

# KEEP YOUR FIREPLACE GLOWING.



**Fireplace Maintenance Program**

## THREE SIMPLE STEPS TO HOME HEAT PROTECTION



### STEP 1: LEARN THE BENEFITS

Fully understand the benefits of the Program and why it is a must-have for your fireplace.



### STEP 2: UNDERSTAND THE DETAILS

Review the details of the Program. We've laid them out in this document with as little jargon as possible.



### STEP 3: SUBMIT THE APPLICATION

Complete the application form found at the back of the Program. You can pass your completed application to your service technician, mail it to North Atlantic at the address provided, or call one of our customer service agents at **1-877-635-3645**.

# A WARM WELCOME.

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**Hello and welcome to this easy reference guide for North Atlantic's Fireplace Maintenance Program.**

The purpose of this document is to take you through the benefits of the Program, before looking at the excellent protection and reassurance it provides. The application form for the Program is at the back of this document, along with submission instructions.

This guide has been developed as part of North Atlantic's ongoing commitment to provide the very best in home heat service across Newfoundland. It is our mission to ensure all our customers get the most out of their home heating equipment, avoiding issues and expenses relating to ageing or under-maintained parts.

Please read on to learn how North Atlantic's Fireplace Maintenance Program can help ensure your fireplace keeps on glowing.

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## STEP ONE

# WHAT'S IN IT FOR YOU?

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**Because gas fireplaces are clean burning, it is easy to assume they take care of themselves. However, while it is true that gas fireplaces are both efficient and low maintenance, they – like any appliance – can present issues if neglected. Every fireplace should be inspected and cleaned annually, and with North Atlantic's Fireplace Maintenance Program, our experienced service technicians will do just that.**

## SAFETY FIRST

A thorough annual inspection is included in the cost of the Fireplace Maintenance Program, ensuring that your fireplace is in tip-top shape and running safely and efficiently. The technician will first examine the fireplace exterior, checking that the glass and framework are holding up sufficiently. Next, the technician will check for dents and debris, ensure the interior gas ignition is working flawlessly, and check to make sure your log set is not deteriorating. This important maintenance work ensures your safety, guarding against dangerous gas leaks, as well as extending the life of your fireplace.

## CLEAN & TIDY

Over time, debris from deteriorating faux logs and residue from those wonderful, warming fires can build up in your fireplace. This debris needs to be removed, as it can lower the efficiency of your fireplace and create safety issues. Our service technicians will thoroughly clean the key components of your fireplace, such as the main burner, front burner tube, and pilot assembly to make sure everything continues to run safely and efficiently. Our technicians will also check for any scratched or chipped glass, which can adversely affect the heat output of your fireplace and become a hazard over time. Safety and peak performance are our primary concerns.

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**Above all, your North Atlantic Fireplace Maintenance Program will help keep your fireplace operating safely and at peak performance.**

The annual inspection ensures your equipment is running optimally and reduces the likelihood of a breakage. Furthermore, the ongoing preventative maintenance our Program provides is based on industry regulations and carried out by our highly experienced technicians.

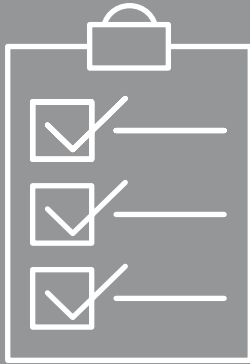
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# WHAT DOES YOUR ANNUAL FIREPLACE MAINTENANCE PROGRAM VISIT INCLUDE?

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**Your annual Fireplace Maintenance Program provides a thorough examination and cleaning of all your fireplace's component parts. The grey bar to the right lists all aspects of this inspection.**

The Program includes an in-depth annual review of all key parts of your fireplace equipment. Our experienced service technicians will take apart your fireplace to ensure all aspects of the system are working optimally, no heat is being wasted, and your fireplace is functioning safely.



- Check Cylinder and Lines
- Visually Inspect Venting and Terminations (If Accessible)
- Clean Glass Doors
- Inspect Glass Door Gaskets
- Check Chimney Draft (If Applicable)
- Check and Adjust Log Position
- Check Fan Speed Control
- Clean Fan and Air Intake Cavity (If Accessible)
- Clean Main Burner
- Clean Front Burner Tube
- Inspect and Clean Main Burner Orifice and Primary Air Ports
- Clean and Inspect Firebox
- Check and Clean Pilot Assembly
- Check and Inspect Pilot Flame
- Check and Inspect Ignition and Flame Characteristics
- Test Safety Limits and Damper Operation
- Leak Test Fittings

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## STEP TWO

# THE NORTH ATLANTIC FIREPLACE MAINTENANCE PROGRAM.

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**The following pages outline in detail the services provided as part of the North Atlantic Fireplace Maintenance Program. It is important that you review this information carefully and fully understand what is included in the Program.**

We are sure you will find that the Program provides the necessary steps to maintain your fireplace system, ensure its optimal performance, and look out for your safety when operating your fireplace. Participation in the Program is contingent upon you continuing to purchase your propane from North Atlantic.

The Fireplace Maintenance Program has been developed as part of North Atlantic's ongoing commitment to providing the best home heat service in the province.



In consideration of the Customer paying to the Company the applicable annual rate in effect for each item of residential fireplaces located on the premises (the "**Equipment**"), the Company agrees to supply services under the terms and conditions as contained in this **Fireplace Maintenance Program** (the "Agreement" or the "Program"). The Program commences when signed by the Company's authorized representative and remains in effect for one year from date of approval and will be automatically renewed, unless terminated as set out herein.

**The Program includes the following:**

### 1. INSPECTION AND CLEANING

The Company agrees to clean and inspect the fireplace, as outlined in the Check List section hereof.

### 2. INSPECTION OF EQUIPMENT

The Company reserves the right to inspect and approve the fireplace within 45 days of the effective date of the Program. The Customer agrees to provide the Company with reasonable access to the Customer's premises for the purpose of inspecting the fireplace. Any repairs required to put the Equipment in a condition acceptable to the Company are chargeable to the Customer at prevailing rates and must be completed and paid in full for coverage under the Program to continue. Necessary work will be first quoted to and approved by the Customer, before the work is commenced.

### 3. GENERAL SERVICE

General Service (including annual cleaning and inspecting) is available during normal business hours (8:00 a.m. to 5:00 p.m. Monday to Friday). Inspections shall be scheduled by North Atlantic's Service Dispatcher or Contractor.

This Program is offered to customers within a 20 kilometer radius of the contractor service area.

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#### **4. EXCLUDED SERVICES, MAXIMUM COVERAGE AND LIMITATION OF LIABILITY**

This Program does not provide coverage for parts or service calls of any kind, such parts and calls will be charged to the Customer at the Company's prevailing service rates:

IT IS UNDERSTOOD AND AGREED THAT CORPORATION'S LIABILITY AND CUSTOMER'S SOLE REMEDY, WHETHER IN CONTRACT, UNDER ANY WARRANTY, IN TORT (INCLUDING NEGLIGENCE), IN STRICT LIABILITY IS LIMITED TO THE REPAIR OF THE EQUIPMENT AND SUCH LIABILITY SHALL NOT EXCEED THE AMOUNT OF THE ANNUAL FEE PAID BY CUSTOMER, AND UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE FOR ANY OTHER DIRECT OR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PERSONAL INJURY, PROPERTY DAMAGE, DAMAGE TO OR LOSS OF EQUIPMENT, LOST PROFITS OR REVENUE, COSTS OF RENTING REPLACEMENTS AND OTHER ADDITIONAL EXPENSES, EVEN IF THE CORPORATION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS EXPRESSLY PROVIDED HEREIN, ALL REMEDIES WHICH MIGHT OTHERWISE ARISE BY IMPLICATION OR OPERATION OF LAW ARE HEREBY EXCLUDED AND WAIVED.

#### **5. PURCHASE OF NORTH ATLANTIC PROPANE**

The Customer is required to purchase propane from the Company during the initial term and any renewal term of this agreement.

#### **6. TERMINATION**

Either the Customer or the Company may terminate this Agreement by giving 30 days written notice of the termination to the other party. If the Customer terminates this Agreement, the Company shall only be required to credit or refund the Customer for that portion of the annual fee attributable to the remaining months left in the term less any outstanding service costs owing to the Company.

This Agreement will automatically terminate (a) if the Customer uses propane other than that supplied by the Company, (b) if the Equipment is repaired, replaced or altered other than by an authorized Company serviceperson, (c) if the Customer refuses to allow the Company to inspect the Equipment or to complete any repairs required to put the Equipment into an acceptable condition as required by Section 2 hereof, (d) if the Customer makes changes to the system which violate municipal or provincial codes and/or regulations, and (e) if the Customer is not meeting Company credit terms. In the event of automatic termination, the Customer shall not be entitled to the return of any monies paid under this Agreement.

## **8. OWNERSHIP OF THE EQUIPMENT**

The Customer confirms that all fireplaces, regulators, and propane lines are the property of the Customer.

## **9. TERMS OF PAYMENT**

Amounts owing under this Agreement are payable in accordance with the Customer's payment terms with the Company, as set out in the application form and/or pre-authorization form completed and signed by the Customer and submitted to the Company.

## **11. ENTIRE AGREEMENT AND HEADINGS**

The Program contains the entire agreement of the parties hereto (other than payment terms) and there are no promises, representations, warranties, conditions, or obligations other than printed here. The division of this Agreement into sections and the use of headings is for convenience of reference only and shall not affect the construction or interpretation of the Agreement.



STEP THREE

# YOUR APPLICATION.

This form is to be filled out if you wish to benefit from the warming reassurance of the North Atlantic Fireplace Maintenance Program. Before completing your application, please ensure you have read and understood the terms and conditions outlined in this document. Your completed application form can be handed to your North Atlantic service technician, mailed to the address on the back of this guide, or you may call in your application at **1-877-635-3645** (please have the information requested in the form ready to pass along to the North Atlantic customer service representative).

## CUSTOMER ACCEPTANCE

I understand and agree to (1) purchase propane from North Atlantic as required by this Agreement, and (2) all other terms and conditions of this Agreement as printed on all pages of this brochure.

CUSTOMER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

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## NORTH ATLANTIC ACCEPTANCE

This Agreement shall not be valid until signed and approved by one of the Company's authorized representatives.

NORTH ATLANTIC SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

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## CUSTOMER ACCOUNT INFORMATION

NAME \_\_\_\_\_

STREET \_\_\_\_\_

TOWN/CITY \_\_\_\_\_

POSTAL CODE \_\_\_\_\_

TELEPHONE - HOME \_\_\_\_\_

TELEPHONE - WORK \_\_\_\_\_

SERVICE ADDRESS - IF DIFFERENT FROM ABOVE \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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### TYPE OF PLAN

FIRE PLACE INSPECTION & CLEANING

### ANNUAL RATE

\$ \_\_\_\_\_

HST \_\_\_\_\_

**TOTAL** \_\_\_\_\_

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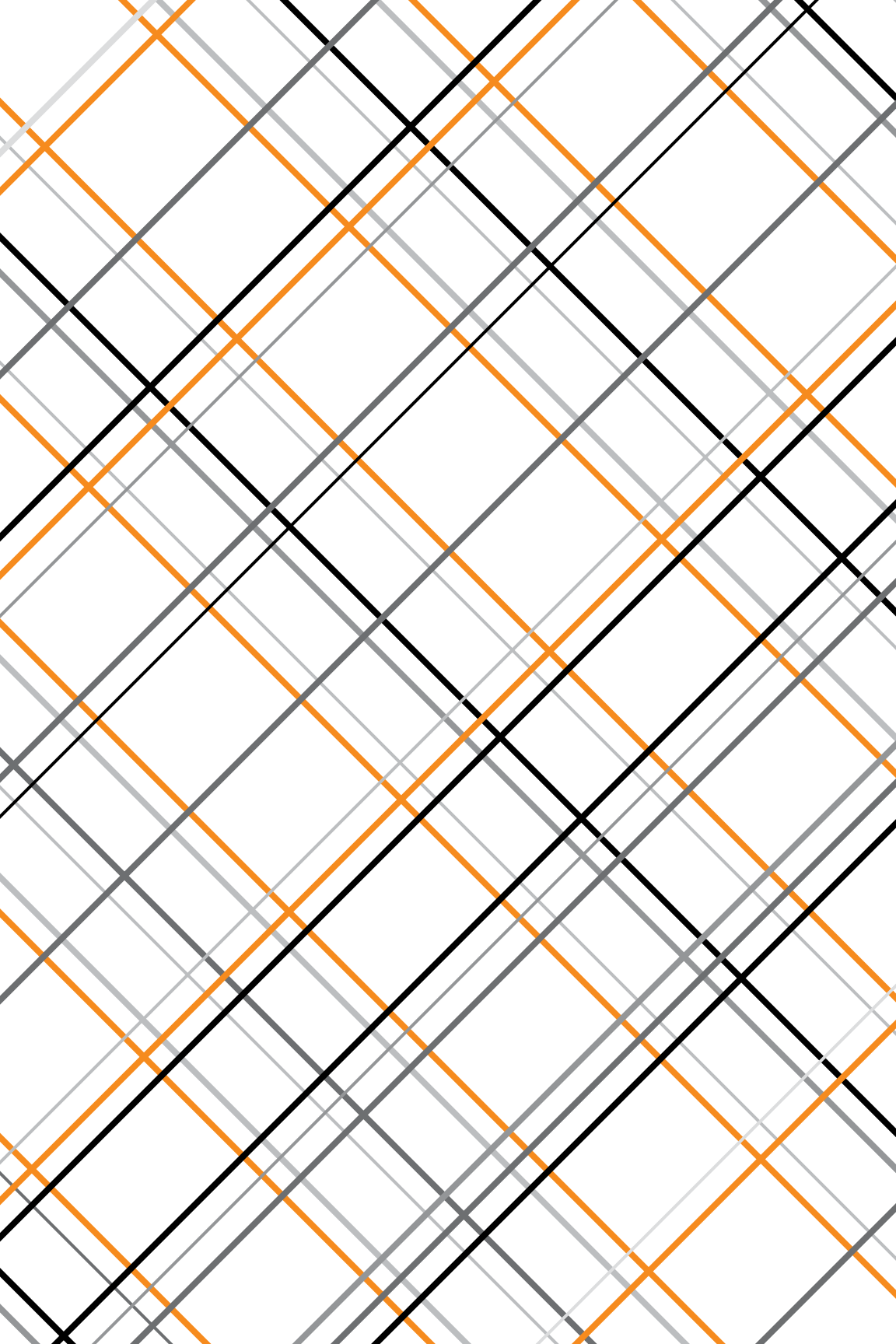
### PAYMENT OPTIONS

PAYMENT ENCLOSED

BILL TO MY ACCOUNT

INCLUDE IN MY BUDGET PLAN

ACCOUNT NUMBER \_\_\_\_\_





CARBONEAR • 596.0805

CLARENVILLE • 466.2500

CORNER BROOK • 639.2284

GANDER • 256.5050

GRAND FALLS - WINDSOR • 489.7900

MARYSTOWN • 279.1015

ST. JOHN'S • 579.5831

STEPHENVILLE • 643.6446

TOLL FREE

**1.877.635.3645**

29 PIPPY PLACE, ST. JOHN'S

NL A1B 3X2