systems
- * Bleeding of radiators
- * Boiler system drainage and refill
- * Electrical wiring and breakers
- * Consumables, including but not limited to UV lights, steam bottles, customer filters and media filters are excluded.
- * Equipment service more than one dwelling unit in not eligible for coverage



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**We Care
Maintenance &
Protection Plans**

Terms & Conditions

*Heating and Air Conditioning
Professionals who C.A.R.E.
Comfort. Accountability. Reliability. Excellence*