



Dear Home Owner,

Congratulations on the purchase of your new home!

Your brand new quality appliances have been proudly supplied by Trail Appliances. 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.

We wish you all the best in your new home,
Trail Appliances

OPTIONAL 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*

*See terms and conditions for details

- 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.

For more information about our Product Protection Plan, please <https://bit.ly/TrailPPP> or talk to one of our Builder Sales Representatives.

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

Name: _____ Phone: _____ Email: _____



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APPLIANCE WARRANTY & SERVICE INFORMATION

Where to Find Model and Serial Numbers on Appliances:

Refrigerator/Wine Cooler

Model: _____

Serial: _____

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

Wall Oven/Steam Oven/Warming Drawer

Model: _____

Serial: _____

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

Cook Top/Range

Model: _____

Serial: _____

Where to find: Underneath the unit on the back

Built-in Microwaves/Speed Oven

Model: _____

Serial: _____

Where to find: Inside of the microwave on the lip of the interior door frame

Dishwasher

Model: _____

Serial: _____

Where to find: Either on the top of the outermost surface of the cavern or on one side just inside the opening

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.

Ventilation/Hood Fans/OTR

Model: _____

Serial: _____

Where to find: On the underside of the hood near the back or inside behind the filter

Front Load Washer/Stacker

Model: _____

Serial: _____

Where to find: On the interior rim of the door

Front Load Dryer

Model: _____

Serial: _____

Where to find: On the interior rim of the door

Other

Model: _____

Serial: _____

Where to find:

Other

Model: _____

Serial: _____

Where to find:

Service-related Questions or Concerns:

If an issue arises with your appliance, our Customer Support Team will connect you to a third-party service provider with factory-trained service technicians who specialize in servicing your appliance brand.

When contacting our team, please make sure you have the following information ready:

- The type of appliance
- The manufacturer or brand
- The model number and serial number
- The specific problem you're having

Contact Information

Toll Free: [1 888 416 2990](tel:18884162990)

Email: homeownercare@trailappliances.com

Mon - Sun: 8:30am - 5pm



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