

# AVALON 2

BUILDING SUCCESS TOGETHER



**Trail Appliances**  
Builder Division

1. APPLIANCE WARRANTY & SERVICE INFORMATION
  2. PRODUCT PROTECTION PLAN
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# 1. APPLIANCE WARRANTY & SERVICE INFORMATION

Dear Home Owner,

Congratulations on the purchase of your new home!

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. We hope your new appliances will be a part of your kitchen for many years to come.

Most appliances come with a one-year manufacturer's warranty, please confirm with your use and care guide for full details.

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 the manufacturer's guidelines.

We wish you all the best in your new home.

Trail Appliances

**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.**



## How to request service

If you require service on your appliance, please contact Trail Appliances directly at:  
Email: [homeownercare@trailappliances.com](mailto:homeownercare@trailappliances.com)  
Online: [trailappliances.com](http://trailappliances.com) / select "Book a Service Appointment" from the top menu  
Phone: 1.888.804.3111

# 1. APPLIANCE WARRANTY & SERVICE INFORMATION

## Where to Find Model and Serial Numbers on Appliances:

### Refrigerator

Model:  Serial:

Where to find Model & Serial #: Anywhere at eye level to the left or right of the door in the refrigerator

### Refrigerator

Model:  Serial:

Where to find Model & Serial #: Anywhere at eye level to the left or right of the door in the refrigerator

### Wall Oven

Model:  Serial:

Where to find Model & Serial #: At the top left or right of the inside rim, in front of the cavity

### Cook Top

Model:  Serial:

Where to find Model & Serial #: Underneath the unit on the back

### Dishwasher

Model:  Serial:

Where to find 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:

Where to find Model & Serial #: On the underside of the hood near the back or inside behind the filter

### Front Load Washer

Model:  Serial:

Where to find Model & Serial #: On the interior rim of the door

### Front Load Dryer

Model:  Serial:

Where to find 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. The manufacturer's warranty for the appliances in your unit starts on the original possession date for your unit and is subject to limitations as set out in the product manual. 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 Homeowner or Building Manager. If the tenant is booking service directly, they will be asked to provide a credit card number.

## 2. PRODUCT PROTECTION PLAN

### Protection Plan Gold

At Trail Appliances you'll find a wide selection of products to meet your needs - but even well known brands can succumb to the rigours of everyday use, so we offer product protection plans for your peace of mind.

Trail Appliances has partnered with [Comerco](#) to provide our customers with the best **Product Protection Plan** available on the Canadian market. This plan will **protect you against the expensive and sometimes recurring costs of repairs and assure you that your products will operate up to the manufacturer's specifications.**

From refrigerators to washers, you can relax knowing your product is covered even after the manufacturer's warranty runs out.

### Product Protection Plan Privileges\*

- Guaranteed Satisfaction. If we cannot repair, we will replace it.
- No-lemon warranty.
- Protection against power surges.
- Protection against frozen food losses.
- Parts & labour coverage.
- No hidden fees or deductibles.
- Transferable without charge.
- Service available throughout North America.
- Repaired to the manufacturer's specifications.
- Underwritten by a Canadian insurance company.

\*See terms and conditions for details

For more information about our Product Protection Plan, please [download our brochure](#) or talk to one of our **Builder Sales Representatives**.

**If you would like to purchase an Appliance Product Protection Plan, please contact:**

Name: Tina Rokni  
Phone: 604-434-8711  
Email: [trokni@trailappliances.com](mailto:trokni@trailappliances.com)