



ACCUSERV

MAINTENANCE





Introduction

HVAC Peace of Mind – Only \$8 per month

Maintenance is key in keeping your equipment in top condition. Just like your car, your heating, cooling, water heating and gas fireplace all need to be regularly tuned up in order for them to function correctly. To get them all maintained for just pennies a day is nothing short of a Best Buy. We'd like to be your trusted HVAC partner, and here's why the AccuServ Maintenance Plan is the smart choice.

Over 20 years of doing it right and doing better

Over the past two decades we've serviced countless homes, and all too often witnessed the premature breakdown of equipment leaving customers without heat, hot water and more. For many of them, although their systems had recently been serviced, they discover the hard way that the work wasn't properly and professionally performed.

Our Maintenance will Save you Money

Our technicians receive specialized training from a third generation HVAC specialist, respected in the industry, to do it right; the first time, every time. Our 21 safety and cleaning check guarantees your system is performing as it should and is free of safety concerns. Our technicians are well equipped with high-end CO detectors, gas sniffer, camera scope and state-of-the-art Combustion Analyzer capable of reading and breaking down gases to their individual chemical makeup. You're covered and protected.

Your satisfaction is guaranteed

We're so confident in the quality of our work that we guarantee total satisfaction. All for an affordable \$8 per month.

Make the right choice – AccuServ

If you've ever experienced a hot water heater crisis, you've already learned that hot water isn't over-rated; and same goes for the rest of your HVAC system. We think you deserve heating and cooling systems you can count on. The comfort and safety of your home and family with true HVAC peace-of-mind are just a phone call or email away. Providing comfort and protection.

Guaranteed!

Advantages of having a Maintenance

- Equipment to stay clean, lubricated and properly adjusted
- Improved performance and efficiency, saving you money on your hydro bill
- Increased lifespan on maintenance-sensitive parts
- Check all safety devices are working correctly
- Ensure there is no gas leak present
- Ensure equipment safe and home is carbon monoxide free



Air Conditioner

A working air conditioner during Summer can be the difference between your home being a cool escape or a scorching sauna. That's why it's imperative that you have it maintained before the cooling season to reduce the chances of any unexpected breakdown.

It's not cool to neglect maintenance

Air conditioners are notorious for having refrigerant leaks that slowly fail to cool your home until it stops working altogether. The problem is, without a technician testing the refrigerant levels, the homeowner doesn't really know if their AC is running optimally or not. Low refrigerant levels forces your air conditioner to run longer and harder to cool your home, increasing wear and tear on the unit.

Your outdoor unit consists of a compressor, condenser coil and a large fan that cools down both those components. As time goes by, dirt and debris builds up on your outdoor unit, restricting the airflow. This causes the compressor and condenser coil to get very hot. If the AC continues to run in these conditions for a prolonged amount of time, the compressor can overheat and burnout. The compressor is a major component in the AC system and very expensive to replace, you don't want this to happen.

Our maintenance will ensure your AC is free from any obstruction and properly tuned, letting you chill out through the summer.

The AccuServ Team

Our licensed technicians are masters in the principle of refrigeration. By using their gauges they hook up into your AC system, they are able to quickly read temperatures and pressures and identify any abnormalities. They then make the necessary corrections to get your AC in top shape.

Low Monthly, High Value

The best part is we provide this leading annual maintenance for only \$8 a month.

Our highly skilled technicians follow a very detailed list of 21 inspections and cleaning, providing you with the most thorough maintenance in the industry.



Industry leading annual maintenance for **only \$8 a month.**

Guaranteed!

21 Point Inspection and cleaning

- Calibrate and level thermostat
- Clean/replace filters as needed
- Check monitor volts/amps on fan motor
- Lubricate and inspect bearings for wear
- Clean indoor coil if accessible
- Flush/treat condensate drain with anti-algae
- Inspect condenser coil
- Monitor operating pressure of refrigerant
- Inspect safety devices for proper operation
- Inspect disconnect box for proper rating and installation
- Tighten all electrical connections
- Test/inspect contactors for burned, pitted contacts
- Inspect electrical system for exposed wiring
- Test and inspect capacitors
- Inspect fan blade
- Clean condenser coil and remove debris
- Inspect service valves for proper operation
- Measure temperature difference – supply/return
- Inspect duct work for energy loss
- Monitor compressor for proper amperage, volt draw & wiring connections
- Clean debris from around the condenser

Advantages

- Increases the life span of your air conditioner
- Improves energy efficiency
- Ensures there is no refrigerant leakss

Furnace

Gas furnaces have become the most popular form of heating in Ontario. It starts when the thermostat calls for heat and turns on the main burners. A metal enclosed shell, called the heat exchanger, separates the burner gas that's inside it from the circulation air that travels outside and around it. The circulation air is then heated by the exchanger and blown through your ducts to heat your home. The now cooled air returns back into the furnace to be heated again. This process continues until your home is at the desired temperature.

Don't take it lightly: your heat exchanger, cracks and CO

There's no other equipment we stress is more important to have maintained than your furnace. It has the highest rate of crack heat exchangers; usually due to poor maintenance. This is a very dangerous situation as a crack can quickly start producing the silent killer, carbon monoxide.

Poor maintenance can lead to a crack in several ways:.

Improper Air Flow

Dirty filters, closed off vents or furniture blocking return vents can all contribute to improper air flow. As a result the lack of air crossing through the heat exchanger causes it to overheat making it more prone to cracking.

Improper Manifold Pressure

Your gas valve controls the flow of gas into your burners. If it's allowing too much gas it can cause the same overheating condition as restricted air flow. Likewise, if it's allowing too little gas it increases run time and wears out the heat exchanger faster.

Improper Displacement of Condensation

Most common in furnaces that have not been run (heat or cool) in a long time: they accumulate condensation in the heat exchanger, eventually rusting out the system.

It is imperative that the heat exchanger isn't cracked in order for it to separate the burner gas from the circulation air. Mixing the two will create carbon monoxide.

The AccuServ Team

Our technicians are very knowledgeable about the operation of furnaces and how to properly maintain and repair them. They go through intensive one on one courses on how to do proper safety checks, readings, measurements and most importantly, ensure the heat exchanger is not cracked. We also ensure they're equipped with the right tools to do the job. These include:

Camera Scope: a handheld camera with a scope in order to thoroughly inspect the condition of a heat exchanger

Gas Sniffer: A highly sensitive natural gas sensor that ensures there is no gas leak in or near your furnace

Combustion Analyzer: Probably one of the most important tools, it detects if there is any CO present in the room or in the furnace. It can also be used to detect other fatal gases

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21 Point Inspection and cleaning

- 1) **Camera Scope inspection of furnace heat exchanger**
- 2) **Test airflow for deadly carbon monoxide**
- 3) Test ignition system for safe and proper operation
- 4) Test safety & control circuits for proper operation
- 5) Test exhaust system for proper venting
- 6) Lubricate & clean blower motor air vents
- 7) Measure temperature differences - Supply/Return
- 8) Inspect and adjust fan belt tension (if applicable)
- 9) Calibrate & level thermostat
- 10) Inspect for combustible material around furnace
- 11) Brush clean and vacuum burner
- 12) Brush clean and vacuum heat exchangers
- 13) Test furnace flame for proper burn mechanism
- 14) Clean or replace existing filter
- 15) Measure and adjust gas pressure for peak efficiency
- 16) Lubricate all moving parts, per manufacturer
- 17) Measure amperage and voltage of blower motor
- 18) Tighten and inspect all electrical wiring
- 19) Clean upper and lower combustion vents
- 20) Test for natural gas leaks
- 21) Clean furnace exterior

Advantages

- Increases the life span of your furnace
- Improves energy efficiency
- Ensures your furnace is not producing carbon monoxide
- Ensures your furnace does not have any gas leaks



Boiler

A boiler is very similar to your furnace however rather than heating your home with air, it heats with water. It starts when the thermostat calls for heat and turns on the main burners. A metal enclosed shell, called the heat exchanger, separates the burner gas that travels around and outside it from the circulation water inside it. The circulation water is then heated by the exchanger and pumped through your pipes to heat your home. The now cooled water returns back into the boiler to be heated again. This process continues until your home is at the desired temperature.

Scale build up. Your boiler's worst nightmare

When neglected scale can build up within the hydronics system. This scale acts as an insulator and restricts heat transfer. This results in reduced efficiency and forces your boiler to run longer and harder to heat your home.

Another major problem is that oxygen can enter the system and start corroding your piping and water valves. This can lead to seized water valves or worse yet, burst pipes. That's why we stress the importance of getting your boiler maintained to greatly increase its lifespan and prevent maintenance-sensitive components from breaking or rotting out.

The AccuServ Team

Our technicians have a deep understanding of hydronics system. First they read the different pressures on the boiler's gauges and interpret them to determine the boiler's current condition. They then properly bleed the air out and descale the unit to ensure it's running efficiently and safely.

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21 Point Inspection and cleaning

- Ensure boiler is not producing carbon monoxide
- Descale hydronics system
- Inspect burner's air inlets and shutters are free of lint and dust
- Inspect firebox for cracks
- Inspect the burner electrode assembly
- Check the transformer bushings, springs and ignition wiring
- Check the draft regulator for free movement.
- Vacuum and clean boiler flue sections
- Brush clean the surfaces of the boiler sections
- Clean the cadmium-sulfide flame sensor
- Clean the burner air tube
- Inspect limit controls
- Fire the boiler and check gauge readings for correct boiler water temperature and pressure
- Adjust the boiler controls to produce correct gauge readings
- Check the burner's flame shape and make necessary adjustment
- Check the pressure and the oxygen content of the combustion gas over the fire
- Check the circulation pump for leaks
- Test and adjust thermostat accordingly

Advantages

- Increases the life span of your boiler
- Improves energy efficiency
- Removes corrosive oxygen from the boiler
- Removes restricting scale from the boiler
- Ensures there is no presence of carbon monoxide



Tank Water Heater

Tank Water Heaters by design are quite simple, a tank of water heated up by burners at the bottom. It regulates temperature with an aquastat and has various safety devices to prevent over pressurization and natural gas from filling your home.

Don't let sediment build up to problems

As time goes by, sediment starts to build up at the bottom of the tank. This sediment is carbonate calcium, which is found naturally in water. This build up acts as an insulator reducing the transfer of heat from the burners below to the water above. The result is longer run times which reduces energy efficiency and increases your gas bill. Longer run times also equals to overheating which eventually weakens the steel and damages the glass lining at the bottom of the tank. The weaker it gets the higher chance it will start leaking and lead to a flood.

Finally, if there is enough sediment build-up it can clog the drain valve at the bottom making future maintenance impossible.

The AccuServ Team

Our technicians are well versed on how to properly maintain a water heater. Being adequately trained and equipped, they have the tools and knowledge to perform all the safety checks and cleaning; including flushing all the sediment out of your water heater.

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21 Point Inspection and cleaning

- Camera Scope inspection of the burner compartment
- Clean upper and lower combustion vents
- Test ignition system for safe and proper operation
- Test safety & control circuits for proper operation
- Test exhaust system for proper venting
- Measure amperage and voltage of ventor motor
- Check water temperature
- Inspect thermocouple draw (if applicable)
- Calibrate & level aquastat
- Inspect for combustible material around water heater
- Brush clean and vacuum burner
- Check Pressure Relief Valve
- Test water heater flame for proper burn mechanism
- Tighten and inspect all electrical wiring
- Clean Water heater exterior
- Measure and adjust gas pressure for peak efficiency
- Check Pressure switches
- Inspect unit for leaks
- Test for natural gas leaks
- Test airflow for deadly carbon monoxide
- Flush Water Heater of Sediment

Advantages

- Increases the life span of your water heater
- Improves energy efficiency
- Reduces the chance of leaks and flooding



Tankless Water Heater

The technology behind tankless is effective and innovative. It operates by using a unique water flow monitoring and flash heating system that allows it to heat your water instantaneously at your desired temperature.

Worry Less about your Tankless; flush out the sediment

Overtime sediment begins to build up in the system. The sediment acts as an insulator, reducing the transfer of heat from the burners to the water. The result is reduced energy efficiency and less water pressure due to a built-in "restrictor" that slows down the gpm when the water is not hot enough.

If the sediment build up is severe enough, it can actually form chunks and flakes. These large pieces of sediment can begin inhabiting key components such as the flow sensor, affecting its ability to accurately measure gpm. Worst case scenario the system becomes so clogged with chunks and flakes that the unit can no longer be repaired and must be replaced.

The AccuServ Team

Our highly skilled technicians ensure your tankless water heater is properly flushed of all sediment. They use a special descaler that is circulated throughout the system by a submersible pump they attach to your water heater. This solution breaks up the sediment build up and flushes it out into a bucket. They then complete the process by flushing out the descale solution with water; leaving you with a clear, smooth running, tankless water heater.

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21 Point Inspection and cleaning

- Flush Water Heater of Sediment
- Ensure Carbon Monoxide is not present
- Clean secondary water filter
- Clean Intake air filter
- Inspect Condensation line for leaks
- Check ventor motor amps
- Check and adjust manifold pressure
- Check exhaust vents for cracks, slope, length
- Ensure service valves are not seized or leaking
- Clean the high pressure relief valve
- Check Circulation pump
- Check all electrical connections are secure and not burnt
- Inspect all joints for leaks
- Ensure service clearances are met
- Ensure make up air is sufficient
- Inspect for dust debris and corrosion
- Inspect heat exchanger for cracks
- Inspect gas pipe for leaks or corrosion
- Check acidic level of water using PH scale
- Dip switches set for optimal operation
- Test run the unit

Advantages

- Increases the life span of your furnace
- Improves energy efficiency
- Ensures your furnace is not producing carbon monoxide
- Ensures your furnace does not have any gas leaks



Fireplace

Gas fireplaces can literally light up a room and bring warmth and relaxation to a homeowner. However just like any other gas appliance, it needs to be maintained to ensure optimal performance and safety.

Poor maintenance: turning cozy fires into safety hazards

As time goes by, carbon begins to build up on the inside surface of the glass. This produces a whitish film that can obstruct the view of the fireplace. If neglected long enough the carbon can become ingrained into the glass and impossible to remove. Once you reach this point, your only option is to replace the glass to restore its original look.

However more importantly, like any gas appliance, there is a risk of carbon monoxide. A very dirty gas fireplace can choke the burner and cause it to produce CO. A block vent can also create CO and can remain unnoticed until identified by a technician; hopefully before it does any harm.

The AccuServ Team

Our gas fireplace technicians are not only trained on how to properly clean your fireplace to maintain its ideal look, but are also trained on how to identify any hazard that might produce CO. Armed with a high-end carbon monoxide detector, gas sniffer and combustion analyzer, they ensure that there are no deadly gases present and your fireplace is 100% safe.

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21 Point Inspection and cleaning

- **Test airflow for deadly carbon monoxide**
- Clean fireplace exterior
- Test ignition system for safe and proper operation
- Test safety & control circuits for proper operation
- Test exhaust system for proper venting
- Lubricate & clean blower motor (if applicable)
- Test remote and receiver
- Replace batteries in remote control
- Test manual switch
- Inspect for combustible material around fireplace
- Brush clean and vacuum burner
- Brush clean and vacuum firebox
- Test fireplace flame for proper burn mechanism
- Clean tempered glass with special cleaner
- Measure and adjust gas pressure for peak efficiency
- Clean Thermopile
- Measure amperage of thermocouple
- Tighten and inspect all electrical wiring
- Replace fireplace embers
- Test for natural gas leaks
- Thorough inspection of firebox

Advantages

- Increases the life span of your fireplace
- Improves energy efficiency
- Ensure your fireplace is not producing carbon monoxide
- Ensure your fireplace does not have any gas leaks

Terms & Conditions

The maintenance plan provided by AccuServ do not cover any costs, including diagnosis and service, repair, parts, replacement, or adjustment for such of those equipment which are used for commercial applications.

Repair costs incurred on account of following reasons will not be covered under the plans: design faults or preexisting faults/defects/deficiencies or which have previously been repaired during the first 30 days prior the Date of commencement of the plan, improper use, tampering, alterations or repairs by persons other than personnel of AccuServ, loss, fire, theft, accidental or deliberate damage, extreme weather conditions, subsidence, structural repairs, redecoration or renovation related work, explosion, earthquake, lightning, flood, storm, acts of war or other insurable risks, improper setting of the thermostat, the household electrical fuse or circuit breaker required for the unit is blown, improper sizing or application of the equipment, the Heating Unit or Cooling Unit has been turned off, break down of heating, cooling, appliance, electrical or plumbing or drains system due to lack of reasonable maintenance.

- During the execution of the work covered under the plan, there may be minor damages to the wall-coverings, drywall, plaster, wall paper, paint, floor coverings, tile, cabinetry, counter tops, landscaping or there may be structural or cosmetic defects. Costs of redecoration or restoration of these damages/defects are not covered under the plan

- If there is any Building and Zoning Code Requirements or violations which are discovered before or during the diagnosis or repair of Equipment, you are required to complete the necessary corrective work at your own expense, before we take up the required repair or services of the equipment. You are required to obtain the necessary permits before we take up the service or repair of the equipment. We shall not be responsible for service or repairs, or delay in rendering the service on account of your noncompliance of any of the above requirements. If additional costs are incurred in order to comply with local, provincial, or federal law, we shall not be responsible for that additional expense.

The plan will not cover service involving hazardous or toxic materials, asbestos, lead or the disposal of refrigerants or contaminants.

- We will not provide any maintenance under the plan, if the equipment is not easily accessible, or if our authorized technician refuses to enter the premises due to the presence of animals, insects, unsanitary conditions or unsafe conditions. We may terminate your plan at our sole discretion if in our reasonable assessment; the conditions of the residence where the equipment is located are unsanitary or unsafe. Upon termination of your plan, we will refund the entire or proportional payment depending on the service rendered during the current coverage year under the plan.

- Heat pumps, equipment using conversion burners, the conversion burner itself and ductless, wall unit, heat pump and high velocity units are not eligible for coverage. Equipment serving more than one dwelling unit is not eligible for coverage. Heating equipment that heats using electricity or a fuel other than natural gas (e.g. oil, propane, wood, etc.) is not eligible for coverage

- Your plan coverage is not transferable to another residence.

- If you move, the balance of the plan coverage then in effect remains with the Covered Appliances and will be transferred to the new owner.

Billing and Payment- Your credit card on file will be charged the balance due to us. AccuServ reserves the right to change the prices by providing 30 days advance notice.

Warranty -The maintenance plan does not guarantee the equipment will not fail or provides any warranties; express or implied, as to the equipment unless stated on the Terms and Conditions

of new purchases. The Customer assumes the responsibility for the condition of the equipment.

LIABILITY AND INDEMNITY. Liability for injury, disability, and death of workers and other persons caused by operating, handling, or transporting the equipment during the term of this contract is the obligation of the Customer, and the Customer shall indemnify and hold the Company harmless from and against all such liability.

Agreement Renewal for your convenience, there is an automatic renewal process.

Coverage will renew for each year for another year on the anniversary of your effective Date unless

a) you have given AccuServ prior notice that you do not wish to renew your coverage, or (b) AccuServ has given you prior notice that it will not be offering you renewed coverage.

Personal Information- We collect and use personal information about you in order to establish and manage our business relationship with you. In light of this, you allow us to:

- share your information with our Authorized Repair Technicians in order to provide service under your Plan
- disclose information about you for the following purposes:
 - Billing and/or supplying services to you under these Terms and Conditions;
 - Law enforcement;
 - Complying with legal requirement; and
 - Processing of past due accounts of yours which have been passed to a debt collection agency

Entire Agreement- You signed application form together with these Terms and Conditions, including any attached schedules, (collectively, the "Agreement") form the entire agreement between you and us. The Agreement supersedes any prior written or verbal representations, rights, obligations or inducements (including those of sales agents) that are binding on us.

Conflict- in case of any conflict between the information on the application form and these Terms and Conditions, these "terms and Conditions shall prevail"

Governing Law- This Agreement is governed by the laws of Ontario, Canada.

SEVERABILITY. If any portion of this contract shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of this contract is invalid or unenforceable, but that by limiting such provision, it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

WAIVER. The failure of either party to enforce any provision of this contract shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this contract.

CERTIFICATION. Customer certifies that the application, statements, trade references, and financial reports submitted to Company are true and correct and any material misrepresentation will constitute default under this contract.