

PGHS ProGas and Heating Services

For 578047 BC Ltd.

Office hours: Monday to Thursday 2pm-8pm. Sat/Sun 12pm-5pm

24 hr. Emergency and Repair: 604-200-8012

Mailing address: P.O. Box 56034, Langley, B.C. V3A 8B3

email: support @pghs.ca

Furnaces • Air Conditioning • Vents • Heat Pumps • HWT • Fireplaces • Gas Fitting • Boilers • Service & Safety Inspections
For the temperamental appliance(s) we offer a good cry on our shoulder • Counselling • or alternatively a swift kick in the tail pipe

Todd Shreve
17035 64th St Surrey
604 576-6945
Danner2014@gmail.com

Free Service Callouts

For 30 days from

MONTH / DAY / YEAR

May 3 2017

Conditions apply

See back page

Gas Appliance(s)

1	Furnace	
2	Furnace	
3	Boiler	
4	Gas Fire Place	
5	Gas Fire Place	
6	Gas Fire Place	
7	Pool Heater	
8	Heat on Demand	
9	Hot Water Tank	

Safety Inspection

Gas leak test	
Carbon monoxide test	
Flame rollout test	
High Limit test	
Delayed ignition Test	

Service Work (Electric & other)

Wiring	
Control Board	
Limit Controls	
Reset switch	
Transformer	
Blower Motor	
Door switch	
Wall Thermostat	
Spark igniter/HSI	
Gas Regulator	
PRV	
Valves	
to be replaced	

Service Work (Gas)

Gas Valve	
Gas Shut off Valve	
Burner Assembly	
Inducer Fan	149
Heat Exchanger	cleaned
Venting	636
Thermocouple/pile/gen	
Pilot Tube Assembly	
GFP Door and seal	
other	

Service Work (Water & other)

Pump	
Expansion Tank	
Zone Valves	
Auto Bleeders	
Back flow Preventer	
TMP	
other	

Ask about our fabulous prices on

- High Efficient Furnaces
 - Boilers
 - Hot Water Tanks
 - Heat on Demand units
- and many other Appliances

We have Repaired, Installed or Replaced the following items as indicated above with a
We recommend the Repair, Install or Replacement of the items indicated above with a

R
P

1 year Gas Appliance Breakdown, Priority Service

Conditions apply see back

Economy \$65	Standard \$78	Gold \$147	Platinum \$182
<ul style="list-style-type: none">• 1 free service callout (\$121.90)	<ul style="list-style-type: none">• 1 free service callout• \$200 in Parts	<ul style="list-style-type: none">• 1 free service callout• \$200 in Parts• 1 hour's labor (\$140)	<ul style="list-style-type: none">• Unlimited free service callouts• Unlimited Parts• Unlimited Labor

I am declining Gas Appliance Breakdown Insurance
Please take my old parts with you. I do not want them
I acknowledge the above work has been done to my satisfaction and agree to the above Charges contained herein

Gas Appliance(s) Service
Parts
Additional Labor
Breakdown Insurance
Tax
4% Credit Card Fee
Please Pay

\$ 119	95
\$	
\$ 298	
\$ 517	95
\$ 25	89
\$	
\$ 543	84

Terms of Service and other Valuable information

1. ***If there is a problem, don't wait before calling!***
2. **Repairs** are NOT included with Annual Gas Appliance Servicing.
3. **Unless** otherwise waived, a surcharge of 4% will be added to all invoicing when paying by credit card.
4. **All** calls to and from PGHS are recorded for training and quality control.
5. **Except** for seniors (64 years of age or more) we **DO NOT** offer free service calls or phone support for thermostats. Please consult the manufacturer's instruction manual or google the user information online.
6. **For** seniors (64 years of age or more) PGHS offers, to its customers only, free pilot light shut down and relight services year-round.
7. **If** you use another company or independent gas fitter to service your gas appliance(s), PGHS will cancel all existing warranties on said gas appliance(s) held by the company. This is because PGHS is unable to confirm the quality and reputability of the work completed by another company or independent gas fitter. ***We reward loyalty!***
8. **It** is against company policy for our gas contractors to provide customers with their personal contact information, place a "service sticker" other than that of PGHS on the customer's appliances or provide to the customer a business card or any other method of independent contact other than that of PGHS.
9. **It** is against company policy for our gas contractors to independently, accept, seek, solicit or otherwise provide independent gas appliance services to PGHS customers, either during or after the term of their contractual duties with PGHS.
If this occurs, please contact PGHS immediately. We reward loyalty!
10. **If** you accept independent work from our gas contractor, Pro Gas Heating Services (PGHS) will NOT warranty said work. We will have no choice but to fire the offending contractor, cancel your 30-day free service call out (if applicable), cancel all warranties associated with previous service or repairs and will cancel all gas appliance installation warranties you may have with the company. Why? (Please refer to 7.)
11. **Service call out fees within 30 days of the date of last service are free** (conditions apply)
 - 1) Only for the appliances for which we have previously serviced, repaired or installed and you have paid a fee;
 - 2) If you refuse recommended repairs or parts as documented by our gas fitter on our invoicing and later require said recommended work (within 30 days); this will void the 30-day free service call because you previously refused. A service call out fee of \$121.90 shall apply.
Note: Additional charges for parts and labor may apply should there be repairs needed.
12. **Service call out fees after 30 days of the date of last service are NOT free**
A Service call shall be payable in the amount of \$121.90. This represents a truck fee of \$65.00 plus the 1st half hour labor at a discounted rate and taxes.
13. **Service calls after 30 days from the date of last service may be waived if** it is determined "fault" is contributed to PGHS or its contractors. Such determinations of "fault" or "no fault", shall solely reside with PGHS and shall be fully explained to the customer.

Regular rate	\$140 per hour	Where a Service Call out Fee is charged, the hourly labor rate shall commence after 31 minutes.
Senior rate	\$120 per hour	Where a Service Call out Fee is not charged the hourly labor rate shall commence immediately upon arrival.

Our Hourly Labor Rates. (Half hour increments)

Hourly rates are charged for diagnostics, travel time to and from the suppliers when picking up your parts, removal and installation of parts in the course of our duties and all services rendered not otherwise accounted for in this document.

14. **1 year Gas Appliance Breakdown, Priority Service (BPS)**
 - 1) BPS does not cover pre-existing or upcoming repairs including recommendations for repairs that our gas fitter has previously identified on your invoice as a "recommended repair". In other words, you cannot wait for things to break before purchasing BPS and then expect the service to cover your repairs to the appliance.
 - 2) Parts are repaired or replaced **only** when they cease functioning. In other words, a noisy fan or visibly worn part(s) are not covered.
 - 3) BPS can only be purchased while we are servicing the appliance or within 30 days from the date of last service.
 - 4) For the purchase of the BPS Standard, Gold and Platinum packages after 30 days, an inspection and approval of the gas appliance for coverage is required. The appliance must be in working order. (The inspection is free)
 - 5) **Parts and Labor** are not transferable between gas appliances; However, the free service call out can be applied to all gas appliances in the home, even to appliances PGHS has not previously serviced.
 - 6) BPS is for 1 calendar year only and unless renewed will expire on the 1 year anniversary date as stated on the invoice.
 - 7) PGHS reserves the right to cancel your BPS package, including all other warranties on said gas appliance(s) should any other person(s) other than that of a duly authorized representative of PGHS conduct services to the gas appliances for which BPS is applicable.
 - 8) Except for "**Platinum**" BPS the customer shall pay any and all additional parts and labor charges that may occur beyond the discounted entitlement as iterated in the Backdown Service Package the customer has purchased.
15. **15-year Parts Warranties on installations** (does not apply to Hot Water Tank Installs)
 - 1) Yearly Warranty Service must be completed on or before the anniversary date of the install of your gas appliance.
 - 2) Pursuant to 15 (1) should Warranty Service not be complete within 90-days after the anniversary date of your install of your gas appliance the 15-year Parts Warranty shall cancel.
 - 3) The responsibility for annual Warranty Service solely rests with the customer, to insure proper service pursuant to 15 (1,2,4)
 - 4) All Warranty service must be done by a duly authorized PGHS gas technician or warranty is cancelled. Why? (Refer to 7)
 - 5) Part(s) must have ceased operating in order to qualify for warranty replacement. You cannot replace a worn looking part simply because it "may" fail, it's noisy or otherwise showing wear.
16. **5 years' Parts Labor Warranty for repairs, parts and other purchases**
 - 1) Is contingent on yearly servicing of the gas appliance for which the repair was completed. For parts replaced or new product purchased and installed.
 - 2) All Warranty Service must be completed by a duly authorized PGHS gas technician annually or your warranty is void. Why? (Refer to 3)

Complaints, enquires and Comments

17. **Please**, if you like our work tell your neighbors, friends and family, if you don't, tell us, **we would love to hear from you!** We do not accept phone in complaints of general enquires unless the call is related to an immediate need for service or a safety issue. Your enquiry must be in writing and emailed to support@pghs.ca or mailed to P.O. Box 56034, Langley, B.C, V3A 8B3. Your correspondence will be forwarded to the appropriate department or contractor in question for a response. Simple complaints can be resolved within 1-24 hrs via email however, if your complaint has a story attached to it, allow 5-10 business days for us to get back to you. Thank you!