



TERMS & CONDITIONS

IRON SHIELD MAINTENANCE PLANS

“MECHANICAL ROOM” & “IRON TRIO”

- ✓ Enjoy unbeatable peace of mind with our transparent and reliable service with no hidden or surprise fees!
- ✓ **Labour is entirely FREE!** We've got you covered with significant savings and expert service.
- ✓ You can rest easy knowing that you're fully taken care of with no surprises, just exceptional benefits!

1. ANNUAL MAINTENANCE INSPECTION & CLEANING DETAILS

Hargrave Heating & Air Conditioning will perform one (2) annual maintenance checks (for heating only or cooling only, on the “Mechanical Room” plan / for heating, cooling and tankless on the “Iron Trio” plan), (1) FREE Service call per year (Air Conditioning, Furnace or Tankless – not simultaneously) with discounted service calls for future needs. Maintenance for cooling system will typically occur in the spring (Apr/May) and for heating & tankless systems together in the fall (Sept/Oct) – Note: Tankless must be serviced at the same time as either the cooling or heating, not a third appointment. Appointments are available Monday-Friday, 8:00am-4:00pm, subject to availability in your area. We'll work together to schedule the most convenient appointment time, within these hours and area requirements. Hargrave Heating & Air Conditioning may attempt to contact the customer by e-mail and/or telephone as a reminder to book your annual maintenance visit, however it is the customer's responsibility to contact Hargrave Heating & Air Conditioning to schedule your annual maintenance appointment. Failure to do so may result in missed maintenance appointments for your current annual term with no refunds, credits, or rescheduling outside of the designated months (April-May for spring, Sept-Oct for fall), as well no credit or discounts will be applied toward future terms as each term is separate.

The following is a list of services provided during the maintenance visit:

Heating Systems	Cooling Systems	Tankless Water Systems
<ul style="list-style-type: none"> • FREE Indoor Air Quality Test • Adjust thermostat anticipator & level • Adequate air for safe combustion of appliances • Tighten Flue Connections • Remove blower assembly & clean louvers • Replace furnace filter (1" filter included, 1 per year) • Clean & adjust burners • Clean & lubricate blower motor • Clean & Inspect Heat Exchangers • Clean & adjust ignition or pilot assembly • Measure voltage & Amp draws • Tighten electrical connections • Test electrical capacitor • Check & adjust furnace gas pressure • Adjust furnace for proper temperature rise • Test furnace for operating efficiency • Clear furnace exterior of accumulated debris • Test furnace high limit safety shut off • Clear condensate drain assembly • Test for presence of Carbon Monoxide • Reseal exterior venting penetration if needed 	<ul style="list-style-type: none"> • FREE Indoor Air Quality Test • Clean and calibrate the thermostat • Check the refrigerant charge level • Inspect all visible refrigerant lines for leaks • Test the starting capabilities of the system • Replace furnace filter (1" filter included, 1 per year) • Check volts and amp draw on compressor & motor • Monitor the air temperature for proper cooling • Inspect all accessible duct work for leaks • Lubricate all moving parts • Inspect and adjust the blower and blower components • Inspect and tighten all electrical connections • Inspect all safety controls for defects • Service any drain pump that is present • Inspect electrical circuit breakers and fuses • Size and defects • Check for any fire hazards • Inspect drain lines for leaks & proper drainage 	<ul style="list-style-type: none"> • Full tank flush to remove mineral build-up • Heat exchanger flush to increase longevity • Removal of any sediment from tank • Clean intake air filter • Inspect & clean gas burner • Conduct a system pressure test • Inspect venting for cracks & defects • Test for presence of Carbon Monoxide • Tighten electrical connections • Test & adjust water temperature settings

2. “FREE” FILTERS

Receive two FREE filters 16"x25"x4" OR 16"x25"x1", a maximum of one per visit and two per year. The filter provided will be at Hargrave's discretion.

3. PARTS

Experience exceptional value with our **exclusive 50% discount** on any retail marketed parts not covered by warranty. We prioritize transparency offering clear pricing without hidden surprises. We put your needs first and ensure you get the best deal on parts when you need them most, and don't forget **Labour is FREE!**

4. TERM – COMMITMENT

By requesting enrollment in our Iron Shield Maintenance Plan (verbally or in writing) and providing us with payment (either the monthly or annual payment option) whether , you authorize Hargrave Heating & Air Conditioning to charge the total amount due from the account provided, effective immediately. By doing so, you also acknowledge and agree to all terms and conditions outlined in this document.

The Iron Shield Maintenance Plan will commence on the date of purchase and renew annually. By agreeing to this plan, you fully understand that you are committing to a full one-year term (12 months), which includes automatic renewal for subsequent one-year terms. Even if you choose to pay in monthly installments, you are agreeing to pay for the entire year and for each subsequent annual renewal. Each renewal represents a one-year commitment.

5. AUTOMATIC PAYMENTS

Automatic payments will continue monthly or annually until Hargrave Heating and Air Conditioning receives a written notice of termination with **30 days' prior notice** via email or mail. Please note that cancellations are only accepted **30 days before the end of your one-year term**.

In the event that your credit card is declined, you acknowledge that you will be responsible for the **full payment immediately**. Failure to provide immediate payment may result in additional fees such as interest, administration and collection fees at Hargrave Heating & Air Conditioning's discretion.

6. RENEWAL

Following the initial term, the plan will renew automatically on an annual basis, unless a written notice of termination is received **30 days prior to the renewal date**. By enrolling in this plan, you acknowledge and agree to remain fully responsible for all payments throughout the term-commitment period(s). Fees are subject to annual increases. Plan renewal is subject to cancellation by Hargrave Heating & Air Conditioning with or without prior notice to your planned renewal date. All Terms and Conditions are subject to change annually. It is the customer's responsibility to confirm if your plan has been renewed and/or if Fees, Terms & Conditions have changed.

7. CANCELLATION

You can submit your cancellation notice in writing at any time during your commitment-term, provided it is at least **30 days prior** to the end of the current term. However, if you cancel shortly after committing, you are still responsible for the full **one-year payment**. Your cancellation will stop renewal, but the initial term payment remains due. If you cancel less than 30 days before the term ends, you agree to be fully responsible for the renewal payment

Cancellation options are only available during the last month within each year until the last month of your term-commitment agreement. To cancel, you must submit your cancellation request in writing, providing 30 days' notice before the renewal date.



TERMS & CONDITIONS

IRON SHIELD MAINTENANCE PLANS

“MECHANICAL ROOM” & “IRON TRIO”

- ✓ Enjoy unbeatable peace of mind with our transparent and reliable service with no hidden or surprise fees!
- ✓ **Labour is entirely FREE!** We've got you covered with significant savings and expert service.
- ✓ You can rest easy knowing that you're fully taken care of with no surprises, just exceptional benefits!

8. PAYMENT INFORMATION – AUTOMATIC PAYMENT TERMS & RENEWAL

By signing this agreement and selecting 'monthly' or 'annual' payment option, you authorize Hargrave Heating & Air Conditioning to charge the Total Payable from the account provided effective immediately. Automatic Payment Terms: Automatic payments will continue on a monthly or annual basis until Hargrave Heating and Air Conditioning receives a written notice of termination, with **30 days' prior notice**, via email or mail. Please note that cancellations are subject to a **one-year commitment**. To cancel your plan, written notice must be provided **30 days before the end of your annual term**. Note: the automatic payment will continue on a monthly or annual basis until a 30 day prior written notice of termination is received by Hargrave Heating & Air Conditioning (email acceptable), if you don't cancel within this time period and your automatic payment is processed, you will be committed to another one-year commitment, no exceptions, refunds or credits will be granted for late cancellations.

9. DECLINED PAYMENTS

If payment is declined due to insufficient funds, expired credit card, or for any reason, your account will be suspended until the balance is settled.

Continued failure to settle the past due balance may result in late fees, interest charges and/or third party collection fees. Hargrave Heating & Air Conditioning reserves the right to pursue outstanding amounts through legal means if necessary, in which you will be fully responsible for all legal fees incurred.

10. TERM

The plan will start the day you purchased it. The initial term of the agreement will be twelve (12) months. Following the initial term, the plan will renew automatically on an annual basis until a notification of termination is received. There are no cancellation options with these plans. If you wish to cancel your plan after the initial first year, please contact us 30 days prior to your renewal date.

11. CUSTOMER RIGHT TO CANCEL

All applicable sales, deals or promotions must be paid back to Hargrave Heating & Air Conditioning prior to cancellation within 30 days or less. Failure to do so may result in late fees, interest charges, additional administrative fees, and third party costs.

12. 1-YEAR WARRANTY ON REPAIRS

Hargrave Heating & Air Conditioning will provide a 1-year labour warranty on all repairs made which includes all services required to remove & replace defective parts. Replacement warranty on any parts, are based on the manufacturer's warranty specifications.

13. TRANSFERABLE

This plan is transferable to a subsequent owner of the residence. To transfer, please have new owners contact Hargrave Heating & Air Conditioning directly to make necessary payment arrangements.

14. ACCESSORIES: 15% Discount

- Carbon Monoxide Detectors
- HRV'S (Heating Ventilation Recovery Systems)
- Humidifiers
- Most Air Cleaners
- Thermostats
- UV Lights
- Wet Sensors

15. AGREEMENT

By providing monthly or annual payment, you agree that you have fully read, understood, and accept all terms and conditions, which are legally binding and governed by the laws of the province of Ontario.

Thank you for choosing Hargrave Heating & Air Conditioning!