



# YOU ARE PROTECTED!

If you are the owner of a natural gas furnace, for the duration of your coverage under the **PROTÉGÉ** Plan, Gazifère will cover labour and most of the cost of replacing defective parts.

Under the **PROTÉGÉ** Plan, receive a \$5 rebate on your next furnace cleaning!

gazifere.com  
819 771-8321

**Gazifère**  
Une société ENBRIDGE

## GAZIFÈRE'S LIABILITY

### Availability of Parts

Gazifère will attempt to obtain a replacement part or an appropriate substitute as quickly as reasonably possible, but limited availability of certain parts may cause delays from time to time. Gazifère is not responsible for the replacement of a part in the unusual event that a part is no longer available or cannot be obtained at a commercially reasonable cost. Should this occur, you or we may terminate your Plan coverage of the equipment involved, and the full cost of the annual Plan membership will be refunded upon termination.

### Damage

Gazifère will not be held liable for any damage resulting from the failure of parts replaced or from services performed under the Plan, unless such damage is the result of negligence on the part of Gazifère, its employees or its authorized representatives.

### Plan Changes

Gazifère reserves the right to amend the terms and conditions of the Plan at its discretion, without incurring further liability. Notice of such amendments will be provided with the monthly Gazifère bill.

Gazifère also reserves the right to discontinue the Plan at any time. In that event, Gazifère's liability will be limited to refunding the unexpired portion of the annual fee, if any, and to completing any repairs or part replacements covered by the Plan for which a repair request was received before the date on which the Plan was discontinued.

### Other Conditions

- Gazifère will not reimburse a Plan member for the cost of service, labour or parts replacement performed by unauthorized contractors.
- All defective parts replaced under the Plan become the property of Gazifère.
- Decisions as to whether parts should be repaired or replaced will be made by Gazifère, at its discretion. .
- Gazifère reserves the right to assign to a third party its rights and obligations under the Plan coverage.

Ce document est aussi disponible en français.

## Parts Covered Under the **PROTÉGÉ** plan

- Aquastat Controls
- Automatic Vent Damper /Motor
- Blower / Components and controls
- Collector Box
- Door Switch
- Electronic Ignition System
- Fan Control
- Fan Motor
- Flame Spreader
- Flow Switch
- Fuel or Air Flappers
- Furnace Low Voltage Circuit Fuse
- Gas Appliance Regulator
- Gas Burner and Orifices
- Gas Control Valve
- Heating Circuit Transformer
- Ignition Runner Bar
- Internal Wiring
- Limit Controls
- Pilot Burner
- Pilot Tubing
- Pressure Relief Valve
- Internal Primary Circulator /Pump
- Pulley and Belt
- Relay
- Roll-Out Switch
- Summer / Winter Switch
- Thermocouple / Generator
- Thermostat\*
- Vent System Pressure Switch/ Tubing
- Ventr Motor Assembly

\* We will provide a replacement for a thermostat that cannot be repaired with an equivalent make and model of our choice. We do not guarantee to replace it with a model from the same manufacturer. If you have a boiler system, zone thermostat/control and energy management controls are not covered. A heat pump thermostat will be replaced with a heating/air conditioning thermostat. The difference in cost will be billed to the client.

## GAZIFÈRE **PROTÉGÉ** Plan APPLICATION CARD

I hereby confirm my application to the **PROTÉGÉ** Plan at the current rate and on the terms set out in the brochure *You are protected!*

Your coverage becomes effective 14 days after Gazifère receives your signed application.

*If on inspection our technician identified repairs or adjustments needed for your furnace to qualify for the Plan, your application must be accompanied by a copy of a licensed repair technician's invoice clearly indicating that the necessary work has been done. The inspection report on your furnace is valid for 60 days only. After that, a further inspection will be required.*

Name

Address

City

Postal Code

Signature

# TERMS AND CONDITIONS

## Plan Eligibility

- Plan coverage applies only to natural gas appliances that are less than 15 years old.
- The appliance covered must be a forced air furnace, a boiler or a wall-mounted space heater used as the primary heating source
- Appliances equipped with a conversion burner are not eligible for “**PROTÉGÉ**” Plan coverage.
- The appliance covered must be installed in a residence consisting of no more than three dwelling units

## Coverage Period

- Your Plan coverage becomes effective 14 days after your application is received and will remain in effect for a period of one year.

## Renewal

For your convenience, there is an automatic renewal process, ensuring continuous coverage. Fees for Plan renewal will be charged to your natural gas bill unless:

- you have given us prior written notice, 10 days before the one year Plan expiry date, that you do not wish to renew; or
- we have given you prior written notice that we will not be offering you renewed coverage for reasons of safety or an unusual heating equipment repair history.

## Cancellation

You can obtain a full refund if you decide to cancel your Plan coverage within 7 days of the date we receive your application. No refund will be paid beyond that date.



## Transferability

The Plan covers the registered unit only. If you sell your house, Plan coverage can be transferred to the new owner. However, the Gazifère Plan will no longer cover equipment which is moved within or outside the premises. Plan coverage cannot be transferred to another residence.

## Ancillary Equipment

Ancillary equipment such as air conditioners, humidifiers, air cleaners and any parts added to the covered appliance to operate ancillary equipment are not covered.

## Services Covered by the Plan

Your Plan covers the diagnosis, repair, replacement or adjustment of covered parts as determined by Gazifère. Your Plan coverage includes labour and replacement part costs.

## Parts Covered

The Plan provides coverage for the thermostat and all parts within the heating unit casing, with the following exceptions: heat exchanger and filters of the heating appliance, boiler burner coils and low and high water cut-off valves, firebox/combustion chamber and parts added to accommodate ancillary equipment.

## Specific Excluded Costs

Gazifère's Plan covers only the parts specified in the Plan. It does not include the cost of troubleshooting, service, repair, parts replacement or adjustment in circumstances where:

- the required repair, replacement or adjustment relates to a part not covered by the Plan or subject to a manufacturer's part recall;
- the thermostat is not properly adjusted or utilized;
- the furnace filter is dirty or blocked due to a lack of regular filter maintenance (the filter must be cleaned or replaced as needed);
- the part cleaning or adjustment is normally performed under an annual maintenance routine;
- the part failed as a result of a lack of proper annual maintenance;
- the pilot was extinguished by someone other than a Gazifère representative;
- the household electrical fuse or breaker required for the furnace is defective or non-functional;
- repair is necessary because of accidental or deliberate damage, theft, fire, flood, earthquake, act of war or other insurable risks;
- repair is needed as a result of abuse, alterations, repair or tampering by persons other than a Gazifère representative.

Boiler system drainage and refill, and annual maintenance of a covered heating appliance, are other costs not covered by Gazifère's Plan.

**Gazifère Inc.**  
Customer service  
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