

APPLIANCE WARRANTY & SERVICE INFORMATION

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by **ONNI**



Trail Appliances

Your Home. Your Style.



Trail Appliances
Your Home. Your Style.

APPLIANCE WARRANTY & SERVICE
INFORMATION

Dear Home Owner,

Congratulations on the purchase of your new home!

Within this package, you will find information on:

1. How to request service
2. How to locate Model and Serial Numbers
3. Extended warranty information

Your brand new quality, appliances have been proudly supplied by Trail Appliances. At Trail, we believe in providing excellent customer service and therefore we make your needs a high priority.

Family owned and operated since 1974, Trail Appliances is the leading independent appliance retailer in Western Canada with 15 stores in British Columbia, Alberta and Saskatchewan. Today, two generations of the Broderick family are actively involved in the business, which began when the family started renting out appliances from their bottle depot in Calgary, Alberta. From these humble beginnings, the company has excelled in providing unparalleled customer service, expert advice and the largest selection in Western Canada.

As part of our service promise to you, Trail Appliances supports your purchase with our in-house Customer Care Team that includes our Call Centre, professional Parts and Service Team and our factory trained Service Technicians.

Trail's Customer Care team will coordinate the manufacturer's warranty coverage on appliances supplied by us. Our team genuinely understands that the goal is to consistently demonstrate the highest levels of professionalism, courtesy and caring for our customers while also working within manufacturer's guidelines.

We wish you all the best in your new home.

Sincerely,

Trail Appliances



How to Request Service

If you require service on your appliance, please contact Trail Appliances directly at:

Email: homeownercare@trailappliances.com

Online: www.trailappliances.com Choose "Request A Service Call" from the top menu

Phone: 604-777-3300 (ext. 1909)

To enable the Service Representative to better assist you, please have the following information ready:

Builder Name: **ONNI CONTRACTING LTD.**

Acct#: **6027EP7**

Refrigerator

Model: Serial:

* Anywhere at eye level to the left or right of the door in the refrigerator

Wall Oven

Model: Serial:

* at the top left or right of the inside rim, in front of the cavity

Cook Top

Model: Serial:

* Underneath the unit on the back

Built-in Microwaves

Model: Serial:

* On the inside of the microwave on the lip of the interior door frame

Dishwashers

Model: Serial:

* either on the top of the outermost surface of the cavern or on one side just inside the opening

Ventilation / Hood fans

Model: Serial:

* On the underside of the hood near the back or inside behind the filter

Wine Cooler

Model: Serial:

* On the interior rim of the door

Built-in Coffee Maker

Model: Serial:

* On the interior rim of the door

Please Note: Your new appliances come with a one year manufacturer's warranty against defects in materials or workmanship, unless otherwise specified in your product manuals. If your manufacturer's warranty has expired, the service call will be subject to a trip charge & any other applicable charges required to repair your appliance. If your appliance is under the manufacturer's warranty, but the service call is determined to be customer education, a trip charge will be applicable. To avoid this, please read your use & care manual thoroughly prior to requesting service.

Landlords/Tenants: In a tenancy situation, any services provided must be under the direct authorization from the Building Manager. If the tenant is booking service directly, they will be asked to



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Builder Name: **ONNI CONTRACTING LTD.**

Acct#: **6027EP7**

Front Load Washer

Model:

Serial:

* Anywhere at eye level to the left or right of the door in the refrigerator

Front Load Dryer

Model:

Serial:

* at the top left or right of the inside rim, in front of the cavity

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Landlords/Tenants: In a tenancy situation, any services provided must be under the direct authorization from the Building Manager. If the tenant is booking service directly, they will be asked to provide a credit card number.



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Extended Warranty Information

Peace of Mind with Appliance Product Protection Plan

Your new appliances will be apart of you kitchen for many years to come. Most appliances come with a one year manufacturer's warranty, please confirm with your use and care guide, after this time you will be responsible for the cost of maintaining your new appliances. If you've ever had to call for service on an out-of-warranty appliance, you'll know that it can be costly. Even if you choose not to have the appliance repaired, there is still a charge for having a Service Technician come to your home.

With a four-year extended warranty from Trail Appliances, you have peace of mind, knowing that if your appliances need a helping hand, all you need to do is call us. We'll arrange a time to come to your home, diagnose and fix the problem, all at no extra cost to you.

Here are just a few benefits of an extended warranty:

1. Appliances have evolved and have more and more components that are costly to repair. Rest easy knowing that you are covered in the event of a breakdown.
2. All repair service for major appliances will be provided in-home by an authorized service technician.
3. Just one service call over the term of the warranty can virtually pay for the value of the warranty purchase.
4. Up to \$125 worth of food replacement if food spoilage occurs if your fridge and \$250 if your freezer breaks down.
5. If there are three identical failures on a covered product after the manufacturer's warranty has expired, your product may be replaced or you will receive a prorated credit on the value of the appliance.
6. 10% off parts and labour from participating at service centres
7. If you are planning on selling your home, coverage can either move with you or be transferred to a new owner.
8. If you are a Landlord and are renting out your home, this is an excellent way to protect your investment.

If you have any questions, or would like to purchase an Appliance Product Protection Plan, please contact:

DAVID MITCHELL

604-434-8711



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Our Builder Customer Care team is solely dedicated to provide customer service to our developers, contractors, property managers and their homeowners and tenants. A Builder Customer Care Representative will be in touch with you within 24 hours.

To enable our Builder Customer Care Representative to better assist you, please have your model and serial number available