

# MAINTENANCE PACKAGE DETAILS

YEAR ROUND COMFORT FOR YOUR HOME



PERKS INCLUDED	ONE TIME MAINTENANCE	DYNAMIC PLUS	DYNAMIC TOTAL CARE
Parts and Labour Discount	5%	10%	15%
Equipment Replacement Credit	UP TO \$200	UP TO \$400	UP TO \$600
Maintenance Visits	WHEN SCHEDULED	SPRING OR FALL	SPRING AND FALL
Safety Check for Carbon Monoxide	ADDITIONAL FEE	✓	✓
Front of Line Service		✓	✓
No Fee Diagnostic		✓	✓
Overtime Fee Waived		✓	✓
Replace Standard Filter (one)		✓	✓
Warranty Process Fee Waived			✓
3 Month Reminder to Change Filter			✓
Year Supply of Filters			✓
Package Pricing - Single Equipment		\$10.95 +HST/month	\$14.95 +HST/month
Package Pricing - Dual Equipment	\$169.95 +HST	OR \$19.95 +HST/month	OR \$24.95 +HST/month

DYNAMIC CARE UPGRADES	\$ Per Month		\$ Per Year
		OR	
Humidifier	\$2.49		\$29.99
HRV	\$3.35		\$39.99
Hot Water Tank	\$8.25	OR	\$99.00
Instant Hot Water Tank	\$13.75		\$164.99
Fireplace	\$8.25		\$99.00
UV Light & Hepa Filter Unit	Make & Model required for pricing		

## ONE TIME MAINTENANCE - FURNACE & AIR CONDITIONER

- **5%** Parts and Labour Discount
- Inspect Thermostat Operations
- Inspect Heat Exchanger
- Check/Lubricate Blower/Circulation pump (if applicable)
- Check Filter System
- Check Pilot or Flame Sensor
- Inspect Blower Wheel Compartment For Debris Build Up
- Check Blower Motor Amps
- Check Humidifier Damper Position
- Inspect Gas Piping
- Test Safety Controls
- Check Condensate Lines (if applicable)
- Inspect Chimney/Venting System
- Test Furnace Operations
- Check System Air Flow
- Check Firing Rate

## DYNAMIC PLUS - FURNACE

- **10%** Parts and Labour Discount
- Inspect Thermostat Operations
- Inspect Heat Exchanger
- Check/Lubricate Blower/Circulation pump (if applicable)
- Check Filter System
- Clean and Check Pilot or Flame Sensor
- Inspect Blower Wheel Compartment For Debris Build Up
- Check Blower Motor Amps
- **Test for Carbon Monoxide**
- Check Humidifier Damper Position
- Inspect Gas Piping
- Test Safety Controls
- Clean Condensate Lines (if applicable)
- Inspect Chimney/Venting System
- Test Furnace Operations
- Check System Air Flow
- Clean Burners
- Check and Adjust Firing Rate

## DYNAMIC TOTAL CARE - FURNACE

- **15%** Parts and Labour Discount
- Inspect Thermostat Operations
- Inspect Heat Exchanger
- Check/Lubricate Blower/Circulation pump (if applicable)
- Check Filter System
- Clean and Check Pilot or Flame Sensor
- Inspect Blower Wheel Compartment For Debris Build Up
- Check Blower Motor Amps
- **Test for Carbon Monoxide**
- **Complete Combustion Analysis Report**
- Check Humidifier Damper Position
- Inspect Gas Piping
- Test Safety Controls
- Clean Condensate Lines (if applicable)
- Inspect Chimney/Venting System
- Test Furnace Operations
- Check System Air Flow
- Clean Burners
- Check and Adjust Firing Rate
- **1 Box of Filters**

## DYNAMIC ADDED BENEFITS

-  Lower Utility Bills
-  Fewer Repairs
-  We Call You to Schedule
-  Front of The Line Service
-  Pre-Authorized Payment Plans
-  Extended Equipment Life



## ONE TIME MAINTENANCE - FURNACE & AIR CONDITIONER

- 5% Parts and Labour Discount
- Inspect Thermostat Operations
- Inspect Filter
- Inspect Compressor Contactor and Wiring
- Inspect Compressor Operations
- Inspect Refrigerant Levels and Pressure
- Tighten Electrical Connections
- Inspect Electrical Loads
- Test Capacitor
- Test Operations
- Test Safety Controls
- Inspect Condenser Coil for Debris
- Check System Airflow

## DYNAMIC PLUS - AIR CONDITIONER

- **10%** Parts and Labour Discount
- Inspect Thermostat Operations
- Inspect Filter
- Inspect Compressor Contactor and Wiring
- Inspect Compressor Operations
- Inspect Refrigerant Levels and Pressure
- **Amperage Testing**
- Inspect Electrical Loads
- Test Capacitor
- Test Operations
- Test Safety Controls
- Check System Airflow
- Tighten Electrical Connections
- **Inspect and Clean Condenser Coil \*\***

## DYNAMIC TOTAL CARE -AIR CONDITIONER

- **15%** Parts and Labour Discount
- Inspect Thermostat Operations
- Inspect Filter
- Inspect Compressor Contactor and Wiring
- Inspect Compressor Operations
- Inspect Refrigerant Levels and Pressure
- **Amperage Testing**
- **Total Leak Lock Sealing to prevent Common Leaks**
- Inspect Electrical Loads
- Test Capacitor
- Test Operations
- Test Safety Controls
- Check System Airflow
- Tighten Electrical Connections
- **Inspect and Clean Condenser Coil \*\***
- **Super Heat and Sub-Cooling Measurements**

## DYNAMIC ADDED BENEFITS



Lower Utility Bills



Fewer Repairs



We Call You to Schedule



Front of The Line Service



Pre-Authorized Payment Plans



Extended Equipment Life

\* Water must be accessible (outside) on day of service and within 50 ft of unit

\*\*If water is not accessible coil will be brushed clean to the best of our ability



1527 Upper Ottawa, Hamilton, ON



289-962-4811



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## DYNAMIC CARE UPGRADES

### HUMIDIFIER

- Inspect Humidifier Operations
- Test Humidifier Operations
- Inspect and Replace Humidifier Pad (as needed)

### HRV

- Inspect HRV Operations
- Test HRV Operations
- Clean Filters
- Clean Drain Lines
- Clean Cabinet

### HOT WATER TANK (PV OR ND)

- Inspect Tank for Signs of Corrosion or Leaks
- Clean Flame Sensor (If Applicable)
- Test Operations
- Flush Tank (Must Have Access to Floor Drain in Mechanical Room) Removing Calcium Deposits

### UV LIGHT

- Remove and Replace UV Bulb
- Test Operations
- Check Wiring Connections

### FIREPLACE

- Inspect Fireplace and Operations
- Inspect and Test Thermostat/Controller (If Applicable)
- Remove and Clean Glass
- Clean Fireplace Cabinet

### HEPA FILTER UNIT

- Remove and Replace UV Bulb (If Applicable) and Filters
- Test Operations
- Check Wiring Connections
- Clean Cabinet

## INSTANT HOT WATER TANK

- Clean Fresh Air Filter (If Applicable)
- Chemical Flush Heat Exchanger Removing Calcium Deposits
- Remove and Clean Flame Sensor
- Clean Condensate Drain
- Test Operations

## DYNAMIC ADDED BENEFITS



Lower Utility Bills



Fewer Repairs



We Call You to Schedule



Front of The Line Service



Pre-Authorized Payment Plans



Extended Equipment Life



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# DYNAMIC HEATING AND COOLING - TERMS AND CONDITIONS

## Eligible Equipment for Coverage (If selected):

- Coverage is available for forced air furnaces, (natural gas or propane), central air conditioner, tankless water heater, HEPA air filters and humidifiers.
- Thermostat replacement is limited to similar type if the original fails (plan does not include wifi or "smart" type thermostats)

## What's included in the plans?

The plan covers 1 heating unit, 1 cooling unit or both (depending on the package choice). This includes the diagnostic and standard filter replacement (16x25x1 pleated, for Plus and Total Care only) and if necessary, a discounted rate on replacement, repair or the adjustment of specified parts within your heating and cooling unit, as deemed by our technicians (subject to limitation as per below). Dynamic Total Care receives year supply of standard filters delivered to your home (16x25x1 pleated).

## General Conditions

1. To maintain the validity of this agreement the customer must:
  - Operate the equipment according to the manufacturer's instruction
  - Move anything that has to be moved to facilitate the work of Dynamic Heating and Cooling.
  - Employ Dynamic Heating and Cooling or those authorized by us to work on the equipment. Dynamic Heating and Cooling will not reimburse work performed by others.
  - Promptly notify Dynamic Heating and Cooling of anything that happens to affect the equipment's working conditions.
2. Any material and work in addition to that promised by the agreement will only be on the customer's authorization and will be charged to the customer at prevailing rates.
3. Dynamic Heating and Cooling alone is the judge of how to best perform the repairs and service under this agreement.
4. Only services provided by this agreement are those that are described for the equipment listed.
5. If we determine that your unit is not economically repairable or if the repair is not covered by your plan and you require replacement equipment, Dynamic Heating and Cooling will provide you with an estimate for the replacement at your discounted rate as described in your plan.
6. We reserve the right to discontinue the plan(s) at any time.
7. Plan coverage only applies to single family homes (detached, semi-detached, townhomes)
8. Repairs to the equipment covered under the unconditional warranty or any other warranty are governed by the terms and conditions of their warranty.

## Billing and Payment

1. You agree to pay the amounts shown at the intervals on the face of this agreement. HST will be applied to all invoices.
2. All amounts are billed in advance and are due by the date shown on the invoice.
3. Annual payments can be made by cheque, E-Transfers or credit card (Visa, Mastercard)
4. Monthly payments can be made by pre-authorized Visa or Mastercard
5. Overdue payments will be charged at a rate of 2% per month compounded monthly (24% annually)
6. If payments are not up to date, service may be refused.
7. Except as specifically stated in this agreement, your payments are non-refundable
8. If you have authorized Dynamic Heating and Cooling to have your payments automatically deducted from your bank account or credit card, your plan will automatically renew after each year unless Dynamic Heating and Cooling is notified within 30 days prior to the renewal date. Dynamic Heating and Cooling will notify you of any changes to the terms and conditions prior to the renewal date. Dynamic Heating and Cooling can change the terms and conditions of the agreement, including prices. On approximately the same day each month, the charges set out in your invoice are due, and we will debit your account for those charges and any other outstanding amounts. If any pre-authorized payment falls on the weekend, Dynamic Heating and Cooling will process the payment the following business day

## Coverage Period & Renewal

1. Your plan coverage comes into effect upon acceptance by Dynamic Heating and Cooling. Protection plans require that you have a pre-inspection performed by Dynamic Heating and Cooling to verify the equipment to be covered is in good operating condition. Repairs to bring the equipment up to good operating conditions will be billed at Dynamic Heating and Cooling prevailing rates.
2. Equipment that is 15 years or older may not be accepted and/or renewed
3. You will be charged a \$25.00 fee for any cheque that is returned or any PAP that cannot be processed for any reason. You agree to notify Dynamic Heating and Cooling of any changes to your bank account information you provided.

4. The plan is in effect for one year. Notifications in any changes in the terms or price will be forwarded within 30 days of the anniversary date. Dynamic Heating and Cooling may also cancel this plan by providing written notice prior to the anniversary date.

## Warranty

1. We are not liable for any losses or damages resulting from misdiagnosis or replays in completing repairs.
2. Labour warranty is 90 days from the date of repair.
3. Parts warranty is 1 year from the date of repair.
4. We will not, under any circumstance be liable for indirect consequential, or economical damages.
5. Dynamic Heating and Cooling is not the manufacturer or the supplier of the equipment to be serviced and as such we make no representations, warranties, or conditions as to the performance of the equipment.
6. All parts replaced become property of Dynamic Heating and Cooling and you agree to assign Dynamic Heating and Cooling all assignable warranties available from the manufacturer or supplier of the parts.

## Cancellation

1. If you cancel prior to the anniversary on a monthly plan, any payments owing on the annual term will become due.
2. If you move, you agree to pay any remaining installments (if applicable) relating to the current coverage year.
3. At our opinion, we may credit the remaining balance of your plan to a plan at your new residence.

## Personal Information

1. Dynamic Heating and Cooling collects personal information about you in order to establish and manage our business relationship with you. We may be required to share your information in order to perform the services of this agreement with a third party. The sharing of your personal information will be limited to circumstances where it is required to perform the services of this agreement.
2. You hereby give consent to Dynamic Heating and Cooling to use and disclose your information to third parties as required to perform the services under this agreement and to communicate with you via phone, email and regular post.
3. You agree to promptly notify us of any changes to your mailing address at least 30 days in advance.

## Exclusions

1. Diagnostic services, repairs or replacement of items due to a manufacturer's part recall.
2. Repairs needed because of design flaws or faults which existed before your plan becomes effective
3. Repairs needed as a result of abuse, vandalism, tampering, neglect or repair or alterations by persons other than Dynamic Heating and Cooling personnel.
4. Repairs due to accidental or deliberate damage, theft, freezing weather conditions, structural repairs, lightning, earthquakes, flood, explosions, storms and acts of war or other insurable risks.
5. Problems resulting from improper sizing of equipment
6. Renovation related work.
7. The heating/cooling equipment has been turned off.
8. Cost of redecoration/restoration required as a result of any work performed in connection with the plan including drywall, plaster, tile, cabinetry, paint, wallpaper and landscaping.
9. Loss or damage caused by drains breaking down or failing.
10. Repairs needed if we previously advised you of permanent repairs to keep the equipment in good working order.
11. Removal of asbestos in conjunction with services under your plan
12. Repairs or relocation of equipment that is located in places that are unsafe or inaccessible to the service technician.





## FREQUENTLY ASKED QUESTIONS

### **Why is regular maintenance important?**

Regular maintenance is crucial because it keeps your HVAC system running smoothly, and prevents repairs, saving you money in the long run.

### **Can I schedule my services right away?**

At Dynamic Heating and Cooling, we have a long list of members. We are happy to reach out to you to book your maintenance appointment, however you can always reach us .

### **How can I make my payments?**

Monthly payments can be made by pre-authorized Visa or Mastercard. Annual payments can be accepted by cheque, e-transfer or credit card at a discounted rate..

### **What is the fee for overtime work?**

Our regular hourly fee is \$110, however the overtime fee is \$165. With our Plus and Total Care packages you save \$55,

### **Does my membership automatically renew?**

Our memberships are designed to save you time and hassle. That's why our memberships automatically renew on the anniversary date unless either party notifies the other within 30 days of the annual renewal date.

### **What happens if I cancel before the 12 months?**

Your Dynamic Heating and Cooling membership is a one-year membership with non-refundable fees for mid-term cancellations. Should you wish to cancel, please contact Dynamic Heating and Cooling within 30 days of your annual renewal date. Monthly memberships are still responsible for the remainder of the 12-month term for cancellation.

### **If I have a dual equipment package do I get 1 visit for each piece of equipment?**

No. When you have a dual equipment package, we will service both pieces of equipment on the same day.



YES! I would like to take advantage of the preferred Maintenance Package for 2023. I have checked our plan selection, and understand the payment options shown below.

### DYNAMIC TOTAL CARE

- |  |  |
|--|--|
| <input type="checkbox"/> Single Equipment \$14.95 +HST/month | <input type="checkbox"/> Single Equipment \$179.40 +HST/year |
| <input type="checkbox"/> Dual Equipment \$24.95 +HST/month   | <input type="checkbox"/> Dual Equipment \$299.40 +HST/year   |

### DYNAMIC PLUS

- |  |  |
|--|--|
| <input type="checkbox"/> Single Equipment \$10.95 +HST/month | <input type="checkbox"/> Single Equipment \$131.40 +HST/year |
| <input type="checkbox"/> Dual Equipment \$19.95 +HST/month   | <input type="checkbox"/> Dual Equipment \$239.75 +HST/year   |

### ONE TIME MAINTENANCE

- Dual Equipment \$169.95 +HST

Total for your choice of maintenance package including HST \$ \_\_\_\_\_

First Name:

Last Name:

Service Address:

Address(If Different):

City/Province:

City/Province:

Postal Code:

Postal Code:

Phone Number:

Email:

YES! Please enroll me in your Annual Automatic Renewal Plan - invoiced once per year. Please provide payment for the total amount above. Thank you in advance for your payment.

- I will mail a cheque for the package chosen to 13-1527 Upper Ottawa St, Hamilton, ON L8W 3J4
- I will pay for the package chosen by e-transfer to info@dynamicheatandcool.ca
- Credit Card - I authorize Dynamic Heating and Cooling to charge my credit card for the amount shown above, as follows...

Visa/Mastercard: \_\_\_\_\_ Expiry Date: \_\_\_\_\_ CVV: \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

