

PLANNED MAINTENANCE AGREEMENT - TERMS AND CONDITIONS

Maintenance Plans include:

- Priority Service
- NO OVERTIME CHARGES for Emergencies
- Expert Service by our Professional Service Technicians
- Subject to Plan Terms and Conditions

PLANNED MAINTENANCE - SERVICES AND EQUIPMENT COVERED

This agreement will provide preventative maintenance to the listed equipment once per year.

EQUIPMENT COVERED

Heating Equipment covers one of the following: residential natural gas furnace, boiler, space heater, air handler, heat pump, fireplace, ductless split, or high velocity unit (the "heating equipment"). Equipment using conversion burners and the conversion burner itself are not eligible for coverage. Equipment serving more than one dwelling unit is not eligible for coverage. Heating equipment that heats using any fuel other than natural gas (i.e. electricity, oil, propane, wood, etc.) is not eligible for coverage.

Cooling Equipment Coverage for a residential electric powered central air conditioning unit, heat pump or high velocity air conditioning unit or ductless split (the "cooling equipment"). Natural gas powered, window or wall units are not eligible for coverage. Equipment serving more than one dwelling unit is not eligible for coverage.

FURNACE -

- COMPLETE Professional inspections
- Follow all industry standards
- Follow all Manufacturer recommendations

AIR CONDITIONER -

- COMPLETE Professional inspections
- Follow all industry standards
- Follow all Manufacturer recommendations

BOILER -

- COMPLETE Professional inspections
- Follow all industry standards
- Follow all Manufacturer recommendations

TANKLESS WATER HEATER -

- COMPLETE Professional inspections
- Follow all industry standards
- Follow all Manufacturer recommendations

FIREPLACE -

- (To be completed at the time of Furnace Inspection)
- COMPLETE Professional Inspections
- Follow all industry standards
- Follow all Manufacturer recommendations

HOT WATER TANK-

- (To be completed at the time of Furnace inspection)
- COMPLETE Professional Inspections
- Follow all industry standards
- Follow all Manufacturer recommendations
- ** includes tank flush if possible.
- ** Does not include Anode Rod inspection

ROOF TOP UNITS AND OTHER EQUIPMENT-

- COMPLETE Professional inspections
- Follow all industry standards
- Follow all Manufacturer recommendations.

Planned Maintenance Agreement Services Include the Following if required for specific equipment as per manufacturers recommendations:

- Check operation of Thermostat
- Check Heating/Cooling system for proper operation
- Inspect General Condition
- Clean or Replace owner supplied filters.
- Inspect Venting for rust and leakage.
- Inspect temperature rise/drop
- Inspect heat exchanger if accessible
- Test all Safety controls
- Inspect Condensate lines
- Inspect Indoor Coil
- Inspect outdoor condensing unit
- Check combustion and ventilation air
- Check condition of expansion tank.
- Check fittings for gas leaks
- Check Burners and pilot assembly and adjust as necessary
- Check Blower
- Test Limit switches

Flushing of the heat exchanger or tank or additional cleaning that is required due to insufficient maintenance prior to joining the Preferred Heating Plan is excluded and will be billed at standard labour rates.

PREFERRED PROTECTION PLANS – TERMS & CONDITIONS

Keeping your Heating/Cooling Equipment or Plumbing worry-free!

Thank you for choosing Reinhardt Plumbing, Heating & Air Conditioning Ltd. We look forward to covering your home with our Preferred Protection Plan. The Terms and Conditions of coverage under your Plan are documented below. Your Preferred Protection Plan coverage includes:

- **FREE PARTS AND LABOUR ON MOST SERVICES!**
- PROTECTION from most of those unexpected and expensive repair costs.
- All of the benefits and details of our Planned Maintenance including:
 - Priority Service
 - **NO OVERTIME CHARGES** for Emergency Service
 - Expert Service by our Professional Service Technicians
 - Subject to Plan Terms and Conditions

PREFERRED PROTECTION PLANS –SERVICES COVERED

Preferred Heating/Cooling Protection Plans:

In addition to annual maintenance, the Preferred Heating/Cooling Protection Plans **cover** the diagnosis and repair, replacement or adjustment, as we determine necessary, of specified parts within your "heating equipment" and/or "cooling equipment" as described above; if you have purchased the applicable plan, subject to the exceptions noted below. For parts and services included in the Preferred Heating/Cooling Protection Plans, **you are protected from all labour and part replacement costs**, up to the limits described below. The costs to diagnose and replace any defective parts which have caused a refrigerant leak are **included** in your Preferred Cooling Protection Plan **including** refrigerant recovery, vacuuming and refill.

Boiler system drainage and refill are excluded from any Protection Plan.

Parts covered under Heating Protection:

- Included:**
- Aqua stat controls
 - Automatic gas control valves
 - Automatic vent damper/motor
 - Blower/component
 - Condensate pump
 - Door switch
 - Electric ignition system

- Fan and limit controls
- Fan motor
- Flame spreader
- Flow switch
- Furnace low volt circuit fuse
- Gas burner and orifices
- Gas regulator
- Heating circuit transformer
- Pilot burner
- Power burner motor
- Pulley and belt
- Relay
- Roll out switch
- Summer/winter switch
- Thermocouple/generator
- Thermostat (except Wi-Fi enabled)
- Vent system pressure switch
- Ventor motor assembly

Excluded:

- Circulating pumps
- Firebox/combustion chamber
- Furnace filters
- Heat exchanger
- Heating coil (air handler)
- Heating sections (boiler)
- Low and high water cut-off valves
- Parts added on that are not part of original equipment
- Wi-Fi enabled thermostats
- Zone valves
- **Replacement of complete heating unit**

Parts covered under Cooling Protection:

Included:

- Add-on fan centres or fan relay
- Capacitor
- Condenser fan motor
- Cooling contactor/relay
- Evaporator coil
- Fan Blade
- Internal copper tubing
- Internal electrical wiring
- Line components
- Low ambient temperature sensor
- Thermostat (non-Wi-Fi)

Exclusions:

- Compressor and condenser coil replacement
- Repairs required within the furnace or air handler
- Wi-Fi enabled thermostats

Plumbing Protection Plans:

Covers the diagnosis, repair, adjustment or, if applicable, replacement, all as we determine necessary of specified parts related to the plumbing and related piping and drains inside your home and waste drainage and rainwater drains within your house or, if you have a condominium, to the point of connection with common elements (your "plumbing and drain system").

Covered under Plumbing Protection

Included:

- Blocked toilets, sinks, and showers
- Faucet repair
- Hot and cold water pipes and drainage pipes inside the home
- Humidifier valves
- Inspection and repair of backwater valves
- Mechanical pop-up stoppers
- Mixing valves
- Moving parts within the toilet tank
- Primer line to laundry tub
- Repair of shutoff valves
- Toilet flange repair

Excluded:

- Mobile Homes are NOT eligible.
- Annual or routine plumbing inspection or cleaning of drains or catch basins.
- Changes to/or problems with municipal water services
- Faucet replacement
- Repair or replacement of mixing valves contained in hydronic heating systems
- Repair or Replacement of Hands free faucet
- Repair or replacement of other fixtures, appliances or equipment, water heaters, water softeners, water filtration systems, septic systems, sink basins, toilet seats, toilet tanks or bowls, bathtubs, showers, bidets, boilers, boiler piping and valves, radiators, radiator piping and valves, humidifiers, refrigerators, washing machines, dishwashers, hot tubs, swimming pools, out-building supplies, decorative garden features, rainwater downspouts or eavestroughs, weeping tiles, backflow preventers, check valves, radiant in-floor heating and Saniflo electrical units for toilets
- Repair or replacement of motors, heaters, jets or related piping provided to bathtubs, hot tubs or swimming pools
- Repair or Replacement of tubes and drain tubes related to appliances
- Repairs or replacements made necessary as a result of faulty fixtures, appliances or equipment, sump pumps,
- Repairs of or cleaning of blockages in below grade drains,
- Repair or replacement of circulation pumps
- Repair or Replacement of Washing Machine hoses.
- Installation of new or replacement backwater valves
- Repair or Replacement of heating equipment piping/drains, or septic systems and their outflow pipes,
- Repair or replacement of pipes required where pipe design/integrity has resulted in poor pressure (e.g. the calcification of galvanized or lead piping or integrity problems related to hard water),
- Repair or replacement of drain piping repairs caused by improper installation or settling,
- Repair or replacement of galvanized, lead, cast iron, or non-PEX plastic piping;
- Repair or Replacement of any fixture or part thereof, where parts cannot be sourced from a plumbing wholesaler in our area.

Combination Preferred Protection Plan and Maintenance for Heating and/or Cooling with Plumbing are as described above.

ADD ON Conventional Hot Water Tank to Any Preferred Protection & Maintenance Plan:

Includes annual 10-Point Water heater tune-up including a tank flush when possible. Covers the diagnosis and repair and adjustment or, if applicable, replacement, all as we determine necessary of specified parts related to the hot water tank. Tank and anode rod replacement is not included.

SPECIFICALLY EXCLUDED (ALL PLANS)

Additional cleaning of the equipment otherwise covered by the Plan that is required due to insufficient or improper maintenance of the equipment prior to the Agreement, or as a result of renovation, fire or flood, is excluded from the plan. If required, such services may be performed by Reinhardt Plumbing, Heating & Air Conditioning Ltd. and charged at applicable rates. Duct Cleaning is not included in the Agreement except where specifically added.

UNAVAILABLE PARTS and PART REPLACEMENT

If any part is unavailable, we will attempt to obtain a replacement part or an equivalent substitute as quickly as possible, but limited availability of certain parts may result in delays from time to time. In particular, but without limitation, where fixtures or faucets have been purchased online or through a retail outlet, we may not be able to readily or locally obtain parts (including cartridges and washers) for certain makes and models of taps and/or faucets. In the event that 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. Parts replacement or equivalent substitutes are solely at our discretion.

Any part that is found to be defective and is replaced under your plan coverage becomes our sole property and may be disposed of at our discretion.

OTHER TERMS

Consent Regarding Information:

You consent to our collection of your credit, financial and related personal information, and to the exchange of this information between us, credit bureaus, financial institutions, 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 compliance purposes); establishing, servicing and collecting on your account; providing the products and services you request; providing credit references; communicating with you for these purposes; and meeting legal, regulatory, audit, processing and security purposes, and as otherwise permitted or required by law. In addition to the purposes above, we 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. However, you may opt out of consent for this purpose by contacting us at 306-543-7400 or via email at service@reinhardtplumbing.com. Or you may write to us at Reinhardt Plumbing, Heating & Air Conditioning Ltd. 230 Leonard St. N, Regina, SK S4N 5V7.

Plan Term and Renewal:

Your coverage under the Agreement will commence on the Plan Start Date and continue for One Year with monthly billing on an Auto Renewing term. The term shall be automatically renewed for successive one year terms until cancelled by either us or by you upon 30 days written notice to the other party. You expressly agree that we may change the price and Terms and Conditions of the Plan for any subsequent Plan term by giving you advance notice in writing or through your preferred method of contact as noted in the agreement.

Cancellation:

If you cancel this Agreement, you will remain liable to us for any outstanding amounts owing on your account. In the event that we cancel this Agreement, our liability will be restricted to a refund, if any, of the unexpired portion of any payments made.

Billing and Payments:

The services and coverage included in your Plan will be provided for the Specific Equipment listed. If you sell, the Plan coverage may be transferable to a New Owner. If you move, you must provide us with 30 days' notice. The Plan coverage is not transferable to a new location. Except as specifically provided, your plan coverage is nonrefundable. If you are on a monthly investment plan, payments will be due in full within 30 days. Amount due will be calculated as the monthly amount x the number of months to the yearly anniversary date of the agreement plus a \$99 service fee. This amount will be charged on your final monthly payment.

All monthly payments will be deducted on the 4th of the month (or the 1st business day thereafter) for the term of the agreement. You will pay, when due, all amounts including all taxes and other charges imposed by any governmental authority on or in connection with this Agreement.

Interest will be due and payable on any and all outstanding balances at the rate of 2% per month. Returned item fees will be assessed on each payment not processed in the amount of \$25.00 per item. We may cancel the Agreement without further liability or obligation if the account remains unpaid for over 30 days. Your Agreement is non-refundable and non-transferable except as specifically noted herein. If you cancel the Agreement during a term, all payments remaining during that term become due and payable. **You agree that we will not notify you in advance of each PAP.**

We have the right to change, from time to time, any term that applies to your plan, including any plan rates and charges, by sending you prior notice of the change and such change will be effective 30 days after the date set out in that notice.

If more than one customer is named on the front of your bill, you understand that each of you is individually liable, and all of you are collectively liable, for all obligations imposed on you by this Agreement.

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 must inform us in writing of any changes in the bank account information you provided. If you have chosen to make your payments under this Agreement by Credit Card, you must inform us in writing of any changes to the card, including Expiry date and CVC. Notice of any change should be sent to us at Reinhardt Plumbing, Heating & Air Conditioning Ltd. 230 Leonard St. Regina, SK S4N 5V7 or via email at service@reinhardtplumbing.com.

Maintenance must be scheduled during normal working hours of Monday to Friday, 8AM to 3:00 PM excluding Holidays. We may attempt to remind you of any annual maintenance to which you may be entitled however we are under no obligation to do so. We may make 2 attempts to contact you using your preferred method of contact. If you fail to schedule your Maintenance following these contact attempts, no refund will be provided and the visits cannot be carried over to the following year.

Heating Maintenance (Including Furnaces and Boilers) will be scheduled prior to or during normal heating season.

Cooling Maintenance will be scheduled during normal Cooling season.

Hot Water Tank and Fireplace maintenance will not be performed on a standalone visit. It must be completed at the same time as Heating or Cooling Maintenance.

LIMITED LIABILITY

We are not liable for damages that may result during or as a consequence of any Maintenance Visit or Repair Visit unless such damages result from the gross negligence or willful misconduct of Reinhardt Plumbing, Heating & Air Conditioning Ltd. to those for whom it is in law responsible. There will not under any circumstances be liability for indirect, consequential, economic or punitive damages. We are not the manufacturer or the manufacturers' representative of the heating equipment, the cooling equipment or the plumbing and drain system and we make no representations, warranties or conditions as to the performance of such equipment or system. We will not be liable for any loss, damage or injury of any type arising out of or related to your Plan or caused or contributed in any way by the use and operation of the heating equipment, the cooling equipment and/or the plumbing and drain system, even if reasonably foreseeable. If we are not able to perform any of our obligations under this Agreement because of circumstances or events beyond our control, we shall be excused from the performance of such obligations for the duration of such circumstances or events and we shall not be liable to you for such failure to perform. These plans do not 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, electrical problems, if the equipment has been turned off or improper thermostat setting. You will indemnify us from all claims, losses and costs that we may suffer or pay, or may be required to pay, including legal expenses, in connection with the heating equipment, the cooling equipment, the plumbing and drain system, your Plan or the use and operation of either the system or equipment, including any claims against us for any injury or death to individuals or damage to property. We will not reimburse you for the costs of services or parts replacement performed by contractors that have not been authorized by us.