



# WARRANTY CERTIFICATE

\*\*\* A COPY MUST BE PROVIDED TO THE CONSUMER AT THE TIME OF PURCHASE \*\*\*

## Comfort Guard HVAC PRODUCT PROTECTION PLANS

Administered by CornerStone United, Ltd. IN CANADA CALL 1-800-774-9992

**Please note that maintenance is required as recommended by the manufacturer to ensure your coverage remains intact during the term of the contract. Consult your service provider for details.**

### Terms and Conditions

In addition to the terms and conditions of the original manufacturer warranty and/or contractor warranty, the following terms and conditions will apply:

The period of this Plan begins on the product installation date or eighteen (18) months from the original date of manufacture, whichever comes first, and continues for the term noted on the Product Protection Plan, depending upon the coverage purchased. Plan coverage for labour for properly registered equipment will begin on the thirty-first (31st) day after equipment installation or the fifteenth (15th) day after CornerStone's receipt of the Plan Application and proper remittance, whichever is later, and will continue for the Plan term, depending upon the coverage purchased. Plan coverage for parts, for properly registered equipment, will begin on the later of the first (1st) day of the second (2nd) year following the date of equipment installation or the expiration of the original manufacturer warranty and will continue for the Plan term, depending upon the coverage purchased. The Plan includes all manufacturer, OEM and/or contractor warranties. Work on this product must be by an authorized CornerStone service contractor.

The Plan will pay to repair and/or replace electrical and mechanical parts only that fail under normal use at rates established by a separate agreement with authorized service agencies. Extra charges such as mileage, diagnostic charges and overtime rates are not covered. Nuisance calls or calls for non-covered repairs are not covered by this Plan. Commercial use is excluded. NOTE: Labour, if applicable under this Plan, to replace an entire boiler, furnace, air conditioning system or boiler sections is limited to a maximum total of six (6) man hours.

Only repairs that are attributed to normal failure of the electrical and mechanical functions of the unit as shipped from the manufacturer are covered. Failure due to, but not limited to, abuse, negligence, impact, fire, lightning, power failures and/or surges, rust, corrosion and water supply failures are not covered. Damage and/or repairs to cabinets and all exterior components, normal maintenance, related ductwork, cleaning of drains, fuses, nozzles, pilot orifices, remotes, filters, batteries, knobs, etc. are not covered. Additional or unusual utility bills incurred due to any malfunction or defect in equipment listed on the Plan, labour cost or gaining access to or removal of a unit that requires special equipment or tools such as cranes, ladder trucks, etc. are not covered. Maintenance needed to keep the product in good operating condition is not covered. This includes, but is not limited to, diagnostics, cleaning, tune-ups, adjustment of customer controls, and customer product education. Labour, material, expenses or equipment required to comply with laws and/or regulations imposed or set forth by any government agencies including, but not limited to, the storage, handling, recovery and/or recycling of refrigerants are not covered by this Plan. Units moved from their original point of installation are no longer eligible for coverage and the contract will be void.

For each claim, liability shall in no event exceed the actual cash value of the product at the time of failure, as determined by CornerStone. The aggregate of all coverage and benefits paid or payable under the Plan shall not exceed the original price the owner of the product paid for the product, less installation costs. If the aggregate limit is met or if the product is replaced in its entirety, this Plan is fully earned and no refund will be available. Replacement products will include a manufacturer's warranty and the owner of the product will have the option to purchase an additional extended service Plan on the new replacement product. All replacement products must be obtained at an authorized Contractor. The defective product must be surrendered at the time of replacement. Should repair parts become unavailable during the coverage period of this Plan or the manufacturer ceases operation and/or the product cannot be repaired, the product may be replaced at CornerStone's discretion within the limit of liability stated above.

To transfer ownership of the Plan, the registered owner must send CornerStone a written notification with a \$25 transfer fee, plus applicable taxes. The original Plan period remains. Claims are covered only if the actual product owner is properly registered with CornerStone at the time of product failure.

To cancel the Plan, the customer must notify the selling Contractor from whom they purchased the Plan within 30 days of the contract purchase date. CornerStone will send the Contractor a refund of the wholesale price paid by the Contractor. The Contractor will be responsible for providing a refund to the customer from the retail price paid by the customer.

**Administered by:**  
CornerStone United, Ltd.  
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**Insured by:**  
Trisura Guarantee Insurance Company  
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