



#### Your Consent:

You consent to our collection of your credit, financial and associated personal records, and to the exchange of this information between us, credit score bureaus, financial institutions, our subsidiaries and affiliates and other persons with whom you have had or may have financial dealings, and to our use of this information for the purposes of: verifying and evaluating your creditworthiness and other information you provide to us in connection with your account (including verifying your identity for regulatory compliance purposes); establishing, servicing and collecting on your account; providing the products and services you request; providing credit score; speaking with you for these purposes; and meeting legal, regulatory, audit, processing and security purposes, and as in any other case authorised or required by law. In addition to the purposes above, we and our affiliates assume that you consent to our use of your contact information to provide you with occasional information about other products and services offered by us or our affiliates. However, you may refuse consent for this purpose by contacting us within ten (10) days after you receive a copy of your bill, at 1-780-686-6753 To request access to or correction of your personal information, or for more information about our privacy practices, see our Privacy Policy at [mechanicalmastersinc.com](http://mechanicalmastersinc.com) or write to us at Mechanical masters inc, 16118 83A ST Edmonton, Alberta T5Z 3L4 attention Chief Privacy Officer.

#### \*CUSTOMER REWARDS

As a maintenance protection plan customer, you may be eligible for certain exclusive benefits and offers. To inquire about the benefits and offers that may apply to you, please call 7806866753. Thank you for choosing Reliance Home Comfort. We look forward to meeting your home or business needs.

For more details on your plan benefits call:

7806866753

[mechanicalmastersinc.com](http://mechanicalmastersinc.com)

\*Subject to plan Terms and Conditions

Keeping your plumbing and heating equipment worry-free

Thank you for choosing Mechanical masters inc protection plan. We look forward to covering your home with a Protection plan. It's priced and simply added to your bill. The Terms and Conditions of your Plan are documented below. Please keep this copy for your reference. Remember, as set out in the Terms and Conditions, your Protection deluxe Maintenance Plan coverage includes:

- Annual protection on parts and unexpected repair costs\*
- parts and labour on most service\*
- Priority Service
- Service by our Professionally Certified Service Technicians

#### OTHER TERMS

- We will not pay or reimburse you for the costs of services or parts replacement performed by contractors that have not been authorized by us.
- Except as specifically provided, your plan coverage is non-refundable. Your plan isn't transferable to any other new or old house or business.
- We have the right to change any term that applies to your plan, append to any plan rates and charges, with prior notice of the change and such change will go effective 30 days after the date set out in that

notice.

- We may additionally sell, assign or in any case dispose of, or grant a security interest in, all or part of our right and interest in this agreement to any person, in the absence of a notice to you or your consent. To the extent not prohibited by law, you will not assert against any transferee any claims, defences, set-offs, deductions or counter-claims which you may now or in the future be entitled to assert against us. The costs of redecoration and restoration costs required as a result of any work performed in connection with any of the Plans are not covered. This includes wall-coverings, drywall, plaster, wallpaper, paint, floor coverings, tile, cabinetry, countertops, landscaping or repair of any structural or cosmetic defects.

## MAINTENANCE PLANS – TERMS AND CONDITIONS SERVICES COVERED

### Heating System Maintenance Plans:

Plans cover the diagnosis and repair, parts replacement or adjustment, as we deem necessary, of indicated parts inside your “heating system” will be subject to the conditions mentioned below. For parts and services included within the Heating system/Cooling System Plans, you’re shielded from all labour and part replacement costs, up to the limits referred to below.

### Heating Protection Deluxe Plans:

Heating Protection Deluxe Maintenance Plan” covers a 21-point annual inspection and cleaning inside your “heating unit” including a safety test for carbon monoxide if one is installed. “cleaning of the heat exchanger” or “if any additional cleaning” that is required due to poor or no maintenance prior to joining any Heating Protection Deluxe Plan is excluded from coverage and will be charged to you at our standard labour rate (currently \$150). Boiler system drainage and refill are excluded from any Heating Protection Standard Plan or Deluxe Maintenance Plan coverage.

### Plumbing Protection Deluxe Plans:

The plan covers diagnosis and repair, or if applicable, replacement. We determine the necessary specified parts related to the plumbing and related piping and drains inside your home and waste drainage and rainwater drains within your house or, in case of condominium, any plumbing outside of the condo isn't covered

### Heating System and Plumbing System Deluxe Plans:

Same coverage as both Heating System and Plumbing System Deluxe Plans described above.

## EQUIPMENT COVERED

### Heating System Deluxe Plans:

Coverage is as follows: one of these pieces of equipment, e.g residential natural gas furnace, boiler, garage heater, air handler, heat pump, or high velocity unit (the “heating unit”). Heating equipment,(e.g fireplaces and ductless or wall units) are not eligible for coverage. Equipment serving more than one house or condominium is not eligible for coverage. Heating equipment not using natural gas (e.g. oil, propane, electricity, wood, etc.) is not eligible for coverage.

Equipment serving more than one house or condominium is not eligible for coverage.

### Heating System Deluxe Plans:

## PARTS COVERED

### Heating System Deluxe Plans:

- Gas Burner and Orifices
- Automatic Gas Control Valves

- Gas Regulator
- Electric Ignition System
- Relay
- Flame Spreader
- Pilot Burner
- Thermocouple/Generator
- Fan and Limit Controls
- Power Burner Motor
- Heating Circuit Transformer
- Venter Motor Assembly
- Roll Out Switch
- Vent System Pressure Switch
- Condensate Pump
- Furnace Low Voltage Circuit Fuse
- Automatic Vent Damper/Motor
- Aqua Stat Controls
- Flow Switch
- Pulley and Belt
- Blower/Component
- Fan Motor
- Door Switch
- Summer/Winter Switch
- Thermostat (other than Wi-Fi enabled thermostats)

The following parts are not included in coverage under your plan: heat exchanger, heating coil (air handler), heating sections (boiler), firebox/combustion chamber, furnace filters, low and high water cut-off valves, boiler circulating pumps, zone valves, Wi-Fi enabled thermostats and parts added on to such as air conditioners, humidifiers, etc. The replacement of the complete heating unit is not covered under any of the plans.

#### **Heating System and Plumbing System Deluxe Plans:**

Parts coverage and exclusions are the same as the Heating System and Plumbing System Deluxe Plans:.

#### **Plumbing System Deluxe Plans:**

The following is a complete list of the parts in your plumbing and drain system covered by your Plumbing System Deluxe Plan:

- Hot and cold water pipes and drainage pipes inside your home and downstream from your main water incoming water valve
- Faucet repair including replacement of washers and/or cartridges in taps and faucets
- Mechanical pop-up stoppers
- Piping repairs to your humidifier, dishwasher and refrigerator
- Outside hose bibs
- Blocked toilets, sinks, and showers
- Moving parts within the toilet tank
- Toilet flange repair
- Diagnosis of underground sewer drains
- Water primer line to laundry tub
- Mixing valves (other than those in hydronic heating systems)

- Humidifier valves
- Inspection and repair of backwater valves
- Repair of shut-off valves

The following items are excluded from coverage:

- Faucet replacement
- Mixing valves contained in hydronic heating systems
- Hands free faucet repair
- Annual plumbing inspection or cleaning of drains,
- shutting down municipal water main valve
- repair or replacement of other fixtures, appliances or equipment, tank or tankless water heaters, water softeners, water filtration systems, septic systems, sink basins, toilet seats, toilet tanks or bowls, bathtubs, showers, bidets, combi boilers, boilers, boiler piping and valves, baseboard radiators, baseboard radiator piping and valves, humidifiers, refrigerators, washing machines, dishwashers, hot tubs, swimming pools, out-building supplies, decorative garden features, eavestroughs, rainwater downspouts or , weeping tiles, backflow preventers, check valves, radiant in-floor heating and Saniflo electrical units for toilets
- repairs made necessary as a result of faulty fixtures, appliances or equipment, sump pumps,
- repairs of or cleaning of blockages in blow grade drains,
- Installation of new or replacement backwater valves
- Repair or replacement of circulation pumps
- Washing machine hoses
- where it involves repair or replacement motors, heaters, jets or but not limited to piping provided to bathtubs, hot tubs or swimming pools
- fresh water supply lines and drain lines related to appliances
- heating equipment piping/drains, or septic systems and their outflow pipes,
- where pipe replacement is needed, in the event of poor water pressure has occurred due to pipe design/integrity related to hard water (e.g calcium buildup)
- drain piping repairs caused by improper installation or settling,
- replacement of any piping.
- and mobile homes.

Heating System and Plumbing System Deluxe Plans:

Parts coverage and exclusions are the same as both Heating System Deluxe Plans and Plumbing System Deluxe Plans described above.

#### CANCELLATION

Your protection plan is basically for a one month term, which term will naturally be reestablished for progressive one month terms until cancelled by either us or by you upon written notification to the other party. Such cancellation will come into effect on the date written notice is received unless the party giving the notice indicates otherwise within such notice.

If you cancel this Agreement, you will remain susceptible to us for any outstanding amounts owing on your account. In the occasion that we cancel this Agreement, our liability will be restrained to a refund, if any, of the unexpired portion of any payments made, and to completing any OEM parts replacement or equivalent substitutes or aftermarket parts or repairs covered by your plan for which you have notified us up to the date of the termination of this Agreement.

## BILLING AND PAYMENT

Your bill will be sent by us to you on a monthly basis or, if permitted by us, on a monthly basis. Your charges are expected to be 15 days after the bill issue date on your bill. A bill will not be sent to you if we believe that your account has a credit balance. For your benefit, we have different payment alternatives. Your payment may be made by cheque or money order payable to mechanical Masters Inc and, as long as there is no interruption in postal service, sent by mail to Mechanical Masters Inc, 16118 83A ST Edmonton T5Z 3L4. Your account number should be included on the front of your cheque or money order. Cash ought never be sent through the mail. Payments may likewise be made through a financial institution in the manner of your choice (including paying at an automated teller machine, through telebanking or web banking). If you have authorized us to have your payments deducted from your bank account (a pre-authorized payment or "PAP"), we will notify you 15 days prior to the first PAP. You will possibly get another bill if the measure of the PAP changes. On around the day (a "PAP Date") each quarter or, allowed by us, every month, the charges set out on your bill are due and we will debit the account identified in the banking information you have provided (or any other account that you may identify to us from time to time) for those charges and all other amounts you owe us. If the PAP Date falls on a weekend or statutory holiday, your account will be debited on the next business day. **You agree that we will not notify you in advance of each PAP.** The Plan services are provided for your personal use. You may cancel this authorization upon 30 days written notice to us, however, you remain obligated to pay all amounts due or owing under your Plan. You have bound recourse rights if any debit that's drawn doesn't comply with this authorization. For example, you will be reimbursed for any debit withdraw that is not authorized or is not consistent with this authorization. For more information on your right to cancel a PAP debit agreement or on your recourse rights, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca). You will pay us on demand interest on all amounts collectible by you (including interest) and not paid once due, together before and after judgment, at a rate equal to 1.5% per month (or 19.6% per annum), combined monthly. You will be charged \$35 for any returned cheque unpaid by your bank or for any PAP that cannot be honoured for any reason.

In cases where more than one customer is listed on the bill, each individual is liable, and as a whole you are equally liable, for all obligations imposed on you by this Agreement.

## NOTICE OF CHANGES

You agree to promptly inform us of any change of your mailing address at least 30 days in advance of such change. If you have chosen to make your payments under this Agreement by PAP, you need to inform us in writing of any changes in the bank account information you provided. Notice of any change should be sent to us Mechanical masters Inc 16118 83A ST Edmonton, Alberta T5Z 3L4 or call us at 1-780-686-6753 or visit us at [mechanicalmastersinc.com](http://mechanicalmastersinc.com).

## UNAVAILABLE OEM PARTS and AFTERMARKET PART REPLACEMENT

If an oem part is unavailable, we will try to obtain a replacement part or an equivalent substitute (aftermarket) as quickly as possible, but limited availability of certain parts may result in delays from time to time. Any OEM part or an equivalent substitute (aftermarket) that is found to be defective and is replaced under your protection plan coverage becomes mechanical masters inc sole property and may be disposed of at our discretion.

In specific instances, but without limitation, if we can't readily or locally obtain parts (including cartridges and washers) for certain makes and models of taps and/or faucets. In unusual event we cannot provide a part replacement or an equivalent substitute; we will not be liable for such part replacement, equivalent substitute or for any resulting damages. OEM parts replacement or equivalent substitutes or aftermarket is solely at our discretion.

Any OEM part or an equivalent substitute (aftermarket) that is found to be defective and is replaced under your protection plan coverage becomes mechanical masters inc sole property and may be disposed of at

our discretion.

#### LIMIT ON LIABILITY

We aren't the manufacturer or provider of the heating equipment, or the plumbing and drainage system and by all means make no representations, guarantees or conditions on the performance of such equipment or system. We will not be responsible for any loss, damage or injury of any sort arising out of or associated with your Plan or caused or contributed in any means by the use and operation of the heating unit, the cooling unit and/or the plumbing and drainage system or any indirect, incidental, special or consequential damages, even if fairly predictable . If we seem unable to perform any of our obligations beneath this Agreement attributable to circumstances or events beyond our control, we shall be exempt from the performance of such obligations for the period of such circumstances or events and that we shall not be susceptible to you for such failure to perform. These plans aren't insurance protected and don't cover any losses, repairs or replacements arising from abuse, accidental or deliberate damage, theft, vandalism, fire, flood, freezing, earthquake, other natural disasters, acts of war, acts of God, unauthorized repair, if the equipment has been turned off, improper thermostat setting, or household electrical issues. You will indemnify us from all claims, losses and costs that we may suffer or pay, or could also be needed to pay, together with legal expenses, in reference to the heating unit, the plumbing and drainage system, your protection Plan or the use and operation of either the system or unit, together with any claims against us for any injury or death to individuals or damage to property. You'll pay, when due, all taxes and other charges imposed by any governmental authority on or in reference to this Agreement or your payments made under it.

Your plan will become active 30 days after your enrolment.