

# The Bird Plan

NG or Propane

**Furnace OR Air Conditioner  
Bird Plan**

Annual Maintenance for  
Gas OR Propane

1 Maintenance Visit Per Year

1 service call per year  
with No Diagnostic Fee\*

5% Discount on Repairs

**\$11.99 /month**  
+ taxes

NG or Propane

**Home Bundle  
Bird Plan**

Annual Maintenance  
on your home  
comfort systems, including  
your furnace, air conditioner,  
and water heater.

**1 Maintenance Visit  
Per Year**

**2 service call per year with  
No Diagnostic Fees for Any  
Covered Home Comfort  
System\***

15% Discount on Repairs

**\$34.99 /month**  
+ taxes

NG or Propane

**Furnace & Air Conditioner  
Bird Plan**

1 Annual Furnace  
Maintenance

1 Annual Air Conditioner  
Maintenance

2 service call per year with  
No Diagnostic Fees\*

10% Discount on Repairs

**\$21.99 /month**  
+ taxes



**All plans are entitled to a 5% discount on equipment installations.**

Sign up anytime with no commitment! Your first maintenance appointment can be scheduled no sooner than three months into the plan. To provide priority booking and flexible scheduling, maintenance is performed during off-peak seasons. For ongoing, worry-free coverage, all care plans are automatically billed monthly via credit card. Each plan includes one preventative maintenance service per year for the specified unit. Any outstanding balance for services already performed will be due immediately upon cancellation. Please note, consumable items like filters, pads, and batteries are not included.

## Explore our Bird Plan options!

**\*During regular hours**



# Bird

Heating & Cooling

## The Bird Plan Information

| The Bird Plan                                                                        | The Bird Plan Costs | Checklist                |
|--------------------------------------------------------------------------------------|---------------------|--------------------------|
| NG or Propane<br>Furnace OR Air Conditioner<br>Bird Plan                             | \$11.99/Monthly     | <input type="checkbox"/> |
| NG or Propane<br>Furnace & Air Conditioner Bird Plan                                 | \$21.99/monthly     | <input type="checkbox"/> |
| NG or Propane<br>Entire Home Bundle Bird Plan<br>(Furnace, AC, Water Heater + Flush) | \$34.99/Monthly     | <input type="checkbox"/> |

## The Bird Plan Maintenance Information

| Equipment                                                                          | Monthly Bird Plan<br>Cost Per Unit | Checklist                |
|------------------------------------------------------------------------------------|------------------------------------|--------------------------|
| Additional Equipment Maintenance<br>(Gas or Propane Appliance Residential Heating) | \$9.99                             | <input type="checkbox"/> |
| Boiler Maintenance                                                                 | \$14.99                            | <input type="checkbox"/> |
| HRV / EVR Maintenance                                                              | \$4.99                             | <input type="checkbox"/> |
| CleanEffect                                                                        | \$4.99                             | <input type="checkbox"/> |
| Tankless + Flush                                                                   | \$22.99                            | <input type="checkbox"/> |

Plan Total Amount:

## Details

- This plan does not cover parts and is designed for equipment still under the manufacturer's parts warranty.
- If you have a rental water heater through Bird Heating & Cooling, the annual maintenance for this unit will be included in your visit at no additional cost.
- For new equipment installed by Bird Heating & Cooling, receiving annual maintenance ensures your labor warranty will be extended to match the manufacturer's parts warranty (applicable only to the original owner).\*
- Customers may provide a furnace filter or humidifier pad to be replaced at the time of maintenance. If one is needed, it can be supplied for an additional fee.
- Annual maintenance services are scheduled between April 1 and August 31.
- Should maintenance reveal the need for repairs, Bird Heating & Cooling will provide a quote for approval before proceeding with any work.
- The Annual Maintenance Plan will commence on the first day of the month after you sign up.

\*New equipment installed after April 1, 2025

## Payment

- The Maintenance Plan is paid in monthly instalments, charged on the first day each month.
- Payments are accepted via Visa or MasterCard, and members must complete a pre-authorized payment form.
- Applicable taxes will be added to each instalment.
- Maintenance Plan pricing is subject to annual inflation adjustments.

## The Bird Plan Contract Conditions

This agreement excludes liability for the following:

- Any failure, delay, or extraordinary damage resulting from circumstances beyond our control, including but not limited to war, fire, flood, strikes, labor disruptions, accidents, acts of God, or government actions.
- Any consequential damages of any kind arising from equipment component failure, or from the inspection or maintenance of the equipment.
- Protection already covered under an existing warranty or contract.
- Poor system performance due to design limitations.
- Undetected manufacturing defects, latent issues, the internal condition of sealed components, or unforeseeable events.

## Coverage

This maintenance plan applies exclusively to heating and air conditioning equipment located and operating within the customer's residence. A separate maintenance agreement is required for each piece of equipment.

## Renewal

Contracts will automatically renew on the expiration date unless Bird Heating & Cooling receives notification of cancellation.

## Plan Cancellation

Bird Heating & Cooling reserves the right to refuse maintenance services to any customer. If you cancel your Maintenance Plan before the expiration date, or if we cancel it due to your failure to meet any obligations (including payment), you will be billed for the remaining installments.

## Moving

If you are moving to a new residence, you have two options for your plan:

- **Transfer** – Your plan can be transferred to your new residence, as long as you move within our service area. Your plan will be canceled at your old residence, and you will be billed for any remaining installments. These billed installments will then be applied as a credit on your first bill at the new residence. A new Maintenance Plan will be created for your new home, effective for an initial period of one year.
- **Cancel** – If you choose not to transfer the plan or if your new home is outside the service area, you will be billed for any remaining installments on the plan, provided maintenance has been completed. If maintenance has not been completed, you will receive a refund for the total billed amount, minus a \$9.99 + HST administration fee.

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## Return Copy

I have examined the Bird Plan offered and would like to subscribe to the following

Acct#: \_\_\_\_\_

Postal: \_\_\_\_\_

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

City: \_\_\_\_\_

Date: \_\_\_\_\_

Total Amount: \_\_\_\_\_