

# HB FAMILY MAINTENANCE PLAN

## TERMS & CONDITIONS

### **Duration, Renewals, Cancel Ability, Transfers, Refunds:**

This agreement is automatically renewed on a monthly basis. Cancellations within the first 12 months are subject to recovery charges for services rendered. Handy Bros. Home Comfort reserves the right to withhold access to the Handy Bros. Family Plan. The Handy Bros. Family Plan may be transferred to a new address provided that the new address exists within Handy Bros. service areas.

### **Repairs Recommended During Membership Agreement:**

Any repairs required for the safe operating condition of the maintained equipment as recommended by Handy Bros. must be completed at the time of delivery to the customer to maintain the membership in good standing. The customer is responsible for the cost of the repairs, minus applicable discounts.

### **Whole Home Mechanical Maintenance:**

All members are guaranteed to receive two Home Comfort visits each year. This will provide maintenance on any applicable pieces of equipment along with any applicable accessories. This includes 1 primary heating unit, 1 primary cooling unit, 1 water heater (flush included), and all IAQ (Indoor Air Quality) accessories. Maintenance will be performed one time on each piece of applicable equipment over the course of the two visits. The two home comfort visits are considered seasonal, one visit per season, and the visits may be completed at any time within each season at the discretion of Handy Bros. The term "Seasonal" is herein defined as two seasons, one heating season and one cooling season. Handy Bros. reserves the right to dismiss any seasonal visit should the visit not be completed within its season after numerous attempts to contact the member, this decision will be made at the discretion of Handy Bros. Materials not included. Fireplaces are not included in the price of the membership. Additional equipment maintenances (i.e. fireplaces and equipment additional to the quantity limits laid out above) may be completed for an additional cost.

### **Manufacturer Certified 107 Point Inspection:**

During maintenance appointments Handy Bros. technicians will perform manufacturer specified 107 point inspection on all applicable systems to ensure the maintained safety, warranty, lifespan, and efficiency of the equipment.

### **Replacement Standard Air Filters Included:**

Included only during the routine maintenance appointments, Handy Bros. technicians will inspect the furnace/air handler filter condition and replace the filter according to its lifespan rating. This includes standardized, in stock filters only, at the discretion of Handy Bros, including up to a maximum of either one large filter (4" thick or wider) or two small filters (1" thick). The first complimentary filter may be provided upon membership sign up at the discretion of the HB technician. Some examples of included filters are as follows:

- 16 X 20 X 1
- 16 X 25 X 1
- 16 X 25 X 4
- 16 X 25 X 5
- 16 X 25 X 6
- 20 X 20 X 1
- 14 x 20 x 1

### **Priority/Same-Day Emergency Service:**

All members will have priority booking in case of emergencies. An "Emergency" is herein defined as a system "no heat/no cool/no hot water" failures. Emergencies do not include water leaks, gas leaks, and CO (Carbon Monoxide) detection alarms, noises, smells, and "Acts of God"/insurance claims (flood, fire, power surge, etc). In the event Handy Bros. is unable to dispatch a technician to the location same day, or by first call the following morning, the customer will receive a refund in the amount of the total monthly payments made during the current renewal year (Annually paying members will be refunded a percentage of the total annual amount, based on the percentage of the current renewal year completed). Membership privileges will continue for the duration of the current renewal year regardless of the refund provided. The refund will not be applicable where repairs were not accepted at previous maintenance.

### **Waived Emergency Assessment:**

Should an active HB Family Member require an emergency assessment, the Equipment Assessment Report cost will be waived. An "Emergency" is herein defined as a system "no heat/no cool/no hot water" failure, major water leaks causing flooding (conditions apply), gas leaks, and CO (Carbon Monoxide) detection alarms. Emergencies do not include minor water leaks, noises, smells, and "Acts of God"/insurance claims (flood, fire, power surge, etc). Emergency service calls which result in nuisance/false emergency appointments will be billable to members in the amount of the current Assessment Report cost at that time. Examples of nuisance/false emergencies include, switches/breakers are left off, empty propane tank, thermostat is off, etc. Emergency appointments may also be billable at Handy Bros. discretion where there are open estimates from the previous visit or where only Immediate/Band-aid repairs were completed.

### **Repair Discounts:**

All members automatically qualify for a 10% discount on majority of repairs. Members at the age of 60 and above qualify as seniors and receive an additional 5% discount as part of the HB Seniors Package. Members who qualify for this must provide proof of age (i.e. photo ID such as a drivers license) as well as request the seniors package to receive these benefits. All other discounts applied to member repairs are left to the discretion of Handy Bros. and will be detailed on the appointment invoice.

### **Credit Toward Select Equipment and Repairs:**

All active HB Family Plan Members will receive a monthly credit of \$5.00, totalling \$60.00 annually, which can be applied toward select new equipment purchases or qualifying repairs. If a membership is cancelled, any unused credits will be forfeited and cannot be reactivated upon renewal. Credits are non-transferable and may be subject to additional terms and conditions.

### **Virtual Tech Support (VTS):**

All HB Family Plan Members are eligible to receive two virtual tech support appointments per calendar year (up to 30 minutes maximum). The virtual tech support appointments are live video chats and discussions about current problems happening in real time (i.e. noises, thermostat setup, water dripping, etc.). Any additional VTS appointments will be billed at a rate of \$29.00 per appointment.

### **Handy Bros. App Subscription:**

All members receive a free subscription to the Handy Bros. Home Comfort app upon release, at no extra cost to the member. Should a member cancel an active plan, the application subscription to the Handy Bros. app may be terminated at the discretion of Handy Bros.

### **Future Changes to the Terms and Conditions:**

Handy Bros. may make changes to the HB Family Plan terms and conditions at any time should this be deemed necessary due to extenuating circumstances. In the event that this may take place, HB Family Plan Members will be notified.

### **Limits of Liability:**

Handy Bros. Home Comfort accepts no responsibility for consequential damage. Breakdowns resulting from neglecting to repair/replace worn parts will be the HB Family Plan Member's responsibility, along with any consequential damage. Repairs, replacements, and membership benefits are completed at the sole discretion of Handy Bros. Home Comfort. If a repair is not possible for any reason, it will be the sole discretion of Handy Bros. to terminate the plan.



**QUESTIONS?CALL 226-499-9221 OR VISIT [WWW.HANDYBROS.COM](http://WWW.HANDYBROS.COM)**

### Repair Discounts:

All members automatically qualify for a 10% discount on majority of repairs. Members over the age of 60 receive additional 5% discount as part of the Seniors Package. Senior members must provide proof of age and request the seniors package to receive senior package benefits. All other discounts applied to your repair are left to the discretion of Handy Bros. and will be detailed on the appointment invoice.

### Credit Towards Select New Equipment Purchases:

All active HB Family Plan members shall receive a monthly credit of \$5.00 towards select new equipment replacements. Accrual being \$60.00 annually. Where a HB Family Plan member cancels their plan, all remaining credits will become void. Some additional conditions apply.

### Virtual Tech Support:

All HB Family Plan members are eligible to receive 2 - 30 minute virtual tech support appointments per calendar year. The virtual tech support appointments are video chats and discussions about current problems happening in real time ex. noises, thermostat setup, water dripping, etc. Any additional virtual appointments will be billed at a rate of 29.00 per appointment.

### Handy Bros. App Subscription:

All members receive a free subscription to the Handy Bros. app upon release at no extra cost to the member. Should a member cancel an active plan, the application subscription to the Handy Bros may be terminated.

### Mechanical Protection Add-On:

All members can request to receive mechanical protection coverage for an additional cost of \$26.99 per month. The Mechanical Protection Plan will cover the diagnosis and repair, replacement or adjustment, of mechanical equipment as specified in the HB Family Plan.

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

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|----------------------------------|---|
| • Add-On Fan Centres             | • Evaporator Coil                                   |
| • Capacitor                      | • Internal Electrical Wiring                        |
| • Line Components                | • Condenser Fan Motor                               |
| • Internal Copper Tubing         | • Thermostat (other than Wi-Fi enabled thermostats) |
| • Low Ambient Temperature Sensor | • Fan Blade   |
| • Add-On Indoor Fan Relay        | • Pressure switch                                   |
| • Cooling Contactor/Relay        | • Service valve                                     |

Unavailable Parts and Parts replacement within protection plan: If a part is deemed obsolete or unavailable, Handy Bros will attempt to obtain a replacement part or an equivalent substitute as quickly as possible. Limited availability may result in an ending of the protection plan.

Exclusions within the Protection Add-On: If a part is deemed obsolete.

### Fireplace Add-On:

Handy Bros. may perform maintenance on any fireplace in the home for an additional \$11.99 per month or for a fee of \$149. This includes glass polishing, removing parts and components for cleaning and testing the system for any faults.



**HANDY BROS.**  
HOME COMFORT