

What is covered under Heating

Protection with Shift Air

Inclusions

- Aqua Stat Controls
- Automatic Gas Control Valves
- Automatic Vent Damper/Motor
- Blower/Component
- Condensate Pump
- Door Switch
- Electric Ignition Switch
- Fan and Limit controls
- Fan Motor
- Flame Sensor
- Flow Switch
- Furnace Low Voltage circuit fuse
Gas Burner and Orifices
- Gas Regulator
- Heating Circuit Transformer
- Pilot Burner
- Power Burner Motor
- Pulley and Belt
- Relay
- Roll Out Switch
- Summer/Winter Switch
- Thermocouple/Generator
- Thermostat (except Wi-Fi
enabled) Vent System
- Pressure Switch Venter Motor
Assembly

Add-on Protection

Ask your technician for details

- Heat Exchanger
- Heating Coil (Air Handler)
Firebox/Combustion Chamber
- Wi-Fi Enabled Thermostats
- Furnace Filters
- Low and High Water Cut-off Valves
Circulating Pumps
- Zone Valves
- Parts Added on to Accommodate Ancillary
Equipment
- Replacement of Complete Heating Unit

**Don't wait another minute; take control of your indoor
climate with Shift Air today!**

Whether it's a seasonal tune-up or a complete system overhaul, Shift Air is always at the forefront of their mission to provide top- notch care for your home or business.

What is covered under Cooling Protection with Shift Air

Inclusions

- Add-on Fan Centers
- Capacitor
- Line Components
- Internal Copper Tubing
- Low Ambient Temperature Sensor Add-on Indoor Fan Relay
- Cooling Contactor/Relay Evaporator Coil
- Internal Electrical Wiring Condenser Fan Motor
- Thermostat
- Fan Blade

Add-On Protection

Ask your technician for details

- Compressor and Condenser Replacement
- Repairs Requires within the Furnace or Air Handler

We Don't Guess, We Test

Shift Air takes comfort to a whole new level. Beyond our reasonable prices and personable staff, our motto, "Shift Air Tests, Doesn't Guess," demonstrates our commitment to finding proven solutions tested over years of data-driven studies.

We love new technology, but also know your new system needs to work to your standards. That's why we'll never upsell just to make a buck – that's not what our brand is about. Simply put, we provide heating, cooling, plumbing, and commercial work you can depend on. We train on the newest and most advanced technologies on the market, but know reliability and affordability matter, too.

Terms and Conditions

YOUR CONSENT REGARDING INFORMATION:

You consent to our collection of your credit, financial, and related personal information, and to the exchange of this information between us, credit bureaus, financial institutions, our subsidiaries and affiliates and other persons with whom you have had or may have financial dealings, and to our use of this information for the purpose of: verifying and evaluating your credit worthiness and other information you provide to us in connection with your account (including verifying your identity for regulatory compliance purposes); establishing, servicing and collecting on your account; providing the products and services you request; providing credit references; communicating with you for these purposes; and meeting legal, regulatory, audit, processing and security purposes, and as otherwise permitted or required by law. 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 you received a copy of your bill, at 1-403-452-7076. To request access to or correction of your personal information, see our Privacy Policy at shiftair.ca.

CUSTOMER REWARDS

As a Shift Air Membership Discount customer, you may be eligible for certain exclusive benefit offers. To inquire about the benefits and offers that may apply to you, please call 1-403-452-7076. Thank you for choosing Shift Air Mechanical. We look forward to meeting your home comfort needs.

For more details on your plan benefits call:
1-403-452-7076
shiftair.ca

KEEPING YOUR HOME COMFORT EQUIPMENT WORRY-FREE

Thank you for choosing Shift Air Mechanical. We look forward to covering your home with a protection plan. It is specifically priced and simply added to your bill. The Terms and Conditions of coverage under your plan are documented below. Please keep this copy for your reference. Remember, as set out in the Terms and Conditions, your protection plan coverage includes:

- Year round protections from most expensive and unexpected repair costs*
- Priority Service
- Service by our professionally certified technicians

*subject to plan terms and conditions

OTHER TERMS

We will not reimburse you for the costs of services or parts replacement performed by contractors that have not been authorized by us.

Except as specifically provided, your plan coverage is non-refundable. Your plan coverage is not transferrable to another residence

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 day set out in that notice

We may sell, assign or otherwise dispose of, or grant 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 prohibited by law, you will not assert against any transferee any claims, defenses, set-offs, deductions or counterclaims which you may now or in the future be entitled to assert against us. 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.

EQUIPMENT COVERED

Heating Protection Plans cover one of the following: residential natural gas furnace, air handler, or heat pump (the "heating unit"). Equipment using conversion burners, the conversion burner itself, fireplaces and ductless or wall units are not eligible for coverage. Heating equipment that heats using electricity or a fuel other than natural gas (e.g. oil,

propane, woods, etc.) is not eligible for coverage.

Cooling Protection Plans cover a residential electric powered central air conditioning unit, or heat pump (the "cooling unit"). Natural gas powered, ductless or wall units are not eligible for coverage.

Equipment serving more than one dwelling unit is not eligible for coverage

PARTS COVERAGE

Heating protection plans cover:

- Aqua Stat Controls
- Automatic Gas Control Valves
- Automatic Vent/Damper Motor
- Blower Components
- Condensate Pump
- Door switch
- Electric Ignition System
- Fan & Limit Controls
- Fan Motor
- Flame Spreader
- Flow Switch
- Furnace Low Voltage Circuit Fuse
- Gas Burner and Orifices
- Gas Regulator
- Heating Circuit Transformer
- Pilot Burner
- Pulley and Belt
- Roll Out Switch
- Thermocouple/Generator
- Thermostat (except Wi-Fi enabled)
- Vent System Pressure Switch
- Venter Motor Assembly

Cooling protection plans cover:

- Add-on Fan Centers
- Capacitor
- Line Components
- Internal Copper Tubing
- Low Ambient Temperature Sensor
- Add-on Indoor Fan Relay
- Cooling Contactor/Relay
- Evaporator Coil
- Internal Electrical Wiring
- Condenser Fan Motor
- Thermostat
- Fan Blade

Terms and Conditions con't

CANCELLATION

Your plan is in effect for a one-month term, this term shall automatically be renewed for successive one month terms until cancelled either by us or by you 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 replacements covered by your plan for which you have notified us up to the date of the termination of this Agreement.

BILLING AND PAYMENT

Your bill will be sent by us to you on a quarterly basis or, if permitted by us, on a monthly basis. Your charges are due 15 days after the bill issue date on your bill. A bill may not be sent to you if we believe that you have a credit balance. For your convenience, we have arranged the various payment options. Your payment may be made by cheque or money order payable to Shift Air Mechanical Ltd. So

long as there is no interruption in postal service, sent by mail to Shift Air Mechanical Ltd. Bay 113-4800 104 Avenue SE, Calgary, Alberta T2C 2H3. Your account number should be included on the front of your cheque or money order. Cash should not be sent through the mail.

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.

If more than one customer is named on the front of your bill, you understand that each of you is individually liable, and all of you are collectively liable, for all obligations imposed on you by this Agreement

NOTICE OF CHANGES

You agree to promptly inform us of any change of your mailing address at least 30 days in advance of such change.

UNAVAILABLE PARTS AND PART REPLACEMENT

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 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.

LIMIT ON LIABILITY

We are not the manufacturer or supplier of the heating unit, and the cooling unit, 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, and/or the cooling unit 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 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 or the cooling unit, your Plan or the use and operations of either the system or the 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.