



COMFORT PROTECTION AGREEMENT

Terms & Conditions

AMARIS GROUP INC. is not just about keeping your home comfortable during the change of the seasons; it's about being comfortable all year with the worry-free piece of mind that our **Service Protection** or **Whole Home Comfort Protection** policy provides.

We thank you for choosing **AMARIS GROUP INC.** We look forward to covering your home with Service Protection or Whole Home Protection policy.

PLEASE KEEP THIS COPY FOR YOUR REFERENCE

Remember as set out in the Terms & Conditions, your Service Protection or Whole Home Protection policy coverage includes:

- Year-round protection from expensive and unexpected repair costs
- Free parts and labour on service*
- Priority Service
- Unlimited number of service calls
- After-hours/weekend repairs at no extra cost
- Service by our Professionally Certified Service Technicians

AMARIS GROUP INC. will not reimburse you for the costs of services or parts replacement performed by contractors that have not been authorized in writing by us. Except as specifically noted in this Agreement, your plan coverage is non-refundable. Your plan coverage is not transferable to another residence. We have the right to change, from time to time, any term of this Agreement, including any plan rates and changes by sending your prior notice of change and such change will be effective 30 days after the date set out in that notice.

HEATING & COOLING – SERVICE PROTECTION PLANS

Cover the diagnosis and repair, replacement or adjustment, as we determine necessary, of specified parts within your HEATING UNIT (if you chosen the heating service protection policy) and/or the COOLING UNIT (if you have chosen the cooling service protection policy) subject to the exceptions noted below. For parts and services included in the HEATING OR COOLING service protection policies, you are protected from all labour and part replacement costs, up to the limits below.





HEATING & COOLING – WHOLE HOME COMFORT PROTECTION PLANS

If you have chosen the whole home comfort protection, the same coverage as outlined above remains, however a 2-point annual check-up and cleaning of your HEATING AND/OR COOLING unit and safety test for carbon monoxide is included*. A full review of your HEATING AND/OR COOLING unit is required prior to acceptance into our program on a “no charge” basis (savings of \$149.99). Additional work or cleaning required to either your HEATING AND/OR COOLING due to insufficient maintenance prior to joining any **AMARIS GROUP INC.** protection plan is excluded from the coverage and will be charged to you at our Standard labour rate (currently \$89.00 per hour not including of parts or fluids). *Replacement of filters are not included with the annual maintenance. Replacement filters are to be provided by the customer or can be purchased (at additional cost) at the time of scheduled maintenance.

EQUIPMENT COVERED

HEATING- SERVICE PROTECTION PLAN

Covers one of the following; residential natural gas furnace, space heater, air handler, or primary heat source fireplace (herein known as the “HEATING UNIT”). Heat pumps, ductless units, wall unit, heat pump and High-velocity units are not eligible for coverage. Equipment serving more than one dwellings units is not eligible for coverage. Heating equipment that heats using electricity or a fuel other than natural gas (e.g. oil, propane, wood etc.) are not eligible for coverage.

COOLING – SERVICE PROTECTION PLAN

Covers a residential electric powered central air conditioning unit (herein known as the “COOLING UNIT”). Natural gas powered, ductless, wall unit, heat pump and high velocity air conditioning units are not eligible for coverage. Equipment servicing more than one dwelling unit is not eligible for coverage.

WHOLE HOME COMFORT PROTECTION PLAN – HEATING AND/OR COOLING

Covers the same equipment as the individual plans up to 5 pieces of equipment

PARTS COVERED

HEATING – SERVICE PROTECTION PLAN – The following is a complete list of parts covered under this plan

Gas Burner and Orifices	Pilot Burner	Venter Motor
Automatic Gas Control Valves	Thermocouple	Circuit Fuse
Fan & Limit Controls	Roll out Switch	Door Switch
Gas Regulator	Pressure Switch	Fan Motor
Ignitors	Condensate Pump	Thermostat*
Vent Systems*	Transformer	Furnace Low Voltage
Summer/Winter Switch	System Relay	

*Vent System is only covered if installed by **AMARIS GROUP INC.**

***Thermostat coverage for basic model only.**





The following parts are excluded from 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, circulating pumps, zone valves and parts added on to accommodate ancillary equipment such as air conditioners, humidifiers, etc. Replacement of the complete heating unit is NOT covered under any of these plans.

COOLING – SERVICE PROTECTION PLAN – The following is a complete list of parts covered under this plan

Add-on Fan Centres	Low Ambient	Internal Electrical Wiring
Line Components	Relay	Thermostat*
Internal Copper Tubing	Temperature Sensor	Fan Blade
Add-on Indoor Fan	Condenser Fan Motor	Cooling Contactor/Relay

***Thermostat coverage for basic model only.**

The following are exceptions from coverage under this plan: compressor and condenser coil replacement along with evaporator coil. Repairs required with the furnace or air handler are NOT covered by the Cooling/Heating Service Protection or the Whole Home Comfort Protection Plans.

WHOLE HOME COMFORT – PROTECTION PLAN

Parts coverage and exclusions are the same as the Heating/Cooling Service Protection Plan.

PROTECTION PACKAGES AVAILABLE		
	1-10 YEARS OF AGE	OVER 10 YEARS
HEATING ONLY	\$13.99/MONTH*	\$16.99/MONTH*
COOLING ONLY	\$13.99/MONTH*	\$16.99/MONTH*
HEATING & COOLING	\$18.99/MONTH*	\$21.99/MONTH*
WHOLE HOME PROTECTION	24.99 PER MONTH*	

(Our elite packages covers up to (5) appliances as listed above, regardless of age).

*Taxes are not included

CANCELLATION

Your coverage under any of the plans will be in effect until cancelled by either **AMARIS GROUP INC.** or by you upon 30-day written notice to the other party. Such cancellation will be effective 30-days from the date of the notice. If you cancel this Agreement, you will remain liable to **AMARIS GROUP INC.**, for any outstanding amounts owing on your account. In the event that **AMARIS GROUP INC.**, cancel this Agreement, our liability will be restricted to a refund (if applicable) and completing any repairs or parts placements covered by your plan for which you have notified us up to the date of Termination of this Agreement.





BILLING AND PAYMENT

Payment of the monthly fee is required at the beginning of each month. First month's payment can be made by cheque and the monthly chargers going forward will be charged to your credit card on a pre-authorized basis. Amount to be charged _____ Initials of Card Holder _____

Credit card # _____

Expiry _____ CCV _____

Name on Card _____

NAME PRINTED

Signature _____ Date _____

By way of signing above, I the holder of the above credit card, hereby authorize **AMARIS GROUP INC.**, to charge my credit card monthly in the amount specified and initialled above.

NOTICE OF CHANGES

You agree to promptly inform **AMARIS GROUP INC.**, of any changes to your credit card information and expiry date, your mailing address at least 30 days in advances of such changes taking effect. Notice of any change should be sent to us at: INFO@AMARISHVAC.COM

UNAVAILABLE PARTS AND REPLACEMENT PARTS

If a part is unavailable, we will attempt to obtain a replacement part or an equivalent substitute as quickly as possible, but limited availability of a certain part may result in delays from time to time. In the unusual event that we cannot provide a part replacement or equivalent substitute, we will not be liable for such part replacement, equivalent substitute or for any resulting damages. Parts or replacement or equivalent substitute are solely at the discretion of **AMARIS GROUP INC.** Any part that is found to be defective and is replaced under your plan coverage becomes the sole property and may disposed of at our discretion.

LIMITS ON LIABILITY

We are not the manufacturer or supplier of the heating or cooling unit and we make no representations, warranties or conditions as to the performance of either unit. We will not be liable for any loss, damage or injury of any type arising out of or related to this agreement or caused or contributed in any way by the use and operation of the heating and or the cooling unit or any indirect, incidental, special or consequential damages, even if reasonably foreseeable. If **AMARIS GROUP INC.** is 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, earthquake, other natural disasters, acts of wars, acts of God, unauthorized repair, if the equipment has been turned off, improper thermostat setting, or household electrical problems.





You will indemnify us from all claims, loses and costs that we may suffer or pay, or may be required to pay, Including legal expenses, in connection with the heating or the cooling unit, this Agreement or the use and operation of either unit, including any claims against us for any injury or death to individuals or damage to property. You will pay, when due, all taxes and other charges imposed by any governmental authority on or in connection with this agreement or your payments made under it.

ACCEPTED this _____ day of _____ 2020.

Print Name _____

Signature _____

By way of signature you accept the terms and conditions as outlined in this service agreement

Contract Address: _____

Phone _____

Email _____

