



**KCS HEATING LTD**  
*Get Comfortable*

800-15355 24 Ave. #517,  
Surrey BC V4A 2H9

# **HOMEOWNER ORIENTATION**

**FOR:**

**Hazelwood Townhouses**

**16560-16561 17A Ave  
Surrey, BC**

**August 2021**

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This orientation package contains brief equipment descriptions and details, as well as service and warranty information for the HVAC equipment provided by KCS Heating Ltd.

To ensure all warranty coverage remains valid, the following mechanical equipment requires regular maintenance:

### **COMMON AREA HVAC EQUIPMENT**

- **Goodman GMEC96** Gas Furnace
- **Goodman** Air Conditioner

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### **WARRANTY INFORMATION**

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As the original installer of the HVAC equipment, KCS Heating Ltd. provides a (1) year labour warranty, conditional on completion of manufacturers' recommended maintenance. The warranty period begins on the date of substantial completion of the project.

KCS Heating Ltd. will repair, without charge, any deficiencies in installation for a period of 1 year. Labour to replace defective parts is also covered for a period of (1) year.

This 1 year warranty period can be extended to 2 years by establishing a 2 year maintenance agreement.

The warranty does not cover:

- (a) regular maintenance
- (b) service for deficiencies found to be a result of misuse, negligence, accident, damage by external forces (ie. electrical brown out, black out), or improper maintenance or repair (other than by KCS Heating Ltd)

***\*\*\*Please note that the labour warranty becomes void if outside parties service the equipment during the warranty period.\*\*\****

Warranty service is provided by KCS Heating Ltd. during the regular business hours of 8 am to 4 pm, Monday to Friday. Emergency service provided outside of these regular business hours will not be covered under warranty.

The equipment provided also comes with the following manufacturer's warranties:

Goodman: 10-Year Unit Replacement Limited Warranty and 10-Year Parts Limited Warranty, online registration must be completed within 60 days of installation.

<i>Goodman GMEC96 Gas Furnace</i>	
10 years	Limited warranty on parts from original installation date.
10 years	Limited lifetime warranty on heat exchangers from original installation date

<i>Goodman Air Conditioner</i>	
10 years	Limited warranty on parts from original installation date.
10 years	Limited lifetime warranty on heat exchangers from original installation date

*Please read the manufacturers' owner's manuals provided in this HVAC Manual for complete warranty details.*

*Please use available manufacturers' website registration features to register your equipment. If not registered, the warranty period may be reduced.*

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## **SERVICE & MAINTENANCE PROCEDURE**

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Please call to establish a (2) year preventative maintenance agreement, commencing from the date of acceptance. This will extend your labour warranty period to 2 years. We will then schedule your annual maintenance trips and will contact you (1) week in advance to confirm that building access is available. Invoices will be sent after the completion of each maintenance trip and are due upon receipt.

If an issue arises outside of a scheduled preventative maintenance trip, please contact our office at **604-536-8033** and ask to speak to a service representative to book a service call. Our technician will arrive on the scheduled date to determine the cause of the issue and assess the applicability of warranty coverage. If the issue is not covered under warranty, a Standard Call-out Fee of \$189 (plus tax) for the first 1 ½ hours, will be charged to the Strata. Parts & additional labour will be charged if incurred.

We hope this summary has been helpful and look forward to working with you in the coming years.

Yours Truly,

*KCS Heating Ltd.*