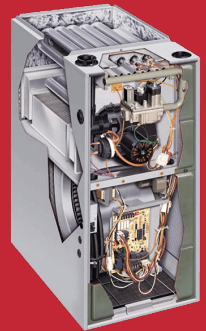




Protection Plan Guide

Heating equipment protection



Cooling equipment protection



Plumbing protection



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Equipment Coverage Eligibility

Equipment Eligible for Standard Heating or Cooling Protection Plan Coverage (each considered a "Heating Unit" or a "Cooling Unit", as applicable):

- ✓ Residential natural gas, propane or electric furnace
- ✓ Residential electric powered central air conditioning unit
- ✓ Air handler

Equipment Eligible for Premium Heating or Cooling Protection Plan Coverage (each considered a "Heating Unit" or a "Cooling Unit", as applicable):

- ✓ Residential oil furnace or conversion burner units
- ✓ Heat pumps
- ✓ Boilers
- ✓ Ductless mini-splits
- ✓ Tankless systems

Equipment not eligible for plan coverage:

- ✗ Wall units
- ✗ Natural gas-powered cooling units
- ✗ Water cooled cooling units
- ✗ High velocity units
- ✗ Fireplaces
- ✗ Equipment serving more than one dwelling unit
- ✗ Any equipment not readily accessible by our authorized technician

Additional Terms and Conditions - All Plans are also subject to the terms and conditions set out in the "General Terms and Conditions" section.

TOPguard™ Member Discount

Participating in any TOPguard™ plan automatically grants the participant access to a 20% discount on all future Doyle Home Services service calls and 10% on the purchase of new equipment. Discount cannot be used in combination with any other offer, plan or discount.



TOPguard™ heating protection plan

Your plan covers one heating unit, which includes the diagnosis and, if necessary, the repair, replacement or adjustment of specified parts within your heating unit as deemed necessary by our licensed technician, **up to a maximum parts and labour value of CDN \$800 (including HST) each year of your plan coverage.** The following is a list of all covered parts.

| | | | |
|---|----------------------------------|---|-----------------------------------|
| ✓ | Gas burner and orifices | ✓ | Fan motor |
| ✓ | Automatic gas control valves | ✓ | Door switch |
| ✓ | Automatic vent damper/motor | ✓ | Summer/winter switch |
| ✓ | Gas regulator | ✓ | Hot surface igniter |
| ✓ | Electric ignition system | ✓ | Ignition runner bar |
| ✓ | Relay | ✓ | Pilot tubing |
| ✓ | Flame spreader | ✓ | Pressure relief valve |
| ✓ | Pilot burner | ✓ | Internal wiring |
| ✓ | Thermocouple/generator | ✓ | Limit controls |
| ✓ | Fan and limit controls | ✓ | Primary circulator/pump |
| ✓ | Fuel or air flappers | ✓ | Heat exchanger |
| ✓ | Heating circuit transformer | ✓ | Heating coil (air handler) |
| ✓ | Venter motor assembly | ✓ | Heating sections (boiler) |
| ✓ | Roll out switch | ✓ | Heat pumps |
| ✓ | Vent system pressure switch | ✓ | Firebox/combustion chamber |
| ✓ | Condensate pump | ✓ | Furnace filters |
| ✓ | Furnace low voltage circuit fuse | ✓ | Low and high-water cut-off valves |
| ✓ | Aqua stat controls | ✓ | Back check valves |
| ✓ | Flow switch | ✓ | Conversion burners |
| ✓ | Pulley and belt | ✓ | Circulating pumps |
| ✓ | Power burner motor | ✓ | Zone valves |
| ✓ | Blower and blower components | | |

The following components are not covered by your plan. Additionally, coverage does not cover ancillary equipment such as air conditioners, humidifiers and air cleaners, parts added on to your heating unit to accommodate such equipment, or repairs to the heating unit made necessary as a result of faulty ancillary equipment.

| | | | |
|---|--------------------------------|---|-----------------------------------|
| ✗ | Heating unit replacement | ✗ | External drain tubing |
| ✗ | HRV/ERV replaceable filters | ✗ | External line/low voltage wiring |
| ✗ | Batteries | ✗ | External metal or plastic venting |
| ✗ | Draining of the heating system | ✗ | Thermostats |



Heating maintenance plan

If you have enrolled in the TOPguard™ Heating Protection Plan, an annual maintenance visit for one heating unit is included. You can book your heating maintenance at any time.

The annual maintenance consists of the following:

- | | | | |
|---|--|---|--|
| ✓ | Check operating pressures | ✓ | Test unit through full operating cycle |
| ✓ | Check temperatures across air handler | ✓ | Safety test for carbon monoxide |
| ✓ | Check/adjust fan belt | ✓ | Check unit operating to manufacturer's specifications |
| ✓ | Check operation of condensation system | ✓ | Inspect for hazardous debris in the chimney flue (if applicable) |
| ✓ | Flush/clean all condensate drain lines | ✓ | Check venting system for proper condition |
| ✓ | Clean flame sensor | ✓ | Check all safety controls |

"Flushing of the heat exchanger" or "additional cleaning" that is required due to insufficient maintenance prior to joining any TOPguard™ Heating Protection Plan is excluded from coverage and will be charged to you at our standard labour rate (currently \$155 +HST per hour). Boiler system drainage and refill are also excluded from any TOPguard™ Heating Protection Plan.

Although we may from time-to-time attempt to remind you of your annual maintenance, you are ultimately responsible for contacting us to arrange your annual maintenance at a mutually convenient time. We will not be responsible for any annual maintenance that is not provided due to you failing to contact us.



TOPguard™ cooling protection plan

Your plan covers one cooling unit, which includes the diagnosis and, if necessary, the repair, replacement or adjustment of specified parts within your cooling unit as deemed necessary by our licensed technician, **up to a maximum parts and labour value of CDN \$800 (including HST) each year of your plan coverage.** The following is a list of all covered parts.

- | | | | |
|---|--|---|-------------------------------|
| ✓ | Capacitor | ✓ | Fan blade |
| ✓ | Condensate pump | ✓ | Service valve |
| ✓ | Internal copper tubing | ✓ | Pressure switch |
| ✓ | Low ambient temperature sensor | ✓ | Line components |
| ✓ | Add-on indoor fan relay | ✓ | Shredder valves |
| ✓ | Cooling contactor/relay | ✓ | Thermostatic expansion valves |
| ✓ | Evaporator coil | ✓ | Compressor |
| ✓ | Filter driers | ✓ | Condenser coil replacement |
| ✓ | Internal electrical wiring | ✓ | Refrigerant leaks |
| ✓ | Condenser fan motor | ✓ | Heat pump |
| ✓ | Cost of refrigerant recovery, vacuuming and refill | | |

The following components are not covered by your plan. Additionally, coverage does not cover ancillary equipment such as furnaces, humidifiers and air cleaners, parts added on to your cooling unit to accommodate such equipment, or repairs to the cooling unit made necessary as a result of faulty ancillary equipment.

- | | | | |
|---|---|---|-------------|
| ✗ | Repair required within the furnace or air handler | ✗ | Thermostats |
|---|---|---|-------------|

Cooling maintenance plan

If you have enrolled in the TOPguard™ Cooling Protection Plan, your plan comes with an annual maintenance visit for one cooling unit. You can book your cooling maintenance at any time when the outdoor temperature is 15° Celsius or above.



The annual maintenance consists of the following:

- | | | | |
|---|--|---|---|
| ✓ | Check temperatures across evaporator coil | ✓ | Test operation of condensation system and evaporator coil |
| ✓ | Check temperatures across air handler | ✓ | Test unit through full operating cycle |
| ✓ | Check temperature/air flow across condenser coil | ✓ | Clean outdoor condenser unit |
| ✓ | Check current draw on condenser motor and compressor | ✓ | Clean evaporator coil drain line |
| ✓ | Tighten all electrical connections | ✓ | Flush/clean condensate drain lines |

The costs to diagnose and replace any defective parts which have caused a refrigerant leak are included in your TOPguard™ Cooling Protection Plan including refrigerant recovery, vacuuming and refill. Additional cleaning that is required due to insufficient maintenance prior to joining any TOPguard™ Cooling Protection Plan is excluded from coverage and will be charged to you at our standard labour rate (currently \$155 +HST per hour).

Although we may from time-to-time attempt to remind you of your annual maintenance, you are ultimately responsible for contacting us to arrange your annual maintenance at a mutually convenient time. We will not be responsible for any annual maintenance that is not provided due to you failing to contact us.



TOPguard™ plumbing protection plan

Your plumbing protection plan 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, **up to a maximum parts and labour value of CDN \$800 (including HST) each year of your plan coverage.** The following is a list of all covered services.

- | | | | |
|---|--|---|---|
| ✓ | Hot and cold water pipes and drainage pipes inside home | ✓ | Diagnosis of below grade waste drains |
| ✓ | Faucet repair | ✓ | Toilet flange repair |
| ✓ | Mechanical pop-up stoppers | ✓ | Primer line to laundry tub |
| ✓ | Piping repairs to your humidifier, dishwasher and refrigerator | ✓ | Inspection and repair of backwater valves |
| ✓ | Outside hose bibs | ✓ | Humidifier valves |
| ✓ | Blocked toilets, sinks, and showers | ✓ | Mixing valves |
| ✓ | Moving parts within the toilet tank | ✓ | Repair of shut-off valves |

The following components are excluded from coverage.

- | | | | |
|---|---|---|---|
| ✗ | Repairs required caused by faulty fixtures or equipment | ✗ | Check valves, backflow preventors, sump pumps |
| ✗ | Faucet replacement | ✗ | Municipal water service issues |
| ✗ | Swimming pools, hot tubs, radiant in-floor heating | ✗ | Replacement of galvanized, lead, cast iron or non-pex piping |
| ✗ | Clearing of blockages in below grade drains | ✗ | Pipes upstream from main water incoming valve |
| ✗ | Pipe replacement required due to poor design | ✗ | Repair or replacement of fixtures (i.e. toilets) or appliances (i.e. dishwashers) |

Costs of additional repairs

If physical drain repairs (e.g., main drain replacement, power flushing of grease blockages or reconfiguration of internal drains) are necessary, we will provide a written estimate of the work required to prevent further drain blockages; however, your plan coverage does not cover any such physical repairs. No further work will be performed on the drain until physical repairs have been made in respect to the problem originally diagnosed. This plan does not cover repairs or replacements made necessary as a result of improper installation or settling, faulty fixtures or equipment or changes to or problems with municipal water services.



General Terms and Conditions

1.0 TERM OF PLAN – Your plan coverage begins 14 days after you have enrolled in the applicable plan (your “Coverage Date”) and remains in effect for an initial period of one year. For your convenience, there is an automatic renewal process. Your Plan will renew each year, for another one year term, on the anniversary of your Coverage Date (your “Anniversary Date”) unless you have given us notice prior to your Anniversary Date that you do not wish to renew your Plan, or we have given you notice prior to your Anniversary Date that your Plan will not be renewed.

2.0 CANCELLATION – Cancellation of the plan requires payment for the remaining months of the plan term. All cancellations will be executed upon written notice to the other party. Such cancellation will be effective on the date written notice is given unless the party giving the notice indicates otherwise within such notice. 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, and to completing any repairs or parts placements covered by your plan for which you have notified us up to the date of the termination of this Agreement.

3.0 MOVING – If you are moving to a new residence, you have two options for your plan:

- a) **Transfer your plan:** If you move, your plan is transferable to your new residence provided you move within our service area (conditional upon pre-inspection of equipment). Your plan will be cancelled at your old residence and a new plan created with an Anniversary Date set to match the new plan creation date. Alternatively, your plan is also transferrable to the new homeowner provided the new homeowner contacts us and requests transfer of the plan to their name in writing.
- b) **Cancel your plan:** If you choose not to transfer your plan to your new residence, to the new homeowner, or your new residence is not located within our service area, you will be billed out for the remaining installments of your plan for the then current term.

4.0 BILLING AND PAYMENT – All payments are to be made via pre-authorized debit “PAD” via checking account or automatic credit card payments. On approximately the same day each month, the charges as set out on your enrollment form are due and we will debit the account identified in the banking or credit card information you have provided (or any other account that you may identify to us from time to time) for those charges and all other amounts you owe us. You agree that we will not notify you in advance of each payment. The plan services are provided for your personal use. You may cancel this authorization upon 30 days written notice to us, however, you remain obligated to pay all amounts due or owing under your Plan. You have certain recourse rights if any debit that we draw does not comply with this authorization.



For example, you have the right to reimbursement for any debit that is not authorized or is not consistent with this authorization. For more information on your right to cancel a PAD debit agreement or on your recourse rights, contact your financial institution or visit www.payments.ca. You will pay us on demand interest on all amounts payable by you (including interest) and not paid when due, both before and after judgment, at a rate equal to 1.5% per month (or 19.6% per annum), compounded monthly. You will be charged \$25 for any cheque that is returned unpaid by your bank or for any pre-authorized payment that cannot be processed for any reason.

5.0 NOTICE OF CHANGES – You must inform us in writing of any changes in the bank account or credit card information you provided. Notice of any change should be sent to us at Doyle Home Services, 1316 County Rd. 28, Fraserville, Ontario K0L 1V0 or call us at 1-877-706-2621.

6.0 UNAVAILABLE 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 certain parts may result in delays from time to time. In particular, but without limitation, 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 unusual 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.

7.0 LIMIT ON LIABILITY – We are not the manufacturer or supplier of the heating unit, the cooling unit 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 unit, the cooling unit and/or the plumbing and drain system or any indirect, incidental, special or consequential damages, 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 are not insurance and 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, if the equipment has been turned off, improper thermostat setting, or household electrical problems. 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 unit, the cooling unit, the plumbing and drain system, your plan or the use and operation of either the system or 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.



8.0 STANDARD TERMS

Personal Information

We collect personal information about you in order to establish and manage our business relationship with you. We won't knowingly share this information with third parties without your permission, other than to parties that provide us with credit information, parties to whom we transfer, assign, encumber or otherwise dispose of this Agreement. In addition to the purposes above, we and our affiliates 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 or our affiliates. However, you may refuse consent for this purpose by contacting us within ten (10) days after your first bill, at 1-877-706-2621.

Technician Safety

No service or repairs under the plan will be provided if our authorized technician refuses to enter a residence due to the presence of animals, insects, unsanitary conditions or unsafe conditions, or is unable to provide service due to equipment that is not readily accessible. In the event of such unsanitary or unsafe conditions, as determined by us acting reasonably, we may, in our sole discretion, terminate your plan. If you have no prior service completed under your plan, we will issue a refund up to a maximum of one year of payments made. If you have had service under your plan, we will issue a refund up to a maximum of one year of payments made from the last service date.

Other Terms

1. We will not reimburse you for the costs of services or parts replacement performed by contractors that have not been authorized by us.
2. Except as specifically provided, your plan coverage is non-refundable.
3. 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.
4. We may sell, assign or otherwise dispose of, or grant a security interest in, all or part of our right and interest in this agreement to anyone else, without notice to you or your consent. To the extent not prohibited by law, you will not assert against any transferee any claims, defences, set-offs, deductions or counter-claims which you may now or in the future be entitled to assert against us.
5. The costs of redecoration and restoration costs required as a result of any work performed in connection with any of the plans are not covered. This includes wall-coverings, drywall, plaster, wallpaper, paint, floor coverings, tile, cabinetry, countertops, landscaping or repair of any structural or cosmetic defects.





There When You
Need Us

1-877-706-2621

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