



Propane & Natural Gas Service Plans

PLATINUM PACKAGE

\$366

Annually

OR

\$28

Monthly over 12 Months

- **FREE** Annual Safety Inspection & Professional Tune-Up
- No charge for parts and labour for the most common repairs (See List)
- Priority Service for no-heat emergencies
- One (1) **FREE** Diagnostic Fee during regular business hours
- One (1) **FREE** Diagnostic Fee during after hours
- Reminder Letter or email for cleaning in the Fall of each year
- 5% discount on new equipment purchases

GOLD PACKAGE

\$264

Annually

OR

\$22

Monthly over 12 Months

- **FREE** Annual Safety Inspection & Professional Tune-Up
- Priority service for no-heat emergencies
- No charge for parts on most common repairs (See List)
- Labour costs apply
- Reminder letter or email for renewal in the Fall of each year

SILVER PACKAGE

\$192

Annually

OR

\$16

Monthly over 12 Months

- **FREE** Annual Safety Inspection & Professional Tune-Up
- Priority service for no-heat emergencies
- Reminder letter or email for cleaning in the Fall of each year
- 5% on new equipment purchases

PLEASE NOTE

Service Plans will automatically renew on the anniversary date, unless you advise us to cancel it, and are based on a 12-month term.

Add \$7.99 + tax/month for any additional equipment ex. A/C, Fireplace, Water Heater. Taxes are extra.

The Sarjeant Company Ltd. guarantees that our Service Professionals are highly trained, experienced, licenced and all have had background checks completed.

Please Enroll Me In

- Platinum Package
- Gold Package
- Silver Package

Payment Options

- Bill my account immediately
- Bill me in 12 equal payments
- Add \$7.99 to cover A/C per month
- Add \$7.99 to cover Fireplace per month
- Add \$7.99 to cover Water Heater per month

*Prices are dependent on selected Service Plan
*Please note this is based on a 12 month term

Tune-Up Date Requested

- Anytime (Please call ahead for scheduling)

Date Requested: _____

Morning _____ Afternoon: _____

Account # _____

Name _____

Address _____

Home Phone _____ Mobile Phone _____

Email Address _____

Signature _____ Date _____

Propane & Natural Gas Service Plans

Conditions Governing Service Plans

1. Service to be provided hereunder does not include emergency service without charge, for heating unit failures resulting from the following: electric power failures, switches in "off" position, thermostat set below house temperature, water in the basement, failure to maintain proper water level, inadequate fuel supply when customers refused automatic delivery, or whose delivery is being held due to failure to meet our credit limits.

2. Our obligation to repair or replace parts is subject to their availability through normal sources. We are not obligated to service equipment with design defects or those that are obsolete or unserviceable. We will notify the customer should this problem occur during the terms of this agreement. The Customer agrees not to hold Sarjeant Fuels responsible hereunder for any work on chimney, piping, radiators, boiler, furnace, boiler or furnace assemblies, cartridge type circulating pumps, fans, low water cut off controls, equipment that has become obsolete, or for any portion of the heating or cooling system which is not covered by this agreement.

3. The Customer agrees not to hold Sarjeant Fuels responsible for any failure of the heating unit equipment or air conditioner, nor from damages resulting from delays or inability to perform service or supply parts caused by or resulting from any cause not reasonably within our control. The Sarjeant Co. Ltd.'s Service Plans are extensive, but no company covers every part in your heating system. Furthermore, standard hourly labour charges will apply to any service performed to repair or replace a part which is not covered.

4. It is the Customer's responsibility to inform Sarjeant Fuels if there are any issues with the heating unit or air conditioner at the time of signing up for a Service Plan.

5. Sarjeant Fuels reserves the right to cancel this agreement if there are pre-existing defects or deficiencies in existence prior to enrollment. In this case, Sarjeant Fuels will reimburse

the Customer the cost of the plan minus the cost of the initial inspection.

6. This plan is not in force if payment is delinquent. Any balance over 30 days will be subject to a finance charge of 1.5% per month, 18% per annum.

7. All dates requested for annual tune-ups are on a first come-first serve basis. Annual tune-ups are scheduled as close to the requested date as possible.

8. Annual tune-ups and scheduled service must be performed during regular service hours (Monday – Friday, between 8:00am – 4:00pm, excluding Saturdays, Sundays and holidays). Any service calls received during or after regular business hours, and requests to be scheduled after regular business service hours will be billed at overtime rates. All hourly rates include travel time to job within a minimum of one (1) hour labour charge. Any service calls requested between 5:00pm – 7:00am will incur an additional service charge.

9. Prices are quoted per heating unit. Any building with two (2) or more separate heating units must be enrolled in a Service Plan for each unit. Exception: In a residential home, consisting of three (3) dwelling units or less, an oil fired hot water heater and boiler/furnace combination will be included in one (1) Service Plan Agreement.

10. Service Plans are effective from the date of purchase pro-rated through September 14th of the following year. Service Plans automatically renew on September 15th. Any customer enrolling in a plan after September 15th will be covered until September 14th of the following year. Plans will not overlap into the next plan year. Plans will automatically renew on the anniversary date. Plans are based on a 12 month term. If you are currently on a Service Plan and have had a service call, you will be charged for the duration of the 12-month term if you are wishing to cancel your services.

Parts Covered for Propane & Gas Units

- Thermocouple
- Burners
- Pressure Switch
- Gas Valve
- Ignition Control
- Ignitor
- Power Pile
- Flame Sensor
- Fan Control
- Limit Control
- Fan & Motor
- Vent Assembly
- Belt & Pulley

Parts Covered on Air Conditioning Units

- Condenser Fan Motor
- Fan Relay
- Temperature Limit
- High Pressure Limit
- Low Pressure Limit
- Suction Filter
- Compressor Fan Blade
- Condenser Fan Housing
- Expansion Valves
- Access Valve
- Evaporator Orifice

