



HOME PROTECTION PLAN GUIDE

Home protection
just got **simple.**





Heating Protection Plan

Highlights of Plan Benefits

- No Pre-Inspection
- Diagnosis of Primary Heat Source
- Instant \$500 Rebate Towards Primary Heat Source Upgrade
- 24/7/365 Coverage
- Our technicians are professional, licensed and fully certified

Included Parts

Our Heating Plan coverage includes but is not limited to the following parts:

- Vent System Pressure Switch
- Door Switch
- Heating Circuit Transformer
- Gas Appliance Regulator
- Venter Motor Assembly
- Pilot Tubing
- Fan and Motor Bearings
- Pressure relief valve
- Pilot Burner
- Pulley & Belt
- Electric Ignition System
- Relay
- Gas Control Valves
- Roll out switch
- Blower/Component
- Summer/Winter switch
- Furnace Low Voltage Circuit Fuse
- Condensate Pump
- Automatic Vent Damper/Motor
- Thermostat
- Gas Burner and Orifices
- Fan and Limit Controls
- Thermocouple/Generator
- Power Burner Motor
- Flame Spreader

Equipment Covered

Your Heating Protection Plan includes coverage of one residential primary heat source unit such as a natural gas furnace or air handler. Please refer to the reverse side of your application form for the "General Terms and Conditions (Protection Plan)" to review all applicable inclusions and exclusions.

Parts Not Covered

Circulating pumps, combustion/ firebox chamber, furnace filters and other consumables, heat exchanger, heating coil (air handler), heating sections (boiler), high and low water cut-off valves, connections to utilities, zone valves and parts added on that work in conjunction with or to accommodate ancillary or other equipment such as air conditioners, humidifiers, etc. Equipment serving more than one dwelling unit is excluded from coverage. Equipment that you have modified, or that has been modified for you other than by one of our authorized service contractors under this agreement, is excluded from coverage. Replacement of the complete heating unit is not covered under any of these Plans. In addition, you must be in compliance with local Gas Code, Electrical Code, Building Code and Manufacturers' Specifications to be covered under this plan. Variable furnace blower motor or variable ventor motor is limited to CDN \$500 maximum retail value (including HST).

RECEIVE UP TO

\$**500**

TOWARDS A SIMPLY
SMART HOME
FURNACE UPGRADE

ENROLL TODAY BY CALLING

1-855-227-7234



Heating Protection Plan + Maintenance

Keep your equipment running more efficiently and avoid unnecessary breakdowns with the Heating Plan + Maintenance! Enjoy the same benefits of your basic Heating Plan + Maintenance, plus an annual maintenance check. Once a year, one of our qualified technicians will conduct a performance and safety inspection on your heating unit, which is inclusive of a 21-point inspection, diagnosis of any neighboring code infractions, cleaning and a safety test for carbon monoxide (CO). Annual maintenance will be performed on seasonal basis upon your request, appointments must be arranged Monday-Friday, between the hours of 9-5 and is not our responsibility. Please refer to the reverse side of your application form for the "General Terms and Conditions (Protection Plan)" to review applicable exclusions.



SCHEDULE YOUR ANNUAL MAINTENANCE ANYTIME DURING YOUR COVERAGE BY CALLING **1-855-227-7234** OR VISITING **SIMPLYSMARTHOME.CA/ORDER**

ALL OF OUR PLANS COME WITH A **24/7** DEDICATED SERVICE LINE AND A **24 HOUR GUARANTEE.**





Cooling Protection Plan

Highlights of Plan Benefits

- No Pre-Inspection
- Diagnosis of Primary Cooling Source
- Instant \$500 Rebate Towards Air Conditioner Upgrade
- 24/7/365 Coverage
- Our technicians are professional, licensed and fully certified

Included Equipment

The Cooling Protection Plan will ensure coverage of your residential central air conditioning unit parts itemized below, subject to the exceptions also noted below. Please refer to the reverse side of your application form for the "General Terms and Conditions (Protection Plan)" to review all applicable inclusions and exclusions.

Included Parts

Our Cooling Plan covers the parts listed below:

- Fan Blade
- Condenser Coil
- Capacitor
- Compressor
- Thermostat
- Internal Copper Tubing
- Internal Electrical Wiring
- Evaporator Coil
- Add-On Indoor Fan Relay
- Low Ambient Temperature Sensor
- Line Components
- Out door Disconnect
- Condensate Pump
- Condenser Fan Motor
- Cooling Contactor/Relay
- Add-On Fan Centres

Excluded Parts

The following are exceptions from coverage under your Plan:

Refrigerant replenishments, refrigerant leaks and line set replacement, breakers, conduit and other external electrical components. Repairs required within the furnace or air handler are not covered by the Cooling Protection Plans but may be included in the Heating, or Heating/Cooling combined Protection Plans. Natural gas powered, ductless, wall unit, heat pump and high velocity air conditioning units are not eligible for coverage. Parts added on that work in conjunction with or to accommodate ancillary or other equipment are not eligible for coverage. Connections to utilities and Equipment serving more than one dwelling unit is not eligible for coverage. Equipment

that you have modified, or that has been modified for you other than by one of our authorized service contractors under this agreement, is excluded from coverage. Replacement of the complete heating or cooling unit is not covered under any of these Plans. In addition, you must be in compliance with local Gas Code, Electrical Code, Building Code and Manufacturers' Specifications to be covered under this plan. Please refer to the reverse side of your application form for the "General Terms and Conditions (Protection Plan)" to review all applicable inclusions and exclusions. The compressor unit or condenser coil repair is limited to a CDN \$500 maximum retail value (including HST) each year of your Cooling Plan.

RECEIVE UP TO

\$**500**

TOWARDS A SIMPLY
SMART HOME AC
UPGRADE

ENROLL TODAY BY CALLING

1-855-227-7234



Cooling Protection Plan + Maintenance

Keep your equipment running more efficiently and avoid unnecessary breakdowns with the Cooling Plan + Maintenance! Enjoy the same benefits of your basic Cooling Plan + Maintenance, Plus an annual maintenance check. Once a year, one of our qualified technicians will conduct a performance and safety inspection on your cooling unit. Annual maintenance will be performed seasonally upon your request, appointments must be arranged Monday-Friday, between the hours of 9-5 and is not the responsibility of us. Please refer to reverse side of your application form for the "General Terms and Conditions (Protection Plan)" to review applicable exclusions.



SCHEDULE YOUR ANNUAL
MAINTENANCE ANYTIME DURING
YOUR COVERAGE BY CALLING
1-855-227-7234 OR VISITING
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Plumbing & Drain Protection Plan

Take comfort in the benefits of the Heating Plan + Maintenance. Cooling Plan + Maintenance, along with plumbing for increased security. With the 4-in-1 plan you will experience peace of mind during the coldest and warmest days of the year.

Heating and Cooling

Please refer to the Heating Plan + Maintenance. Cooling Plan + Maintenance sections for more details on the heating and cooling portion of this plan.

Plumbing

As plumbing is fundamental for the optimal operation of your home, you will experience worry free coverage with our free diagnosis and repairs, covered in the plumbing section of your 4-in-1 Protection Plan. Please refer to the Plumbing Protection Plan section below for more details concerning the plumbing portion of this plan.

Highlights of Included Features

- Free Diagnosis
- Free Repairs on covered items
- 21 Point Furnace Inspection
- 21 Point Air Conditioner Inspection
- Carbon Monoxide Safety Test

- \$1000 rebate Towards Furnace or A/C System Upgrade
- 15% off repairs not covered*
- 25% off water treatment products*
- 24/7/365 Coverage • Our technicians are professional, licensed and fully certified

Excluded Items

Please refer to the "General Terms and Conditions (Protection Plan)" to review all applicable inclusions and exclusions.



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Included Equipment

Your Plumbing and Drain Protection will ensure coverage including assessment, diagnosis and minor repair of your residential plumbing and drainage systems. The Plan includes piping related to above-ground water distribution, piping related to above-ground drainage, property rainwater draining and wasted water drainage extending solely to the connection of the municipal drain. In the event that you reside within a condominium complex, have shared drainage or have any other varying types of communal elements, you will be covered only to the point connection of your shared facilities. In addition, you must be in compliance with local Plumbing Code(s) to be covered under this plan.

Included Parts

Our Plumbing and Drain Protection Plan covers the parts and diagnosis listed below (but does not include removal and installation services except as specifically set out below):

- Diagnosis of below grade waste drains or below grade rainwater drain blockages
- Diagnosis of leaking faucet fixtures
- Diagnosis of in-wall plumbing
- Diagnosis of main shut-off leak
- Diagnosis of main stack leak
- Basket strainer and drainage connections under sink
- Blocked Toilets, Sinks and Showers
- Braided lines under the sink
- Hot and cold water pipes downstream of your main incoming valve
- Humidifier valves
- Mixing valves
- Moving parts within the toilet tank
- Outside hose bibs
- Piping to your humidifier and refrigerator
- Primer line to laundry tub
- Stop and waste valves



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Electrical Protection Plan

Electrical Protection Plan Highlights of Plan Benefits

- Free Diagnosis
- Repair or replacement of covered parts to the maximum qualifying limit identified below
- 15% off electrical upgrades*
- Our technicians are professional, licensed and fully certified

Included Parts

Your residential electrical components will be covered under the Electrical portion of the 6-IN-1 Protection Plan.

With your Electrical Protection Plan, we will cover up to \$600 (retail value) of any qualifying major electrical upgrades (inclusive of HST and applicable sales taxes), including fuse to breaker panel conversions, hydro meter relocations and more.

Our Electrical Protection Plan covers the Electrical components listed below:

- Interior Wiring
- Breaker Panels
- Receptacles
- Switches
- AC disconnect
- AC outdoor wiring
- Sub Panels

Please refer to the "Additional Terms and Conditions for the Electrical Protection Plan" section in this document to review all applicable exclusions.

Included Parts

We will cover up to \$600 (retail value) not including applicable taxes per annum for parts and labour under this portion of the plan which will include accessing and diagnosing electrical wiring that is situated in ceilings, walls and floors that are not obstructed. Furthermore this amount will be inclusive of repair and standard rough finishing of the access point. Any amount in excess will be your responsibility. Our Electrical Protection Plan coverage excludes the following parts: Alarms, aluminum wiring, ceiling fans, central vacuums, circuit overloading, direct current wiring or components, electrical permits, fuse boxes, fuse holders, indoor hydro meters, hinges, inadequate wiring capacity, power failure, power surge, remote controls. Any replacement receptacles, switches or outlets will be standard beige or white. The cost of construction/ carpentry and all necessary modifications cost made by current or alternative equipment are your responsibility. Under the Electrical Protection terms described below, our electricians will use their discretion whether the failure of the component is eligible for repair or replacement. Our decision in this

regard is final and binding.

Replacements

For Electrical Panels and Components covered under the 6-in-1 Protection Plan, we will utilize reasonable commercial efforts to restore the equipment to its working condition –this will include locating the necessary available replacement parts and components on normal commercial terms. You may be eligible to receive a 15% discount towards an electrical upgrade* in the event that we are unable to obtain the necessary part required for repair, if the repair cost will be at a higher value than that of the appliance, or if our authorized electrician has deemed the covered qualifying appliance not practical to repair within the industry or trade. Replacement Parts and Components: We reserve the right to restrict specific makes of electrical panels from eligibility due to unavailability of parts from manufacturer on normal commercial terms, and the choice of parts to be used shall be at our discretion. We will make reasonable commercial efforts to repair the unit to the specifications outlined by the respective manufacturer; it will be in our sole discretion to use new, restored or non-original manufacturer's parts that contain similar features, efficiency and capacity to ensure specified performance standards. We are not responsible for matching make, colour or under some circumstances, dimensions. If our authorized electrician does not deem the electrical panel or components reasonably commercially feasible to repair, our discretion will be used to replace the covered panel or component with a similar quality item – we will not upgrade any equipment. If an item of like kind, quality and functionality cannot be utilized because of current OESC code, building code, other code or applicable regulations or we are unable to locate a similar product, our liability is restricted to the depreciated value of the existing product. As outlined in Table 1, the cost of the replacement electrical panel or component will not surpass what we deem as the current depreciated value. Once a settlement payment is issued, the 6-in-1 Protection Plan for this respective appliance will terminate. Complete list of parts not covered and exclusions under the Electrical Protection Plan: Alarms, aluminum wiring, buttons, caps, ceiling fans, central vacuums, circuit overloading, direct current wiring or components, doorbells, electrical appliances, electrical permits, fuse boxes fuse holders, indoor hydro meters garage door openers, handles, hinges, inadequate wiring capacity, intercoms, knob and tube wiring, knobs, power failure, power surge, remote controls, knobs and tubes.

TABLE 1 Electrical Residual Amount:

The following chart indicates the Residual Amount in percentage form based upon the age of the original retail value of the electrical component (exclusive of HST and applicable taxes):

0 to 2 years old 100%
3 to 5 years old 70%
6 to 9 years old 40%
10 or more years old 10%

General: If you move or relocate, the plan is not transferable to the new occupants of your previous home. All upgrades and additional repairs must be completed by our authorized technician for you to receive any applicable rebates or discounts. Neither we or our contractors will be held responsible for direct damages such as drywall, construction or carpentry, consequential, illness or injury caused by delays, acts of God, failure to service, unavailability or delay of parts, labour difficulties, and other conditions beyond their control.



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GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS (PROTECTION PLAN)

Unavailable Parts And Part Replacement

If a part is unavailable on normal commercial terms, we will attempt to obtain a replacement part or an equivalent substitute as quickly as possible, but restricted availability of certain parts can lead to occasional delays. We will not be liable for a part replacement, equivalent substitute or for any resulting damages when a replacement part or equivalent substitute cannot be supplied. Parts replacement or equivalent substitutes are exclusively at our discretion. Any part that is found to be defective and is replaced under the Plan coverage becomes our sole property and may be disposed of at our discretion.

Claim Allowances:

Required repairs valued at \$500 or higher (exclusive of HST and applicable taxes) within the first 6 months of enrolment, will not be accepted, except when monthly payments exceed \$30 per month (exclusive of HST and applicable taxes). Please refer to respective Protection Plan terms for other claim allowances.

Complete Plan Inclusions

Heating Plan: Plan Aqua Stat Controls, Blower/Assembly, Condensate Pump, Door Switch, Electric Ignition System, Fan and Limit Controls, Fan Motor, Flame Spreader, Flow Switch, Furnace Circuit Board Fuse, Furnace Transformer, Gas Burner and Orifices, Gas Control Valves, High Limit/ Roll Out Switches, Inducer Motor, Pilot Assembly, Pulley and Belt, Relay, Roll Out Switch, Summer/Winter Switch, Thermocouple/ Generator, Thermostat, Vent System Pressure Switch, Venter Motor Assembly.

Cooling Plan:

Add-On Fan Centres, Add-On Indoor Fan Relay, Capacitor, Condensate Pump, Condenser Fan Motor, Cooling Contactor/Relay, Evaporator Coil, Fan Blade, Internal Copper Tubing, Internal Electrical Wiring, Line Components, Low Ambient Temperature Sensor, Outdoor Disconnect, Thermostat, Condenser Coil and Compressor.

Heating Plan + Maintenance:

In addition to the coverage outlined under the Heating Protection Plan, this plan includes a 21-point maintenance check including cleaning, and a carbon monoxide test.

Cooling Plan + Maintenance:

In addition to the coverage outlined under the Cooling Protection Plan, this plan includes a 21-point maintenance check including cleaning. Plumbing Protection Plan: The Plan includes piping related to above-ground water distribution, piping related to above-ground drainage, property rainwater

draining, wasted water drainage extending solely to the connection of the municipal drain, and connection point of shared facilities. Diagnosis of below grade waste drains or below grade rainwater drain blockages, Diagnosis of leaking faucet fixtures, Diagnosis of in-wall plumbing, Diagnosis of main shut-off leak, Diagnosis of main stack leak, Basket strainer and drainage connections under sink, Blocked Toilets, Sinks and Showers, Braided lines under the sink, Hot and cold water pipes downstream of your main incoming valve, Humidifier valves, Mixing valves, Moving parts within the toilet tank, Outside hose bibs, Piping to your humidifier and refrigerator, Primer line to laundry tub, Shower cartridges, Stop and waste valves.

Complete Plan Exclusions

Heating Plan:

Equipment serving more than one dwelling or commercial equipment units are 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. Heat pumps, equipment using conversion burners, the con 3 of 3 version burner itself and ductless wall unit, heat pump and high velocity units are not eligible for coverage. Other coverage exceptions: circulating pumps, combustion/ firebox chamber, drainage and refill of boiler systems, furnace filters, heat exchanger, heating coil (air handler), heating sections (boiler), high and low water cut-off valves, zone valves and parts added on that work in conjunction with other equipment such as air conditioners, humidifiers, and replacement units. Cooling Plan: Natural gas powered, ductless, wall unit, heat pump and high velocity air conditioning units are not eligible for coverage. Equipment serving more than one dwelling unit is not eligible for coverage. Other coverage exceptions: refrigerant leaks, R-22/ R-410A replenishment and line set replacement, breakers, conduit and other external electrical components. Repairs required within the furnace or air handler are not covered by the Cooling Protection Plans but are included in the Heating, or Heating/Cooling combined Protection Plans.

Heating Plan + Maintenance:

Refer to exclusions outlined under the Heating Protection Plan.

Cooling Plan + Maintenance:

Refer to exclusions outlined under the Cooling Protection Plan.

Plumbing Protection Plan:

Cosmetic repairs including drywall, flooring, ceiling... Etc, collapsed drains, faucet fixture repairs, in-wall plumbing, main stack repairs, repairs of below grade waste drains or below grade rainwater drain blockages, water meter, waterproofing, routine and/or annual cleaning of catch basins, drains or plumbing inspection, appliance piping/ drains, heating equipment piping/drains, or septic systems

GENERAL TERMS AND CONDITIONS

and their respective outflow pipes, backflow preventers, bathtubs, showers, bidets, boilers, boiler piping and valves, problems with or changes to city/municipal water services, check valves, garden features (e.g. decorative), dishwashers, drain piping repairs that are caused as a result of improper installation or settling, faucet replacement, hands free faucet repair, hot tubs, humidifiers, out-building supplies, pipe replacement required where pipe design/integrity has resulted in poor and/or low pressure (e.g., from lead piping, calcification, hard water that has caused or led to integrity problems related or galvanized pipes), radiant in-floor heating and electrical units (e.g. Saniflo) for toilets and repairs made necessary because of equipment, appliances or faulty fixtures, mobile homes, radiator valves and piping, radiators, rainwater eavestroughs or downspouts, refrigerators, repair or equipment, appliances or faulty fixtures, repair or replacement of motors, heaters, jets or related piping provided to bathtubs, hot tubs, or swimming pools, clearing of or repairs of blockages in below grade drains, replacement of cast iron, galvanized, non-pex plastic piping or lead, septic systems, sink basins, sump pumps, swimming pools, thermostatic valve, toilet seats, toilet bowls or tanks, washing machines, water filtration systems, water heaters, water softeners, and weeping tiles are not covered.

Maintenance

The Customer must contact us on the number provided on the front page of this agreement to request maintenance on Heating Unit between September 15 and November 15 and must request maintenance on Cooling Unit between March 15 and June 15 when applicable and weather permitting.

**Home
protection just
got simple.**



**Call us today at
1-855-227-7234**

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*Please visit <http://www.ecoaction.gc.ca/> for details on Eco Energy Rebates and please visit <https://saveonenergy.ca/> for details on Ontario Power Authority Rebates.