

ASHTON HEATING AND COOLING INC. PRESENTS



# ASHTON

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# ADVANTAGE

MAINTENANCE & PROTECTION PLANS

# THE ASHTON ADVANTAGE

Having an Ashton Advantage Protection or Maintenance Plan doesn't just give you potential savings and prevent you from unexpected major expenses! Ashton Advantage plans also provide you with the comfort and peace of mind in knowing that the trusted professionals at Ashton Heating are just a phone call away.

Your Ashton Advantage plan earns you a 5% discount on new equipment purchased from us, to replace aging equipment covered by your plan. Should you move, but stay within our service area, this plan follows you as long as you promptly renew your plan in your new home.\*

Never be left out in the cold! All our Ashton Advantage plan holders get top priority when they need service. When you call Ashton with a problem, you are guaranteed an appointment within 24 hours, every time.



## SAVE TIME & MONEY!

Avoid sudden and major expenses by choosing a maintenance or protection plan that suits both your wallet and the needs of your appliance.



**WANT TO PROTECT ALL YOUR MAJOR  
HVAC APPLIANCES?**

**SAVE 10% WHEN YOU BUNDLE TWO PLANS TOGETHER  
AND 15% WHEN YOU BUNDLE THREE OR MORE.**

## WE OFFER A VARIETY OF PLANS FOR EVERY TYPE AND AGE OF APPLIANCE!



**ASHTON**  
**ADVANTAGE**  
MAINTENANCE PLAN

**\$9.99 PER MONTH**  
WITH \$59.99 ENROLLMENT INSPECTION

- ✓ 20% off parts.
- ✓ Discounted Diagnostic fee of only \$89 + HST.\*
- ✓ FREE annual 'Magic Maintenance' Inspection & Cleaning while enrolled.
- ✓ VIP Priority Service and 5% Discount on all new equipment purchases.



**ASHTON**  
**ADVANTAGE**  
PROTECTION PLAN

**\$14.99 PER MONTH**  
WITH \$59.99 ENROLLMENT INSPECTION

- ✓ FREE Diagnostic fee.\*
- ✓ FREE parts, labour and emergency service.\*
- ✓ Reduced annual 'Magic Maintenance' Inspection & Cleaning fee of \$59.99 + HST while enrolled.
- ✓ Priority Service and 5% Discount on all new equipment purchases.



**ASHTON**  
**ADVANTAGE**  
PROTECTION PLUS+ PLAN

**\$24.99 PER MONTH**  
WITH \$59.99 ENROLLMENT INSPECTION

- ✓ FREE Diagnostic fee.\*
- ✓ FREE parts, labour and emergency service with NO limit.\*
- ✓ FREE annual 'Magic Maintenance' Inspection & Cleaning while enrolled.
- ✓ VIP Priority Service and 5% Discount on all new equipment purchases.

**NOT SURE WHICH PLAN IS FOR YOU? COMPARE ALL PLAN DETAILS →**

**MAJOR APPLIANCES**



**NATURAL GAS FURNACES,  
AIR HANDLERS, ELECTRIC  
FURNACES, AIR CONDITIONERS  
HEAT PUMPS, DUCTLESS SPLITS**

**\$9.99/ MONTH**

**\$14.99/ MONTH**

**\$24.99/ MONTH**

**CONVENTIONAL AND  
MID-EFFICIENCY BOILERS,  
FIREPLACES**

**\$9.99/ MONTH**

WE CURRENTLY ONLY  
OFFER MAINTENANCE  
PLANS FOR THESE ITEMS.

WE CURRENTLY ONLY  
OFFER MAINTENANCE  
PLANS FOR THESE ITEMS.

**CONDENSING BOILERS,  
TANKLESS WATER HEATERS**

**\$14.99/ MONTH**

WE CURRENTLY ONLY  
OFFER MAINTENANCE  
PLANS FOR THESE ITEMS.

WE CURRENTLY ONLY  
OFFER MAINTENANCE  
PLANS FOR THESE ITEMS.

**SECONDARY APPLIANCES**


\*CAN BE ADDED TO ANY MAJOR APPLIANCE PLAN

**STORAGE WATER HEATER,  
HRV'S, ERV'S, HUMIDIFIERS**

**\$3.99/ MONTH**

WE CURRENTLY ONLY  
OFFER MAINTENANCE  
PLANS FOR THESE ITEMS.

WE CURRENTLY ONLY  
OFFER MAINTENANCE  
PLANS FOR THESE ITEMS.

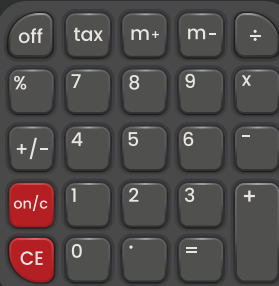
INCLUDED IN YOUR PLAN	 <b>ASHTON ADVANTAGE</b> <small>MAINTENANCE PLAN</small>	 <b>ASHTON ADVANTAGE</b> <small>PROTECTION PLAN</small>	 <b>ASHTON ADVANTAGE</b> <small>PROTECTION PLUS+ PLAN</small>
PRIORITY SERVICE	✓	✓	✓
5% DISCOUNT ON ALL NEW APPLIANCE PURCHASES	✓	✓	✓
FREE ANNUAL 'MAGIC MAINTENANCE INSPECTION AND CLEANING	✓	✗ DISCOUNTED RATE OF \$59.99+HST	✓
FREE SERVICE CALL/ DIAGNOSTIC FEE	✗ DISCOUNTED RATE OF \$89.99+HST	✓	✓
FREE REPAIR PARTS & SERVICE	✗ RECEIVE 20% OFF PARTS AND SERVICE	✓	✓
FREE REPAIR LABOUR COST	✗	✓	✓
FREE AFTER HOURS AND EMERGENCY SERVICE CALLS	✗	✓	✓
NO ANNUAL LIMIT ON PARTS, LABOUR, SERVICE OR DIAGNOSTIC FEES.	✗	✗ LIMITED TO \$800 ANNUALLY	✓

# ASHTON ADVANTAGE



KEEP MORE OF  
YOUR MONEY.

## COMPARE THE COSTS



### WITHOUT A PLAN

**\$149.99** Full price of an annual 'Magic Maintenance' Inspection & Cleaning

**\$109.00** Cost of a Single Diagnostic Call

**+ \$3-800.00** Average cost of repairs during service calls

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**\$558.99-  
1058.99** **Est annual costs could reach or exceed**

### MAINTENANCE PLAN

**\$119.88** at **\$9.99/ Month** for minimum 12 months.

**\$59.99** **ONE TIME** Reduced "Magic Maintenance" Cleaning & Inspection Enrollment Fee

**\$89.99** One Reduced Fee Diagnostic Visit

**+ \$240-700.00** Average cost of repairs during

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**\$509.86-  
1009.86** **Est annual costs could reach or exceed**

VS

WHEN YOU COMPARE THE COSTS, IT'S EASY TO SEE WHY A MAINTENANCE & PROTECTION PLAN MIGHT BE A GREAT FIT- ESPECIALLY FOR AGING APPLIANCES!

## ANNUAL FLAT RATE

### DON'T WANT A PLAN?

*Don't worry- We've still got you covered!*

\*PRICES ARE PER UNIT AND NOT INCLUDING HST

**ANNUAL 'MAGIC MAINTENANCE' INSPECTION & CLEANING**  
Most Major Appliances

**\$149.99**

**ANNUAL 'MAGIC MAINTENANCE' INSPECTION & CLEANING**  
Condensing Boilers & Tankless Water Heaters

**\$209.00**

**ANNUAL 'MAGIC MAINTENANCE' INSPECTION & CLEANING**  
Secondary Appliances (Storage Water Heater, ERV, HRV, Humidifier)

**\$47.00**

**SINGLE DIAGNOSTIC SERVICE CALL FEE**

**\$109.00**

## PROTECTION PLAN

**\$179.88** at \$14.99/ Month for minimum 12 months.

**\$59.99** **ONE TIME** Reduced "Magic Maintenance" Cleaning & Inspection Enrollment Fee

**\$59.99** Reduced Annual Cost of 'Magic Maintenance' Appointments

**+** **\$0\*** FREE Parts and Labour free up to \$800\*

**\$299.86** **Total Est. annual costs**

## PROTECTION PLUS+ PLAN

**\$299.88** at \$24.99/ Month for minimum 12 months.

**\$59.99** **ONE TIME** Reduced "Magic Maintenance" Cleaning & Inspection Enrollment Fee

**\$0\*** FREE 'Magic Maintenance' Appointments

**+** **\$0\*** FREE Parts and Labour with no annual cap.

**\$359.87** **Total Est. annual costs**

**ASHTON ADVANTAGE PLANS DONT JUST GIVE YOU THE CONVENIENCE OF HAVING 12 EASY, LOW, MONTHLY PAYMENTS!**

**IF SOMETHING HAPPENS DURING THE LIFE OF YOUR PLAN-**

**YOU COULD SAVE AN ESTIMATED AVERAGE OF**

**\$250-\$750**



# WHY GET A PLAN?

## SAVE TIME AND HEADACHES

Life can add up! Avoid sudden and major expenses by choosing a monthly plan that suits your appliance, budget and needs. Older appliances and appliances that seem to cost you money every single year, are great candidates for a monthly Ashton Advantage Plan. As long as your appliance can pass the enrollment inspection, older models that are likely to have future problems can be protected, saving you the possibility of paying hundreds or thousands of dollars during a surprise break down.

## VIP PRIORITY TREATMENT

If something is wrong with your appliance, You'll enjoy VIP Priority Treatment. Call, text or email us and we'll be at your door within 24 hours.

## ENSURE APPLIANCE HEALTH

Make sure your appliance is working at its best! Both the Ashton Advantage Maintenance and Protection PLUS+ plans include our annual 'Magic Maintenance' inspection and cleaning. We'll contact you to set up your maintenance every year- without you even having to think about it!

Please note that regular Ashton Advantage Protection plan members do not receive free 'Magic Maintenance' inspection and cleaning appointments- instead you receive a discounted rate of \$59.99 + HST. You will still of course receive our courtesy personal reminders when it is time to schedule your appointment so you don't have to think about it.

## HOW DOES THE PLAN ACTUALLY SAVE ME MONEY?

Don't just take our word for it! We've taken the time to break down why a monthly plan might be the solution for you. Check out our cost comparison and savings calculator in this booklet to view the cost with, and without Ashton Advantage Plan Member pricing for the estimated annual average costs. For older appliances plans might be the perfect way to reduce the risk and fear of unplanned, expensive appliance break downs.

## HOW DOES ENROLLMENT WORK?

In order to enter into an Ashton Advantage plan agreement for any major appliance, your appliance is required to undergo an inspection, and 'Magic Maintenance,' to ensure that your appliance meets all conditions required to be warrantied by a plan.

When you choose to begin an Ashton Advantage Plan Agreement with us, we will perform this initial inspection and 'Magic Maintenance' for a discounted price of \$59.99 per appliance. Any repairs deemed necessary by our technician during this inspection will be required to be completed before entering into a monthly plan agreement.

**PLEASE NOTE:** All Plans cover one appliance only, and contracts are a minimum term of 12 months. HST is not included in pricing. After one year of enrollment, client can easily choose to re-enroll, or leave the program. Please note that leaving the plan discontinues your coverage as described in the terms and conditions.



**COMPLETE TERMS & CONDITIONS**

## **REQUIREMENTS TO BEGIN AN ASHTON ADVANTAGE PLAN**

In order to enter into an ASHTON ADVANTAGE Plan Agreement of any kind for any major or secondary appliance, your appliance is required to undergo a 'Magic Maintenance' Inspection & Cleaning. When you choose to begin an ASHTON ADVANTAGE Plan with us, we will perform this initial inspection and cleaning for the discounted price of \$59.99 per Major Appliance. Inspections for add on secondary appliances maintenance plans will be performed free of charge. Please note secondary appliance maintenance plans for storage water heaters, HRVs, ERVs, and humidifiers can only be purchased in conjunction with one of the three major appliance ASHTON ADVANTAGE Plan agreements.

A 'Magic Maintenance' is on a single piece of equipment and includes a systematic and thorough inspection of the equipment to determine that it is working safely, reliably, and efficiently. It is paid for by the customer when the equipment inspection is completed.

## **REPAIRS RECOMMENDED DURING ENROLLMENT**

Any repairs recommended by an Ashton Technician during a 'Magic Maintenance' Enrollment Inspection & Cleaning must be completed at that time. The cost of these repairs will be quoted to and authorized by the customer prior to any of these repairs being initiated. During a regularly priced 'Magic Maintenance' for a customer not currently enrolled in any plan, the customer will be responsible for the full cost of any repairs deemed necessary by the technician.

If these repairs are performed, you will receive a 90-day diagnostic warranty. If the piece of equipment should fail within the 90-day period following the 'Magic Maintenance', an Ashton Technician will return and diagnose the problem at no charge to the customer and all repairs

required would be quoted and charged at the regular or overtime rates. If, however, a customer is unwilling or unable to authorize recommended repairs, any future equipment failures occurring as a result would not be covered by the 90 day diagnostic warranty.

If a customer is receiving a discounted Enrollment 'Magic Maintenance' Inspection & Cleaning in order to qualify their equipment (as part of their initial application for an ASHTON ADVANTAGE Plan agreement) and the customer is unwilling or unable to authorize the recommended repairs, then their equipment would no longer qualify for enrollment into an ASHTON ADVANTAGE Plan agreement and the full regular charge would apply for the 'Magic Maintenance.'

## **QUALIFYING EQUIPMENT**

Only approved residential equipment installed in a residential home qualifies for ASHTON ADVANTAGE Plan agreements. Specifically only natural gas and electric furnaces / hot water boilers less than 150,000 BTUH, air handlers, split system heat pumps / air conditioners less than 6 tons nominal capacity, duct free split system heat pumps / air conditioners less than 3.5 tons nominal capacity, natural gas fireplaces less than 55,000 BTUH capacity, natural gas under fired storage type water heaters with less than 50,000 BTUH capacity, natural gas tank less water heaters and boilers less than 250,000 BTUH, flow through and drum style humidifiers, HRV and ERV with less than 300 CFM capacity.

Oil fired equipment is excluded from our plans. Gas logs, conversion burners, window or sleeve heat pumps / air conditioners, packaged terminal air conditioners, and rooftop equipment are not eligible for ASHTON ADVANTAGE plan agreements.

All equipment must be installed within our normal service areas. Equipment installed in attics or crawl

spaces or that requires the use of a ladder to gain access is excluded from our plans unless stated specifically. The customer must supply reasonable access as defined in the current gas code to all covered equipment.

## **COVERAGE PERIOD & RENEWAL**

Your ASHTON ADVANTAGE agreement remains in effect for a 12-month period. Ashton Heating & Cooling INC. can then renew your agreement for successive periods of one year on the anniversary of the date your coverage becomes effective. Ashton Heating & Cooling INC. may change the price of the agreement and other terms and conditions of agreement coverage by giving you notice of these changes at least 60 days prior to the anniversary date.

If you do not wish to renew your agreement or are not in agreement with the changes, you will have the right to cancel your ASHTON ADVANTAGE plan agreement by providing us written notice up to 14 days after the anniversary date as long as you've completed the minimum 12-month period. Your notice must be written (Mail/Email/Text) and include your name, address, telephone number, and clear direction to cancel your plan agreement. Our Contact information is at the top of this agreement.

If you cancel prior to the anniversary date of your agreement, or if we cancel your agreement because the payment is overdue by more than 30 days any payments owing on the annual premium become due. Ashton Heating & Cooling INC reserves the right not to offer an agreement to any customer. Ashton Heating & Cooling INC. reserves the right not to renew an agreement for any customer. A customer who is moving may transfer an agreement to their new home provided it is within Ashton Heating & Cooling INC.'s normal service area, and they agree to have a free inspection for approval of the new equipment coverage within 90 days of moving.

## **ASHTON ADVANTAGE MAINTENANCE PLAN AGREEMENT**

Your ASHTON ADVANTAGE Maintenance Plan agreement includes FREE Annual 'Magic Maintenance' Inspection & Cleaning appointments for the equipment covered by your plan, for the duration of your plan.

ASHTON ADVANTAGE Maintenance Plan also includes VIP priority scheduling, a reduced diagnostic service call fee of \$89.00+ HST, and a 20% discount off the regular rate of any required parts for repair/service. Plan also includes a 5% discount on all new equipment purchases from Ashton Heating & Cooling INC.

Ashton Advantage Maintenance Plans include a 90-day diagnostic warranty for 'Magic Maintenance' Inspection & Cleanings. If the piece of equipment should fail within the 90-day period following the 'Magic Maintenance' Inspection & Cleaning, an Ashton Technician will return and diagnose the problem at no charge to the customer.

## **ASHTON ADVANTAGE PROTECTION PLAN AGREEMENT**

Your ASHTON ADVANTAGE Protection Plan FREE diagnostic fees and FREE parts and labour repair charges on any components supplied by the original equipment manufacturer, (See the full list in the Protection PLUS+ Description.)

You'll also enjoy VIP priority scheduling, FREE after hours or emergency service call premiums for the equipment covered in your plan, and a 5% discount on all new equipment purchases from Ashton Heating & Cooling INC.

ASHTON ADVANTAGE Protection Plans do not include Annual 'Magic Maintenance' Inspections & Cleaning appointments and have an annual cap of \$800.00 on the

combined costs of Labour, Parts, Diagnostics, Service and Repairs.

## **ASHTON ADVANTAGE PROTECTION PLUS+ PLAN AGREEMENT**

The biggest perk to The ASHTON ADVANTAGE Protection PLUS+ Plan, is that you'll enjoy FREE diagnostic charges and FREE repair on any components supplied by the original equipment manufacturer with NO annual cap on Labour, Parts, Diagnostics, or Repairs.

Your ASHTON ADVANTAGE Protection PLUS+ Plan also provides you with FREE Annual 'Magic Maintenance' Inspection & Cleaning appointments for the covered appliance. You'll also enjoy VIP priority scheduling, FREE after hours or emergency service call premiums and a 5% discount on all new equipment purchases from Ashton Heating and Cooling INC.

### **COMPONENTS INCLUDED ARE:**

evaporator coil, condenser coil, capacitors, contactors, control boards, relays, motors, fans, service valves, compressors less than 8 years old, gas burners, orifices, valves, ignition systems, flame proving systems, fan/limit controls, transformers, air proving switches. In addition, the agreement will also cover the condensate pump and the thermostat serving a covered piece of equipment. The agreement specifically does not cover parts/labour for compressors or refrigerant leaks on equipment more than 8 years old.

Parts and Labour to replace heat exchangers is also not covered. ECM motors older than 5 years old are not covered and only the labour to install the motor would be covered. Filters are not covered, as well as service issues due to plugged filters. Lack of airflow is not covered.

This plan is designed to protect the customer from the unexpected cost associated with breakdowns caused by normal wear and tear on the covered equipment. As such, external power interruptions, plugged vents, damage/failures caused by external forces, flood, fire, vandalism, willful acts, and repairs by anyone other than Ashton are not covered. Cabinets, casings, covers, paint, venting, external tubing, batteries, low and high voltage wiring are not covered. Flushing of the heat exchanger and additional cleaning that is required due to insufficient maintenance prior to joining the agreement are excluded from coverage and will be charged to you at our standard labour rate.

We are not responsible for insufficient air distribution due to existing duct work design or clogged ductwork. Repairs to your equipment made necessary as a result of faulty ancillary equipment are excluded from coverage.

### **LIMITS OF LIABILITY**

Ashton Heating & Cooling INC. accepts no liability for consequential damage. Component repair/replacement is at the sole discretion of Ashton Heating & Cooling INC. If we are unable to repair your equipment for any reason (such as, but not limited to, lack of availability of parts) then our sole obligation is to terminate the agreement.



# ASHTON

HEATING & COOLING

**CALL OR TEXT US ANY TIME!**

**905-240-6055 • [WWW.ASHTONHEATING.CA](http://WWW.ASHTONHEATING.CA) • [INFO@ASHTONHEATING.CA](mailto:INFO@ASHTONHEATING.CA)**