ComfortTech
heating & cooling ltd.



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3 Simple Steps: Purchasing a Quality Home Comfort System



ARE YOU COMFORTABLE?



FOCUSSED ON EFFICIENCY, FOCUSSED ON QUALITY

Heating and cooling account for much of your home energy use, and installing a modern, high-efficiency system has great potential to lower your energy bills. The right kind of home comfort system can make your home healthier, safer, and more comfortable.

High-efficiency equipment is not all it takes to make a home comfort system choice. How well your total comfort system performs and how long it lasts depend largely on the quality of the system's installation. Proper installation and regular maintenance are essential to your system's performance, longevity, efficiency, and ability to keep you comfortable.

THE MORE YOU KNOW

Reading, reviewing, and using this guide will take time, but it is definitely worth it. Choosing the right equipment and the right contractor will impact your utility bills, your comfort level, and most importantly will give you peace of mind.

THREE STEPS TO COMFORT: YOUR PATH TO A QUALITY HOME COMFORT SYSTEM.

Step One: Learn the Basics
Get an overview of system types, comfort, reliability, and operating costs.

Step Two: Ask Questions
Addresses the issues customers have told us are most important in helping them choose a quality system.

Step Three: Making a Decision
Simplify the purchasing process by making a true apples to apples comparison of the installation companies you are considering.

SMART SOLUTIONS

The more you know about what you're buying, the better decision you'll make.



STEP ONE:

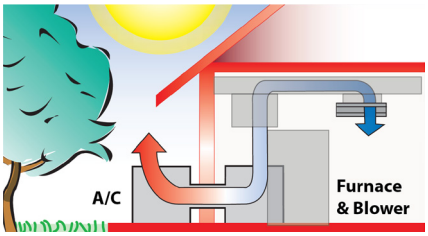
Learn What to Look for in a Quality Heating & Cooling System

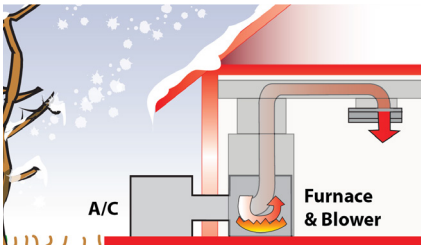
With any major purchase, it's a good idea to learn as much as you can. This is especially true with home comfort systems where the installation costs represent a good portion of the purchase price. Professional installation and regular professional maintenance can result in longer equipment life, higher efficiencies, and lower repair bills.

Step One provides information you should know when shopping for your home comfort system.

- *Types of Forced Air Systems*
- *Healthy Air Options*
- *Systems Maintenance*
- *Efficiency Ratings*
- *System Operating Costs*
- *Quality Installations*

TYPES OF FORCED AIR SYSTEMS





1: CENTRAL FORCED AIR SYSTEMS

Central forced air systems contain four main components (1) the indoor unit/ furnace, (2) the distribution (air duct) system, (3) the outdoor unit (typically an air conditioner, connected by the refrigerant lines to the indoor unit), and (4) the thermostat which controls the system. In this section, you will review the basic operating principles behind central forced air systems and essential information on preventive maintenance.

2: COOLING

AIR CONDITIONERS

Air conditioners and heat pumps cool your home by removing heat from the indoor air and transferring that heat to the outdoor air. This heat is extracted from your home by passing indoor air across a refrigerant coil in the indoor unit. The heat then is carried by lines to the outdoor unit, where it is released to the outside air. The cooling cycle continues until the indoor temperature reaches the thermostat setting.

3: HEATING

GAS FURNACES

The heating cycle: a gas valve on the furnace opens and an ignitor lights the burner. Combustion air is drawn into the furnace to keep the fuel burning inside an enclosed heat exchanger. As the furnace fan draws cold air across the heat exchanger, heat is added to the air. The fan then pushes the warm air into your home through the air duct system.

SYSTEM MAINTENANCE

All home comfort systems require attention once they are installed. While most maintenance should be performed by qualified professionals, there are things you can do to keep your system operating efficiently.

- See that objects are not stacked against or on top of the outdoor unit.
- Ensure that furniture and other items are not placed over supply registers, and keep registers (grills) free of dust and lint.
- Change or clean your filter according to the manufacturer's recommendations.
- Keep the outdoor unit free of grass clippings, leaves, and snow and other debris which restrict air supply.
- If you have a gas furnace, have the heat exchanger checked for cracks and the vent checked to see that waste gases are being properly vented from your home.
- Have a Total Comfort Plan with Comfort Tech Heating & Cooling for professional maintenance.



SMART SOLUTIONS

Choose the type of system that best fits your lifestyle, your budget, and the length of time you plan to live in your home.

EFFICIENCY RATINGS

Heating and cooling equipment are rated according to how efficiently they use energy. Heating and cooling efficiency ratings share a common feature with the kilometres-per-litre ratings used for cars; the higher the number, the more energy efficient it will be. A car rated at 50 KM/L will use less fuel per mile than one rated at 20 KM/L. Likewise, an 18 SEER air conditioner will use less energy to operate than a comparably sized to 13 SEER air conditioner.

The three most commonly used rating systems are defined below:

SEER2 - (Seasonal Energy Efficiency Ratio 2)

Rates the cooling efficiency of air conditioners. Units more than 15 years old commonly have SEER ratings of 10 or less. Ratings for today's units generally range between 16 and 20 SEER.

AFUE - (Annual Fuel Utilization Efficiency)

Rates the heating efficiency of gas and oil furnaces. Furnaces older than 15 years likely have AFUE's of 80% or less. Most units today have AFUE's between 95 and 98%.

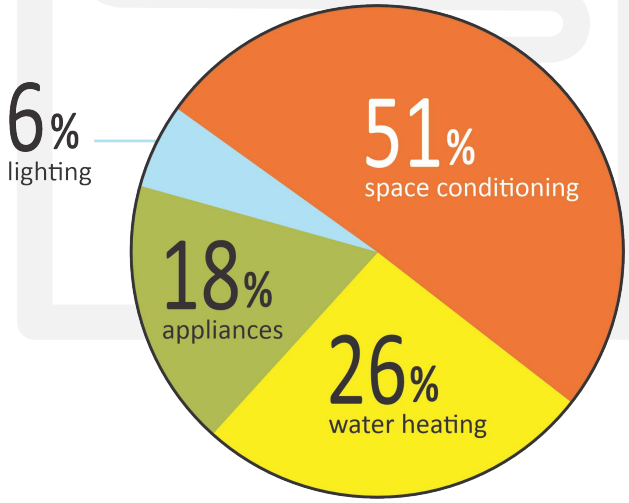
HSPF2 - (Heating Season Performance Factor 2)

Rates the efficiency of heat pumps in heating mode. Units more than 15 years old would have HSPF2 rating of 6.3 or less. Today's systems have much higher HSPF2 ratings between 9 and 13.

SMART SOLUTIONS

When combined with your home's heating/cooling requirements and your local utility rates, efficiency ratings can help estimate how much it will cost to operate the system you are considering.

YOUR HOME ENERGY USE



SOURCE: FORTIS BC ONLINE

SMART SOLUTIONS

Lower operating costs year-round make the **Comfort Tech** high-efficiency system the best value choice.



SYSTEM OPERATING COSTS

Comfort Tech home comfort systems are designed for your comfort, with no sudden blasts of hot air or wide swings in temperature. Most importantly, a high-efficiency system is economical to operate. This guide will help you purchase a quality total comfort system, no matter what type of equipment you select.

QUALITY INSTALLATIONS

The best way to learn what to look for when choosing a heating and cooling system may be to see what constitutes an ideal job. This section highlights and describes the essential aspects of an installation. This section also discusses the potential problems which could occur if the job is done improperly.

HOW TO CORRECTLY SIZE EQUIPMENT

The first step a contractor should take toward a quality installation is to properly size the equipment to the specific home's heating and cooling requirements. What do we mean by "sizing?"

Your home loses heat in the winter and gains heat in the summer. A properly sized system should keep your home comfortably conditioned year' round - right up to the hot and cold extremes, called "design conditions." Things such as the size of your home, how well it is insulated, which direction it faces, and the amount of windows all help us determine your home's specific heating and cooling requirement. These factors, and others, then help us determine the correct equipment size you need for your home.

Air conditioners are sized on the cooling load, and their cooling capacity is measured in tons. One ton of cooling equals 12,000 BTUh. If an assessment of your home shows your home to have a heat gain of 36,000 BTUh, you can divide that by 12,000 (the number of BTUh per ton). Based on that calculation, your home would require a 3-ton unit.

WHAT CAN HAPPEN IF A UNIT IS SIZED INCORRECTLY?

The obvious problem in under-sizing equipment is a poor level of comfort - the equipment will not keep you warm enough in the winter or cool enough in the summer. Over-sizing poses a less obvious, yet far more significant problem. In the process of cooling, a heat pump or air conditioner removes humidity from your home. Too large a unit will cool too quickly, leaving an uncomfortably high level of humidity. In addition to the decreased comfort, this problem, known as "short cycling," places unnecessary strain on the compressor and can lead to premature compressor failure. Excess humidity in your home can also contribute to poor indoor air quality and may affect your health.

EQUIPMENT AND AIR DUCT SYSTEMS MUST MATCH AND WORK TOGETHER

Referring to Figure 1, an air conditioner uses an indoor coil (1), an outdoor coil (2), refrigerant lines (3), and a compressor to transfer heat. Because air is what carries heat to or from the refrigerant coil, it also is necessary that the home has an air duct system. The air duct system consists of return air ducts (4), supply air ducts (5), and a furnace (6) which houses both the fan motor and indoor coil.

A fan (blower) in the furnace (6) pulls unconditioned air through the return air duct (4) into the furnace. There, the air is conditioned as it passes across the indoor refrigerant coil (1). The conditioned air then is forced by the blower into the supply air duct (5), where it either heats or cools the home to satisfy the thermostat setting.

For most systems, the supply air duct should deliver at least 400 CFM (cubic feet per minute) of air per ton of cooling capacity. That rate of airflow allows the refrigerant coil to properly extract heat (for cooling) or add heat (for heating) to the airstream.

WHAT CAN HAPPEN IF THE AIRFLOW IS INCORRECT?

Improper airflow may be the largest single contributor to poor comfort and early equipment failure in home comfort systems. If the airflow is much less than 400 CFM per ton, proper heat transfer will not occur, and the equipment will not heat or cool your home comfortably. Low airflow strains the refrigerant system and may lead to early compressor failure. Other components of the system, such as the blower motor, also are placed under increased stress.

Too much airflow (more than 500 CFM) will not properly remove humidity in the cooling cycle and will provide only lukewarm heat in the heating season. A system pushing too many CFM per ton also may be noisy.

AIR DUCTS - IMPORTANT CONSIDERATIONS

Whether or not your home presently has air ducts, it is important to know what constitutes a well-designed air duct system. Many air duct systems - particularly the return air side of those systems - are inadequately sized, and do not meet today's recognized standards for proper airflow. The best way to find out if your air duct is adequate is to have **Comfort Tech** evaluate it. The best time to make air duct modifications is when you are having new equipment installed.

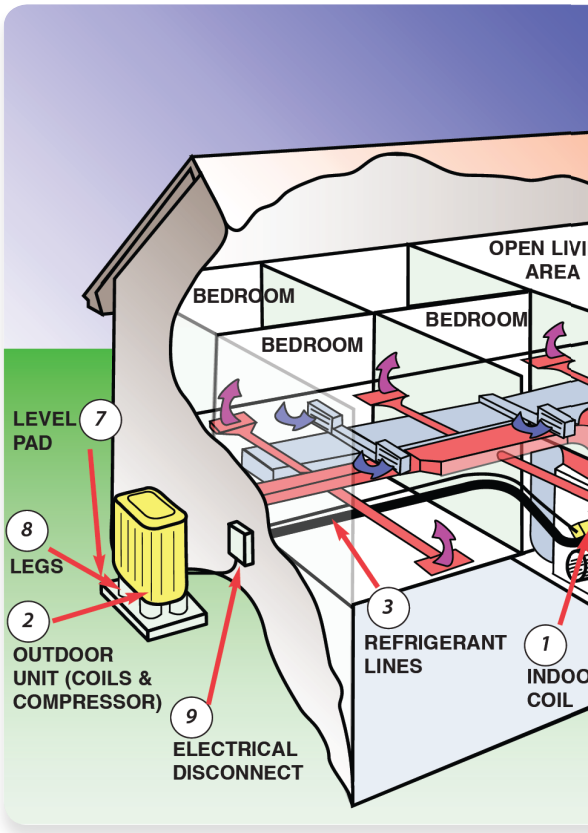


FIG. 1 HIGH QUALITY HOME HEATIN

Of course, providing the proper amount of airflow is the primary function of an air duct system. Assuming the air duct delivers proper airflow, there are still many essential aspects to a quality duct installation, including proper balancing and sizing of ducts to save energy and provide maximum comfort.

AIR DUCT INSTALLATION

Air ducts in an unconditioned space must be insulated and sealed with tape and caulking. Unsealed air ducts which run through an unconditioned space cause undue air duct leakage, decreasing the system's ability to heat and cool the home. This wastes energy and causes condensation to form, which could cause severe damage to your home and potentially allows dangerous contaminants to develop, such as mould.

EQUIPMENT

The Outdoor Unit (2)

Outdoor units should be placed on a level pad (7). This unit should have plenty of space above and to the sides so airflow across the coil will not be restricted.

All outdoor units will make some amount of noise when running. Windows, quiet areas, decks or patios that are used frequently, and your neighbours (if homes are close together) should be considered when selecting the location of the outdoor unit.

Outdoor units must have an electrical disconnect (9) mounted near the unit so the power supply can be shut off from outdoors.

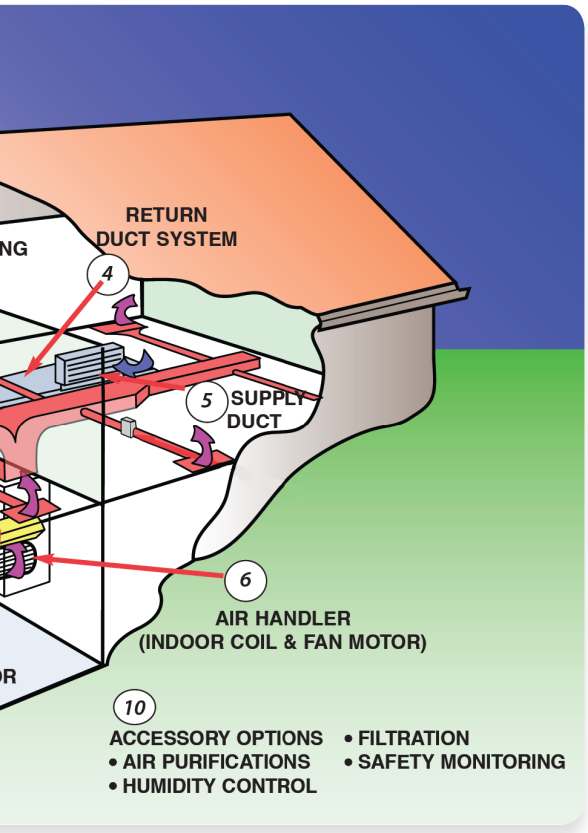
The Indoor Unit (1)

An air conditioner contains two refrigerant coils - an outdoor coil and an indoor coil or "A-coil" Compatibility of the indoor coil and the outdoor coil is crucial to maintain unit efficiency and proper operation. If these coils are incompatible the efficiency of the unit could drop as much as 10% and may not work correctly, causing early compressor failure.

When an outdoor unit is replaced, the indoor coil should always be replaced as well.

Refrigerant Lines (3)

The line set is the tubing that connects the indoor and outdoor units. Proper installation practices dictate that these lines do not lie on the ground, and are insulated properly. It is also critical that these lines have no kinks or sharp bends, which may inhibit refrigerant flow.



G AND COOLING SYSTEM DIAGRAM

OPTIONS

There are several options which can make your heating and cooling system more efficient and your indoor air environment more comfortable and healthy.

Safety

Carbon monoxide detectors should be placed on each level of your home.



Humidifiers

Any heating system tends to cause low humidity levels during cold weather. If you are sensitive to low humidity (like if you have dry skin), you may want to consider a humidifier to add moisture to the conditioned air. Most homes in our area require a humidifier.

Programmable Thermostats

Families whose homes are unoccupied during the day can benefit from a programmable thermostat. Programmable thermostats set back the temperature at predetermined times, then allow the system to raise temperatures gradually, saving energy and reducing utility costs.

Air Cleaners/Filters

If someone in your home has allergies, asthma or is sensitive to smoke, a high-efficiency filtration system may be a beneficial option. Electrostatic, extended media filters, as well as HEPA air filtration, provide much higher filtration than the standard throwaway filter. These filters are more aggressive at trapping dust, pet dander, and particles that aggravate allergic symptoms. In the Okanagan Valley, forest fire smoke is a genuine concern to everyone, even if they don't have allergies. Proper filtration can significantly reduce the irritants that come with forest fire smoke.

Air Purification

Did you know indoor air can be up to 70 or even 100 times more polluted than outdoor air? Polluted indoor air can cause allergic reactions, and may even cause ill health. Air purification devices can help eliminate odours, moulds, volatile organic compounds and improve the health of your home's air.

CHOOSING CONTRACTORS FOR ESTIMATES

Once you've learned what to look for in a quality total comfort system, you'll need to choose the right contractor to perform the work.

WHO IS A QUALITY CONTRACTOR?



Customers should seek a contractor to provide a quality installation and who are dedicated to their employees' long-term development. **Comfort Tech** partners with ITABC to provide exceptional training and guidance to their apprentices so that they can become ticketed journeypersons who are an asset to their trades. Long term training is provided through training days in house, manufacturers' technical workshops and mentoring programs within the company. Partnerships with training authorities, like the EGIA, offer more opportunities for everything from customer service to skills development and more.

OTHER IMPORTANT CONSIDERATIONS

It seems that every customer's biggest concern - and with good reason - is "how much will it cost?"

Of course, that depends on how you perceive cost. Some people look only at the up-front price of the system.

Others wisely see the value of life-cycle costs of the system: a combination of upfront price, cost of operation, quality of installation, and after the sale guarantees and warranties. When evaluating **Comfort Tech** with any other company, make sure you're comparing "apples to apples." Consider the equipment proposed, its efficiency rating, the detailed work specification, and your overall impression of the contractor, plus the warranties, type of brand carried, and simply whether you trust the people.

THE IMPORTANCE OF WORKMANSHIP & INSTALLATION WARRANTIES

In addition to the manufacturer standing behind its products, a good HVAC contractor should stand behind the installation and the services it offers. This means that in addition to providing you with the manufacturer's warranties, the contractor provides additional protection in the event there are installation-related issues. This is the most overlooked and misunderstood part of HVAC warranty coverages. A good contractor provides this type of warranty in writing, and it will be clearly defined as to what it covers.

Learn all the details of this warranty, such as:

What is the term of coverage?

Workmanship warranties are whatever the contractor is willing to provide. Some cover only three months, others for up to one year. If a contractor takes pride in their installations, they will provide a long term workmanship warranty, and they will put it in writing.

What exactly does it cover?

Find out if their workmanship warranty will extend to those items not covered by the manufacturer's warranty (extended or basic). Ask about things like overtime fees, diagnostics, incidentals, trip fees, warranty-processing charges, and installation-related issues.

What do you need to do?

Make sure you know what you are required to do to maintain this warranty. For example, having annual maintenance performed and not making any unauthorized changes to the system.

Get it in writing!

This cannot be repeated enough! It is easy for a contractor to suggest they are providing this kind of coverage and then fail to do so. If they have an Ultimate Workmanship Warranty that covers you long term, they will be able to show it to you. In addition to getting this in writing, check references and online reviews to find out if the company you are considering is going to follow through.

Do they stand by their work?

Consider the fact that the longer the contractor is willing to warrant their workmanship, the more motivated they are to do a perfect installation. There are many components of a home comfort system installation that might not show issues until the system has been in place for months or even years.

The warranties that come with your purchase should give you peace of mind and assurance that you will be covered in the event something goes wrong, no matter what the cause. Never hesitate to comb through the details of the warranty coverages and ask questions if something doesn't make sense.

Don't cheat yourself by asking for a price over the phone. A contractor can't possibly know what your home needs without seeing it. You should be wary of any contractor who wants to give you a price without coming to your home.

Your chances of getting a high quality, high-efficiency system are the best if you consider only those contractors who exhibit professionalism and a thorough understanding of their trade. **Comfort Tech** will perform a comprehensive home assessment, ask you questions about your needs and wants, and give you a written work specification, so you know exactly what you are getting. **Comfort Tech** also backs up all installations with our exclusive 12-year Ultimate Workmanship Warranty, making any investment with **Comfort Tech** virtually risk-free.

SMART SOLUTIONS

Base your buying decision on the value of the system, not the bottom-dollar bid. In the long run, quality equipment and a proper installation done at a fair price are always the best investment.



STEP TWO:

Ask Questions to Help You Decide Which Installation Best Suits Your Needs

By now, you've probably gained a good working knowledge about a quality total comfort system, and you're ready to select a qualified contractor to perform the installation.

It is important that you learn as much information as possible from the contractors during their presentations. Quality contractors like **Comfort Tech** will be glad to tell you all about their companies. Remember - you are the customer, and you are investing your money. Don't be bashful about asking tough, probing questions. At **Comfort Tech**, we feel the more informed you are the happier you will be as our life long customer.

Step Two reviews commonly asked questions and tells you why they're important. Issues addressed here reflect items from the checklist in Step Three. The checklist is key to this guide - it's a tool that clearly identifies advantages and disadvantages of each option you have.

QUESTIONS ABOUT CONTRACTORS

1. Tell me about your company(number of years in business, number of employees, your training, background etc.).

This is a good opening question; it allows you to discuss the companies' experience in the heating and cooling industry. Take notes because this type of question can draw out a lot of useful information.

2. Is your company fully licensed and insured?

Contractors doing business as a heating and cooling contractor must comply with all provincial and local requirements for licensing, permits, insurance, etc. Asking the contractor to show proof of insurance protects you and your home. You can imagine what might happen if a worker for an uninsured contractor was hurt while working in your home, or if an uninsured contractor damaged your property.

3. Will you provide references?

Quality contractors will be glad you asked that question and will provide you with a list of happy customers. If you do ask for references, follow up with a call to the people and see what they have to say about the contractor.

4. Will you provide a written, detailed estimate which details the work to be done and the equipment to be used, and all warranties and guarantees also provided in writing?

Once you select a contractor and sign an agreement, the terms of that agreement become a binding agreement between you and the contractor. Beware of contractors who leave you with nothing more than a verbal proposal and a price scribbled on a form. Look instead to contractors whose agreements plainly describe the system they intend to sell you, how it is to be installed, the price you agree to pay for the job, the terms of payment, and the written guarantees.

5. What is your company's service policy? Do you offer 24-hour, seven day a week service? What constitutes emergency service? Do you charge overtime?

These questions will let you know what you can expect from the contractor if the equipment were to stop working properly or needed adjustments. All equipment requires regular maintenance and servicing.

6. What are the experience and qualifications of the workers who will install the system?

Their qualifications are as relevant, if not more, than those of the person you are interviewing. Contractors often provide continuing education for their employees through training workshops & manufacturer's training courses.

7. Once installed, will your company inspect the system for proper operation?

Comfort Tech will review the operation and maintenance of the system with you after installation is complete. Such a service is an indication of a company genuinely committed to quality work.

8. Do you eliminate my risk?

Comfort Tech offers our exclusive 12-year installation & workmanship guarantee to virtually eliminate all your risk.



QUESTIONS FOR CONTRACTORS

1. What type and size of equipment do you recommend and why?

A contractor should always visit the home before making recommendations and will base the equipment sizing on more than just the square footage of the home.

2. What specific items does the warranty cover and for how long?

Details of the warranty should be provided to you in written form along with the contractor's agreement. Details of all warranties should also be presented in writing and thoroughly explained.

3. Will my existing air duct system provide proper airflow?

To answer this question accurately, the contractor must first look at your existing equipment and air ducts. Beware contractors who do not take time to look over your present air duct system. Remember, proper airflow is likely the most critical factor in determining how well a unit performs.

4. What items are included in the price of the system?

Quality contractors will detail the work to be performed and equipment to be used in a plain language written agreement. Never assume anything - get it in writing.

5. What options do you recommend, and why?

Quality contractors should be home comfort professionals. They should ask you questions, and then recommend only the options they believe would best suit your specific needs. Typical options might include a humidifier, an air filtration system, a programmable thermostat, duct modifications, carbon monoxide detectors, and air purification.



STEP THREE:

Purchase the System Based on What You Learned and the Questions You've Asked

At **Comfort Tech Heating & Cooling**, we may not be the least expensive up front but we will be the very best in total value.

Step Three pulls everything together to help you purchase a high-efficiency, high-quality home comfort system. No two contractors write proposals in the same way. For that reason, comparing proposals can be frustrating and time-consuming. Using the included checklist allows you to jot down highlights from proposals and compare that information - **apples to apples** - on one convenient sheet.

A REAL APPLES TO APPLES COMPARISON

It's hard to compare apples to apples when you don't know what an apple is. This chart will let you compare other companies with the great value home comfort systems Comfort Tech has to offer.

	COMFORT TECH heating & cooling ltd.	Compare With Company A	Compare With Company B
Manufacturer Parts Warranty Term	_____ Years		
Registration Services	✔		
Compressor Warranty Term	_____ Years		
Heat Exchanger Warranty Term	_____ Years		
Unit Replacement Warranty Term	_____ Years		
Extended Labour Warranty Term	_____ Years		
Parts Coverage	✔		
Labour Coverage	✔		
Ultimate Workmanship Warranty	_____*		
Provided In Writing	✔		
Same Day Service Guaranteed	✔		
24/7/365 Service	✔		
No Overtime Charges	✔		
No Trip Fees	✔		
No Warranty Administration Fees	✔		
No Diagnostic Charges	✔		
No Hidden Charges	✔		
No Refrigerant Fees	✔		
Covers ALL Installation Components	_____*		
Covers Venting	✔		
Covers Gas Fitting	✔		
Covers Refrigerant Lines	✔		
Covers Condensate Pumps	✔		
Covers Drain Lines	✔		
Covers Ducting Components	✔		
Covers Filter Boxes	✔		
Covers Thermostats	✔		
Proof of WorkSafe Coverage	✔		
Proof of Liability Insurance	✔		
Proof of Contractor's License	✔		
Licensed Refrigeration Technicians	✔		
Licensed Gas Fitters	✔		
Permits Included With Installation	✔		
Authorized Representative	_____	_____	_____

** SOME CONDITIONS APPLY - SEE ULTIMATE WORKMANSHIP WARRANTY FOR DETAILS*

OUR GUARANTEES:

ULTIMATE WORKMANSHIP WARRANTY:

Buying new equipment is not like buying a new car. The best equipment poorly installed is just a lousy equipment installation. **Comfort Tech**'s Ultimate Workmanship Warranty, in addition to the manufacturer's warranty and proper maintenance, will ensure you are fully covered for any eventuality no matter what the cause.

NO SURPRISES GUARANTEE:

We guarantee that the investment quoted is what you will pay - there will be no additional or hidden charges during or after the home comfort system installation.

APPLES TO APPLES PROMISE:

We promise you that you cannot find a comparable home comfort system installation with the same quality and guarantees for less or we'll match the price and pay you a $500 bonus. We only ask that the comparison be "apples to apples."



NOTES:

THE TOTAL COMFORT PLAN

The Total Comfort Plan is a professional maintenance program designed to protect your home's comfort investment. Just like routine service on your vehicle, regular maintenance helps keep your heating and cooling system operating at peak efficiency, maximizing performance, extending equipment life, and helping you enjoy reliable comfort year after year.

WHAT IS INCLUDED WITH YOUR MEMBERSHIP?

Your home's comfort system may not seem exciting, but it is critical to your home's well being. As a Total Comfort Plan member you will get the following.

- Two Comfort Tune Ups every year
- Peace of mind you will be saving money on utility costs
- A 15% discount on any accessories or repairs, including parts and labour
- Never pay overtime - our standard rates apply on evenings and weekends
- A full 10 year guarantee on any of the above accessories or repairs
- Preferred service - members receive priority if you need service
- Improved indoor air quality as a result of a cleaner system
- You can save and accrue your Total Comfort Plan investment for up to four years to put towards a qualifying home comfort system
- Owning a Total Comfort Plan will satisfy the maintenance requirements of any extended warranty you may have

PROTECT YOUR INVESTMENT

Your comfort system is one of the most important investments in your home. The Total Comfort Plan helps ensure your system operates at its highest level of performance, maximizing efficiency, extending equipment life, and delivering dependable comfort year after year. Regular professional maintenance helps protect your investment while providing peace of mind that your home's comfort is being cared for by trained professionals.



Important Membership Information

Comfort tune-ups must be completed within one year of the initial enrollment or renewal date. If we have not contacted you to schedule your visits, please call our office to arrange service. Discounts and reduced overtime rates do not apply to repairs that have been recommended and declined during regular business hours. Membership must remain active and continuous to maintain guarantees and accrued benefits. Renewal pricing is subject to change.

COMFORT TECH heating & cooling ltd.



ULTIMATE WORKMANSHIP WARRANTY

Congratulations on your new home comfort system. Comfort Tech Heating & Cooling Ltd. is pleased to offer you the following limited warranty on the installation of your equipment as set out below.

Homeowner Name: _____

Address: _____

City: _____ Postal Code _____ Home Phone: _____

EQUIPMENT COVERED

Description	Model	Serial	Installation Date
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

TERM OF COVERAGE: _____ from the date of installation as indicated above.

Comfort Tech Heating & Cooling Ltd. warrants that all installation work has been performed in a professional manner by qualified technicians and will be free from defects in materials and workmanship for the term of the warranty.

Registration services (as required by the manufacturer) will be provided to ensure unit replacement and parts warranties are in place. Please see reverse for specifics of components and services covered by this warranty.

THIS WARRANTY COVERS THE FOLLOWING COMPONENTS THAT WERE INSTALLED AS PART OF THE INSTALLATION :

Furnace venting, gas fitting components, refrigerant lines, condensate pumps, drain lines, ducting, filter boxes, and thermostats.

LIMITATION ON WARRANTY

- Warranty applies only to accounts that are current and in good standing.
- Annual maintenance must be performed by Comfort Tech Heating & Cooling Ltd.
- Unauthorized alterations, repairs, or modifications will void this warranty.
- This warranty applies only to components and workmanship related to the original installation. Service calls unrelated to th e original installation are subject to standard charges.

DISCLAIMER OF LIABILITY

Comfort Tech Heating & Cooling Ltd. Is not responsible for repairs required due to failures or malfunctions that are not the result of workmanship defects. This includes, but is not limited to, damage or malfunction resulting from fire, water, weather events, theft, vandalism, misuse, neglect, or improper operation of the equipment.

_____ ___ / ___ / 20___
Homeowner Signature

_____ ___ / ___ / 20___
Comfort Tech Heating & Cooling Ltd.

6 - 715 Evans Court Kelowna, BC V1X 6G4
phone: 250-258-5713 installations@comforttech.ca

COMFORT TECH
heating & cooling ltd.

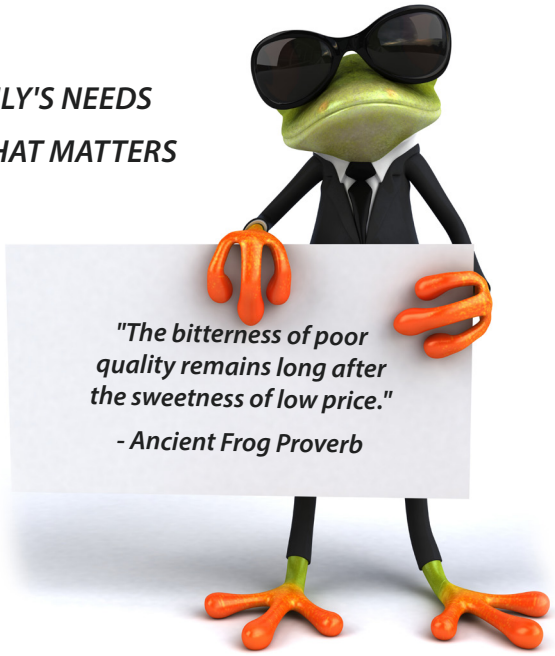
Call 24/7:
250-258-5713
www.comforttech.ca
6-715 Evans Court
Kelowna, BC V1X 4G6

*IT'S **YOUR** DECISION:*

IT'S ALL ABOUT YOU

IT'S ABOUT BALANCING YOUR FAMILY'S NEEDS

YOUR OPINION IS THE ONLY ONE THAT MATTERS



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