

# INSTALLATION TERMS & CONDITIONS

## INSTALLATION SERVICES AGREEMENT AND TERMS & CONDITIONS

Your installation agreement with us is for the service and the product you have selected (hereinafter referred to as: the “Product”).

The following information, the Terms and Conditions below, and the specific information for your Product listed below and located at <https://www.canadiantire.ca/en/home-services.html> in “Pricing” Tab of your selected Product, the Addendum (if applicable) and the Certificate of Completion form your agreement with us for the assembly/installation services described below (collectively, the “Agreement”).

**Who we are:** Canadian Tire Services Limited (“we”, “us” or “our”), holder of license # 5654-7714-01 issued under the building Act. We can be reached by phone at 1-855-682-HOME (4663) or you can write to us c/o Canadian Tire Home Services, 3475 Superior Court, Oakville, Ontario L6L 0C6.

1. The type of basic installation service and any additional services that you have contracted for are indicated on your email confirmation and more fully described in the “What does the basic assembly/installation package include?” section below and located at <https://www.canadiantire.ca/en/home-services.html> in “Pricing” Tab of your selected Product (the “Installation Services”). See the “Product Specific Links” below for the direct link your Product specific information.
2. The Installation Services will be provided by one of our Authorized Installers (as defined below). The installation will occur at the location indicated as your billing address unless you provide us with an alternative to the Authorized Installer upon scheduling your assembly/installation. (the “Installation Location”).
3. You are responsible for confirming compliance with any applicable building code requirements, local zoning bylaws and other applicable laws, rules and regulations which may regulate and restrict the location and size of the Product or that may be in place by the property owner, property management and/or condominium board for your property when installing your Product. You also are responsible for obtaining all required permits.
4. If you have instructed to install the Product at the wrong location or if the Product is not permitted in your municipality, you will have to assume the costs involved in moving or removing your Product.
5. Should our Authorized Installer, upon inspection of the Installation Location, determine that additional work is required to properly and safely complete the installation, you will be advised of any additional charges before the work is done and you will be asked to authorize the additional charges by signing an Addendum. If you decide that, as a result of the additional work and charges required to complete the installation, you do not want to go ahead with the installation, you can cancel this Agreement and we will give you a full refund in accordance with paragraph 9 below. Any additional charges, once authorized, are your sole responsibility. The Authorized Installer does not have the authority to contract on our behalf. Some issues that might cause additional installation costs are outlined in the “What could lead to additional costs?” section below and located at <https://www.canadiantire.ca/en/home-services.html> in “Pricing”

**Tab of your selected Product.** See the “**Product Specific Links**” below for the direct link your Product specific information.

6. Our Authorized installer will refuse to assemble and/or install the Product not in accordance with the product and/or manufacturer’s instructions. You will assume all liability in the event you modify the installation after it has been completed and that the Product does not function properly as a result thereof. You will also be responsible for any defects in, or damages to, the Product that are attributable to it not being assembled and installed in accordance with the product and/or manufacturer’s instructions.
7. Once the product has been located and payment has been processed, an authorized Installer will contact you by the phone number given during checkout to schedule your assembly and installation. Should you need to make any changes to your scheduled appointment after it was made or to cancel your scheduled appointment please call us at 1-855-682-HOME (4663) to. Then one of our Authorized Installers will contact you within two (2) business days to arrange a specific time for assembly/installation that is convenient to you.
8. The cost of your Installation Services is set out on your checkout page, on your confirmation email and in your receipt upon pick up or delivery of your Product. Payment must be received in full prior to the Installation Services commencing.
9. You can cancel this Agreement at any time prior to the Installation Services commencing by calling 1-855-682-HOME (4663) and we will give you a full refund.
10. By making payment and clicking the “**Accept**” button below, you confirm that you have read, understood, consent to and accept the Terms and Conditions set out in this Agreement.
11. This Agreement is entered into at your home address as indicated on your email confirmation.
12. **General Description.** You agree to purchase and we agree to provide the Installation Services described in this Agreement in or on the Installation Location for the stated total cash price and according to the specifications and other provisions set out in this Agreement.
13. **Installation Location.** The Installation Location shall be within fifty (50) km of a Canadian Tire store. If the Installation Location is more than fifty (50) km from a Canadian Tire store we may at our discretion decline to perform the Installation Services and will provide you with a full refund.
14. **Installation Services.** You authorize us (a) to arrange for the Installation Services to be performed by an experienced installer (licensed when legally required) (the “**Authorized Installer**”), (b) to issue a work order to the Authorized Installer to perform the Installation Services, (c) to inspect the Authorized Installer’s work, and (d) to pay the Authorized Installer after completion of the work and after receipt of a certificate, signed and dated by you, that the work has been satisfactorily completed (the “**Certificate of Completion**”). You agree that we will rely upon the Certificate of Completion in paying the Authorized Installer for the Installation Services.
15. **Price.** The price owed by you to us covers the Installation Services, and applicable taxes (the “**Price**”). The Price assumes sound existing substructures, superstructure and points of attachments. The Price shall be increased should additional services or materials be required as a

result of defective substructures, superstructures, or points of attachments. To the extent required in order to properly and safely install the Product, all such associated charges will be disclosed to you and itemized prior to installation. You will be asked to authorize the additional charges and the total additional installation costs will be set out in the Addendum, which will be part of your agreement with us.

16. **Entire Agreement.** This Agreement accurately states the entire agreement between you and us concerning this sale of Installation Services and replaces or supersedes all prior agreements and understandings relating thereto, both oral and written. Any additions or changes to this Agreement, other than any additional Installation Services required as set out in the Addendum, must be in writing signed by you and us.

17. **Workmanship Warranty for Installation Services.**

The Installation Services provided in connection with the following Products (Garden Shed, Play Centre, Trampoline, Garage Door Opener, Toilet/Faucet, Central Vacuum, Electric Fireplace, Flat Screen TV, Ready To Assemble (RTA) Furniture and Window Air Conditioner) will be covered by a one (1) year workmanship warranty (the “**Warranty Period**”) that the Installation Services will be performed by the Authorized Installer in a good and workmanlike manner (the “**Warranty**”). Any Product warranty related inquiries should be directed to the manufacturer.

The Installation Services provided in connection with the following Products (Temporary Shelter/Canopy, Gazebo and Awning and Smart Home) will be covered by a ninety (90) day workmanship warranty (the “**Warranty Period**”) that the Installation Services will be performed by the Authorized Installer in a good and workmanlike manner (the “**Warranty**”). Any Product warranty related inquiries should be directed to the manufacturer.

You must give us written notice within the relevant Workmanship Warranty Period of any Workmanship Warranty claim relating to the Installation Services. You agree that your sole and exclusive remedy against us for a Workmanship Warranty claim is reinstallation of the Product in a good and workmanlike manner, including the repair or replacement of any of the items originally installed if and to the extent reasonably necessary to correct the defective Installation Services. In connection with any Workmanship Warranty claim, you agree, at no cost to us, to prepare the Installation Location, including the removal and replacement of fixtures incident to the repair area, so that we, or our designee, including the Authorized Installer, can correct the defective Installation Services without undue delay. Any Product warranty related inquiries should be directed to the manufacturer.

18. **Indemnity.** To the extent permitted by applicable law, you agree to indemnify us from all losses, claims, costs, expenses, damages, actions and liabilities whatsoever that we may incur, and you agree to hold us harmless from any lawsuits and any claims that may be made against us in connection with this Agreement or the use and operation of the Product.

19. **Governing Law.** This Agreement shall be interpreted under and governed by the laws of the province of the Installation Location and the federal laws of Canada applicable therein.

20. **Miscellaneous.** You acknowledge that we may assign, pledge or transfer this Agreement without your consent. Except as specifically provided for herein, you may not assign this Agreement without our consent. If we do consent, the provisions of this Agreement will be imposed on your assignee. All of your obligations under this Agreement will survive the termination of this Agreement to the extent required for their full observance and performance.

Any provision of this Agreement that is unenforceable in any jurisdiction will, with respect to such jurisdiction, be ineffective only to the extent of such enforceability without invalidating the remaining provisions of this Agreement. The headings in this Agreement are for convenience only and will not affect the construction or interpretation of this Agreement.

21. **Privacy.** You agree that we can collect, use and share your Personal Information in accordance with our Privacy Charter, a copy of which is available on-line at [www.canadiantire.ca](http://www.canadiantire.ca) or by calling us at 1-855-682-HOME (4663). This includes collecting, using and sharing your Personal Information to arrange for the Installation Services and to administer our Agreement with you. Personal Information includes, but is not limited to, identification information and billing information. We may release your Personal Information to entities outside the Canadian Tire family of companies, such as our suppliers and agents who assist us in serving you (“**Service Providers**”). When your Personal Information is provided to a Service Provider, we require them to protect the information in a manner that is consistent with our Privacy Charter. Our Service Providers may be located in or outside of Canada and may be required to disclose your Personal Information under the laws of their jurisdiction. Subject to your withdrawal, this consent is valid for the time required to fulfill the identified purposes, Canadian Tire’s legitimate business purposes and to conform to all applicable legislative requirements.

## PRODUCT SPECIFIC INFORMATION

### WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?

- Unpack and inspect the Product to ensure there are no missing or damaged pieces.
- Where applicable, prepare the Installation Location by performing Product specific preparation work (Several visits may be required depending on the Product).
- Arrange for a utilities (gas/electric/water) locate (if required).
- Assemble, Install and anchor (if required) the Product according to the manufacturer’s instructions.
- Disconnect selected existing Product to install a new Product (for example, ceiling light, ceiling fan, range hoods etc.) Ask the Authorized Installer in advance if your Product is eligible for disassembly.
- Test the assembled/installed Product to ensure it meets the manufacturer’s requirements.
- Clean up the work area.
- Prepare the Product’s packaging for disposal by the customer.
- See the *Helpful Product Specific Information* below for more of what we will do for you on selected services.

### WHAT COULD LEAD TO ADDITIONAL COSTS?

- If the Installation Location is not suitable for the Product, requires excessive levelling or there are structural issues that need to be corrected to ensure a proper and safe assembly/installation. Discuss the Installation Location with the Authorized Installer before the scheduled site visit.
- If there is not sufficient space free from clutter/obstructions where the Product is to be assembled/installed.
- Building a new or repairing an existing base at the Installation Location.
- Delivery and/or disposal of the new or existing Product (if purchased).
- If you have purchased the wrong type/size of Product for the Installation Location.

- If any additional accessories or hardware required for the installation. For example, extension/support brackets, wall mounts, window sleeves etc. Make sure to purchase any required accessories or hardware in advance to ensure they're available on the date of your installation. If you're unsure of what is needed for your Product, please ask the Authorized Installer prior to the date of your installation.
- If the location of the assembly requires access to an elevator or a secured area, it is your responsibility to reserve the elevator before our Authorized Installers arrive. If the dwelling is higher than three (3) stories and no elevator is available to transport the Product to your residence, an additional charge may apply to deliver and/or remove the Product.
- For Products that require direct access to an electrical outlet, ensure the Installation Location is in close proximity to a suitable power source. Note: Some manufacturers do not recommend the use of extension cords for certain Products. Please speak to the Authorized Installer about power outlet requirements for the Product being installed.
- The Product assembly/installation prices are determined by the size, type, complexity, materials and time required to safely assemble and install your Product.

### **WHAT INSTALLATION DOES NOT COVER:**

- Repairs or modifications related to existing structural problems, any structural impact to property that was necessary for the installation, such as but not limited to: drywall patching, painting, landscaping, replacing tiles, moving existing ducts/vents or alterations to electrical work.
- Any type of analysis associated with ground, water or air quality.
- We are not responsible for the cost involved in moving or removing the Product if you have selected the wrong location or it is not permitted in your municipality. We will not be held liable (financially or otherwise) for costs incurred if Products installed are not in compliance with local bylaws or other applicable laws, nor for removal of Products that are not in compliance with bylaws.

## **Helpful Product Specific Information**

### **Garage Door Openers**

#### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

##### **Basic Garage Door Opener Installation**

The Authorized Installer will:

- Remove any existing garage door opener.
- Unpack and Install the garage door opener according to the manufacturer's instructions.
- Mount garage door opener (up to 10' high) according to product requirements (Doors taller than 8' require extension brackets - sold separately).
- Install and adjust safety sensors, as well as any monitors or lasers, outdoor coded key pads and/or battery packs.

- Mount wood framing (if necessary) to top of garage door opener to support header bracket.
- Plug in and test garage door opener (providing there is a receptacle within three (3) feet of the garage door opener).
- Test remote(s) and control pad(s) to ensure proper and safe operation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the garage door opener is installed.
- Prepare the product's packaging for disposal by the Customer.

## **Premium Garage Door Opener Installation**

**The Authorized Installer will:**

- Do everything as stated above under Basic Garage Door Installation.

Plus

- Check and adjust door hinges (does not include replacing the hinges if required).
- Lubricate all moving parts of garage door.
- Check door rails and clear them of any debris.
- Check door balance and make adjustments to tension spring(s) (if necessary).

## **Wifi Connection for WiFi Enabled Garage Door Opener (add-on to Basic or Premium Installation, or as a stand-alone installation)**

**The Authorized Installer will:**

- Check WiFi signal strength in garage (if your Garage does not have sufficient WiFi signal strength the Authorized Installer will be unable to perform the WiFi connection for your Garage Door Opener).
- Unpack and connect WiFi Garage Door Controller according to manufacturer's instructions (the Controller is device that links the Garage Door Opener to the WiFi).
- Mount the WiFi Garage Door Controller according to manufacturer's instructions.
- Mount the door sensors according to manufacturer's instructions.
- Connect the WiFi Garage Door Controller to up to 3 Garage Door Openers.
- Pair the door sensors to the WiFi Garage Door Controller.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the install is completed.
- Prepare the product's packaging for disposal by the Customer.

## **Emergency Key Release Installation (add-on to Basic or Premium Installation)**

**The Authorized Installer will:**

- Authorized Installer will provide and install the Emergency Key Release mechanism according to the manufacturer's instructions (to allow access to your garage if the Garage Door Opener is not working properly).
- Test to ensure proper function.
- Review manufacturer's user manual with customer.
- Clean up the work area once the install is completed.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

### **Applies to Basic and Premium Installation and WiFi Connection**

- The garage ceiling is higher than 10' and extension brackets are required (Customer may purchase the extension brackets online at <https://www.canadiantire.ca/en.html> or from a Canadian Tire Store)
- The garage ceiling has less than 5" clearance from the garage door and quick-turn brackets are required (Customer may purchase the quick-turn brackets online at <https://www.canadiantire.ca/en.html> or from a Canadian Tire Store)
- The garage door is higher than 8' tall, and an extension rail is required (Customers may purchase from a Canadian Tire store or online at [canadiantire.ca](https://www.canadiantire.ca) - note: the garage door opener must be matched to the correct extension rail)
- The garage door does not open freely and an adjustment is required
- If there is insufficient space free from clutter where the Garage Door Opener is to be installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the installation.

### **Applies to Emergency Key Release Installation**

- If your garage ceiling is higher than 10'
- If additional tools aside from the basic installation equipment is required (for example: special lifts, long ladders, etc.)
- If there is insufficient space free from clutter where the Emergency Key Release is to be installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the installation.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

The Authorized Installer will inform you of any additional charges before starting the work.

## **Exercise Equipment**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

The Authorized Installer will:

- Deliver the Exercise Equipment (if delivery is purchased).
- Unpack the Exercise Equipment.
- Assemble the Exercise Equipment according to the manufacturer's instructions.
- Place the assembled Exercise Equipment in its desired location according to the Customer's instructions.
- Test the Exercise Equipment to ensure proper operation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Exercise Equipment is assembled.
- Prepare the product's packaging for disposal by the Customer.

### **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If your dwelling is higher than three (3) stories and no elevator is available to transport the Exercise Equipment to the desired location, an additional charge may apply to deliver and/or remove the product.
- If there is insufficient space free from clutter where the Exercise Equipment is to be assembled, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly.

In any of the above situations, you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

The Authorized Installer will inform you of any additional charges before starting the work.

### **THINGS TO CONSIDER**

- You are responsible for ensuring that delivery (if purchased) of the Exercise Equipment is permitted should you live in a dwelling which has rules/restrictions around the delivery of product(s) to the dwelling.



- You are responsible for any cost involved in moving or removing your Exercise Equipment if you have selected the wrong model, location, or if it is not permitted in the dwelling.
- Manufacturers do not recommend using an extension cord for electrical Exercise Equipment. You are responsible for ensuring there is a power outlet within reach of where the Exercise Equipment will be assembled (where applicable). Our Authorized Installers will not move or install a power outlet.

## **Gazebos & Awnings**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

#### **Gazebos**

The Authorized Installer will:

- Deliver the Gazebo (if delivery is purchased).
- Prepare the Installation Location by performing minor leveling of the area (if required).
- Unpack the Gazebo.
- Assemble the Gazebo according to the manufacturer's instructions.
- Place the assembled Gazebo in the desired location according to the Customer's instructions.
- Anchor the Gazebo according to the manufacturer's instructions (if required).
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Gazebo is assembled.
- Prepare the product's packaging for disposal by the Customer.

#### **Awnings**

The Authorized Installer will:

- Deliver the Awning (if delivery is purchased).
- Unpack the Awning.
- Assemble the Awning according to the manufacturer's instructions.
- Mount the Awning according to the manufacturer's instructions in the desired location according to the Customer's instructions.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Awning is installed.
- Prepare the product's packaging for disposal by the Customer.

## WHAT COULD LEAD TO ADDITIONAL COSTS?

- If there is insufficient space free from clutter where the Gazebo or Awning is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly/installation.
- If the area where the Gazebo is to be assembled/installed requires excessive leveling, the Authorized Installer will advise you of the additional cost to provide a level surface. The price will be determined by the amount of time it takes to level the surface. If you would like to have a base constructed for your Gazebo, the Authorized Installer will provide you with a quotation for the base.
- If the surface where the Awning is to be mounted requires additional reinforcement to support the Awning, the Authorized Installer will advise you of the additional cost to reinforce and mount the Awning. The price will be determined by the amount of time it takes to reinforce and mount the Awning and any additional material required to address the issues and complete the assembly/installation.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## THINGS TO CONSIDER

- You are responsible for understanding and confirming compliance with applicable building code requirements, local zoning bylaws (including proximity to fences, streets and lot lines) and other applicable laws, rules and regulations which may regulate and restrict the location of the Gazebo or Awning or that may be in place by the property owner, property management and/or condominium board for the property when installing your Gazebo or Awning.
- You are responsible for obtaining all required permits.
- You are responsible for the cost involved in moving or removing your Gazebo or Awning if you have selected the wrong location, or it is not permitted in your municipality.

**Garden Sheds**

## **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

### **Garden Shed**

The Authorized Installer will:

- Deliver the Garden Shed (if delivery is purchased).
- Prepare the Installation Location by performing minor leveling of the area (if required).
- Unpack the Garden Shed.
- Assemble the Garden Shed according to the manufacturer's instructions.
- Place the assembled Garden Shed in the desired location according to the Customer's instructions.
- Anchor the Garden Shed according to the manufacturer's instructions to a pre-existing Base or a Base Installation purchased with the Garden Shed Installation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Garden Shed is assembled.
- Prepare the product's packaging for disposal by the Customer.

### **Base (for Garden Shed)**

The Authorized Installer will:

- Prepare the Installation Location by performing minor leveling of the area (if required).
- Construct a pressure-treated wood and plywood Base to support the Garden Shed.
- Place the Base on cement stones at the corner and across the foundation.
- Provide all materials required to construct and install the Base.
- Clean up the work area once the Base is constructed and installed.
- Prepare the product's packaging for disposal by the Customer.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If there is insufficient space free from clutter where the Garden Shed is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly/installation.
- If the area where the Garden Shed is to be assembled/installed requires excessive leveling, the Authorized Installer will advise you of the additional cost to provide a level surface. The price will be determined by the amount of time it takes to level the surface.
- If you have an existing Base that requires repairs to ensure proper installation of the new Garden Shed, the Authorized Installer will advise you of the additional cost to repair the Base. The price will be determined by the amount of time it takes and any additional material required to address the issues and complete the assembly/installation.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## **THINGS TO CONSIDER**

- A minimum of thirty (30) feet clearance to fences or other structures will be required to allow assembly/installation of the Garden Shed.
- You are responsible for understanding and confirming compliance with applicable building code requirements, local zoning bylaws (including proximity to fences, streets and lot lines) and other applicable laws, rules and regulations which may regulate and restrict the location of the Garden Shed or that may be in place by the property owner, property management and/or condominium board for the property when installing your Garden Shed.
- You are responsible for obtaining all required permits.
- You are responsible for the cost involved in moving or removing your Garden Shed if you have selected the wrong location, or it is not permitted in your municipality.

## **Play Centres & Trampolines**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

The Authorized Installer will:

- Deliver the Play Centre or Trampoline (if delivery is purchased).
- Prepare the Installation Location by performing minor leveling of the area (if required).
- Unpack the Play Centre or Trampoline.
- Assemble the Play Centre or Trampoline according to the manufacturer's instructions.
- Place the assembled Play Centre or Trampoline in the desired location according to the Customer's instructions.
- Anchor the Play Centre or Trampoline according to the manufacturer's instructions (if required).
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Play Centre or Trampoline is assembled.

- Prepare the product's packaging for disposal by the Customer.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If there is insufficient space free from clutter where the Play Centre or Trampoline is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly.
- If the area where the Play Centre or Trampoline is to be assembled requires excessive leveling, the Authorized Installer will advise you of the additional cost to provide a level surface. The price will be determined by the amount of time it takes to level the surface. If you would like to have a base constructed for your Play Centre or Trampoline, the Authorized Installer will provide you with a quotation for the base.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## **THINGS TO CONSIDER**

- You are responsible for understanding and confirming compliance with applicable building code requirements, local zoning bylaws (including proximity to fences, streets and lot lines) and other applicable laws, rules and regulations which may regulate and restrict the location of the Play Centre or Trampoline or that may be in place by the property owner, property management and/or condominium board for the property when installing your Play Centre or Trampoline.
- You are responsible for obtaining all required permits.
- You are responsible for the cost involved in moving or removing your Play Centre or Trampoline if you have selected the wrong location, or it is not permitted in your municipality.

## **Temporary Shelters & Canopies**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

### **The Authorized Installer will:**

- Deliver the Temporary Shelter or Canopy (if delivery is purchased).
- Disassemble the old Temporary Shelter or Canopy (if disassembly is purchased) and place the Temporary Shelter or Canopy and any add-on accessories in a storage container provided by the Customer (if requested)
- Assemble/install the Temporary Shelter or Canopy according to the manufacturer's instructions.
- Assemble/install add-on accessories: screens, enclosures and/or extensions (if add-on installation is purchased)
- Anchor the Temporary Shelter or Canopy according to the manufacturer's product requirements.
- Clean up the work area once the Temporary Shelter or Canopy is assembled/installed.
- Prepare the product's packaging for disposal by the Customer.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If there is insufficient space free from clutter where the Temporary Shelter or Canopy is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issues and complete the assembly/installation. You will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## **THINGS TO CONSIDER**

- Temporary Shelters are typically sold with basic-temporary anchors intended to anchor the Temporary Shelter to soft ground, such as soil or grass. These are generally insufficient for anchoring shelters to hard ground, such as concrete, asphalt or stone or to prevent unwanted movement in windy conditions. We recommend purchasing an Anchor Kit to ensure your temporary shelter does not move. Customers may purchase Anchor Kits from a Canadian Tire store or online at [canadiantire.ca](http://canadiantire.ca).
- You are also responsible for purchasing the appropriate anchors for your temporary shelter/canopy if the anchors that are included with the product are not sufficient for the location where you would like the product to be assembled/installed.

- You are responsible for understanding and complying with local zoning bylaws, such as proximity to fences and lot lines, other applicable laws and regulations and obtaining all required permits and underground utility locates when selecting a location for your temporary shelter/canopy.
- You are responsible for the cost involved in moving or removing your Temporary Shelter or Canopy if you have selected the wrong location or it is not permitted in your municipality.

## **Basketball Nets & Backboards**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

#### **Portable Basketball Nets & Backboards**

The Authorized Installer will:

- Deliver the Basketball Net and Backboard (if delivery is purchased).
- Unpack the Basketball Net and Backboard.
- Assemble the Basketball Net and Backboard according to the manufacturer's instructions.
- Place the assembled Basketball Net and Backboard in the desired location according to the Customer's instructions.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Basketball Net and Backboard is assembled.
- Prepare the product's packaging for disposal by the Customer.

#### **In-Ground Basketball Net & Backboards**

The Authorized Installer will:

##### **Prior to Assembly/Installation**

- Contact the Customer to review the In-Ground Basketball Net and Backboard assembly/installation process.
- Direct the Customer to visit [www.ClickBeforeYouDig.com](http://www.ClickBeforeYouDig.com) or contact their local equivalent of a "one-call centre" to arrange a utility (gas/electric/water) Locate before work can begin.
- Two (2) visits will be required to complete the assembly/installation. Please see below for further details.

##### **Assembly/Installation 1**

- Dig four (4) feet deep and wide to accommodate a footing according to the manufacturer's instructions for the base of an in-ground Basketball Net and Backboard.
- Insert rebar or masonry blocks according to the manufacturer's instructions; if using masonry blocks, two (2) will be needed
- Fill remaining cavity with concrete, insert anchor system (if required), and maintain level until base has set.

## **Assembly/Installation 2**

- Deliver the Basketball Net and Backboard (if delivery is purchased).
- Unpack the Basketball Net and Backboard.
- Assemble/ install the Basketball Net and Backboard according to the manufacturer's instructions.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Basketball Net and Backboard is assembled/installed.
- Prepare the product's packaging for disposal by the Customer.

**Note:** This package does not include disposal of any existing product, dirt or debris from the Installation Location.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If there is insufficient space free from clutter where the Basketball Net and Backboard is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly/installation. You will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## **THINGS TO CONSIDER**

- You are responsible for understanding and confirming compliance with any applicable building code requirements, local zoning bylaws (including proximity to fences, streets and lot lines) and other applicable laws, rules and regulations which may regulate and restrict the location of the Basketball Net and Backboard



or that may be in place by the property owner, property management and/or condominium board for the property when installing your Basketball Net and Backboard.

- You are responsible for obtaining all required permits.
- For In-Ground Basketball Nets and Backboards, you are responsible to arrange a "utilities locate" to detect buried wires, water or gas lines, before the Authorized Installer may start the installation. If the area you have selected is unsuitable because of underground obstructions, another suitable location will have to be chosen.
- You are responsible for any cost involved in moving or removing your Basketball Net and Backboard if you have selected the wrong location, or it is not permitted in your municipality.

## Toilets & Faucets

### WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?

#### Toilets

The Authorized Installer will:

- Deliver the Toilet (if delivery is purchased).
- Unpack the Toilet.
- Disconnect and remove old Toilet.
- Assemble/install Toilet according to the manufacturer's instructions.
- Replace wax seal.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Toilet is assembled/installed.
- Prepare the product's packaging for disposal by the Customer.
- Place the old Toilet in an area designated by the Customer for the Customer to dispose of (if disposal is NOT purchased).
- Dispose of old Toilet (if disposal is purchased).

#### Faucets

The Authorized Installer will:

- Unpack the Faucet
- Disconnect and remove old Faucet.
- Assemble/install new Faucet according to the manufacturer's instructions and connect Faucet to existing plumbing.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Faucet is assembled/installed.
- Prepare the product's packaging for disposal by the Customer.

- Place the old Faucet in an area designated by the Customer for the Customer to dispose of.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If there is insufficient space free from clutter where the Toilet or Faucet is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly/installation.
- Additional parts, labour and/or modifications to existing or new plumbing.

In any of the above situations, you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

The Authorized Installer will inform you of any additional charges before starting the work.

## **THINGS TO CONSIDER**

- You are responsible for ensuring that delivery (if purchased) of the Toilet is permitted should you live in a dwelling which has rules/restrictions around the delivery of product(s) to the dwelling.

## **Water Softening, Heating & Filtration**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

#### **Water Softener Replacement (all models)**

The Authorized Installer will:

- Deliver the Water Softener (if delivery is purchased).
- Unpack the Water Softener.

- Assemble/install the new water softener according to manufacturer's instructions in the same location as the existing unit.
- Provide miscellaneous fittings, as required, and up to one (1) foot of piping to connect the existing piping to the new water softener.
- Test the Water Softener to ensure proper operation.
- Clean up the work area once the Water Softener is assembled/installed.
- Review manufacturer's user manual with the Customer.
- Prepare the product's packaging for disposal by the Customer.
- Dispose of the old Water Softener (if disposal is purchased).

## **Water Softener New Installation (all models)**

The Authorized Installer will:

- Do everything as stated above under Water Softener Replacement.

Plus

- Install shut-off valves.
- Provide up to ten (10) feet of piping and to connect to the nearest drain.

## **Water Filtration System Replacement (all models)**

The Authorized Installer will:

- Deliver the Water Filtration System (if delivery is purchased).
- Unpack the Water Filtration System.
- Assemble/install the new Water Filtration System according to manufacturer's instructions in the same location as the existing unit.
- Provide miscellaneous fittings, as required, and up to one (1) foot of piping to connect the existing piping to the new Water Filtration System.
- Test the Water Filtration System to ensure proper operation.
- Clean up the work area once the Water Filtration System is assembled/installed.
- Review manufacturer's user manual with the Customer.
- Prepare the product's packaging for disposal by the Customer.
- Dispose of the old Water Filtration System (if disposal is purchased).

## **Water Filtration System New Installation (all models)**

The Authorized Installer will:

- Do everything as stated above under Water Filtration System Replacement.

Plus

- Install shut-off valves.

- Provide up to ten (10) feet of piping and to connect to the nearest drain.

## **Water Heater Replacement (all models)**

The Authorized Installer will:

- Deliver the Water Heater (if delivery is purchased).
- Unpack the Water Heater.
- Install the new Water Heater according to manufacturer's instructions in the same location as the existing unit. Please note, the new Water Heater must be the same type, size and use the same power source of the previous unit.
- Provide miscellaneous fittings, as required, and up to one (1) foot of piping to connect the existing piping to the new Water Heater.
- Test the Water Heater to ensure proper operation.
- Clean up the work area once the Water Heater is assembled/installed.
- Review manufacturer's user manual with the Customer.
- Prepare the product's packaging for disposal by the Customer.
- Place the old Water Heater in an area designated by the Customer for the Customer to dispose of (if disposal is NOT purchased).
- Dispose of the old Water Heater (if disposal is purchased).

**Assembly/installation does NOT Include:**

**Applies to Water Softeners, Filtration Systems and Heaters.**

- Water Analysis.
- Water softener salt.
- Drip tube or drip pan.
- Anti-scald devices.
- Earthquake straps.
- Expansion tank.
- Stand or tray.
- Installation of a new vent or changing vent location for a gas-powered hot water heater.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

**Applies to Water Softeners, Filtration Systems and Heaters**

- Permit Fees (if required). The fee for a gas or electrical permit can vary according to the type of work being performed. The Authorized Installer will apply for the gas or electrical permit and inform you of the cost prior to obtaining the permit (if required).
- Modification of piping if more than one (1) foot of piping is required to connect to Water Softener, Filtration System or Heater Replacement.
- Additional line(s) if new Water Softener, Filtration System or Heater is further than ten (10) feet from floor drain.

- Upgrades to electrical, plumbing, or venting.
- If the Water Softener, Filtration System or Heater is too large to fit in the existing location.
- Customers converting from an electric hot water heater to a gas hot water heater will require a pre-site inspection to measure the location. Customer must purchase a new installation quotation.
- If there is insufficient space free from clutter where the Water Softener, Filtration System or Heater is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issues and complete the assembly/installation.
- If your dwelling is higher than three (3) stories and no elevator is available to transport the product to the desired installation location, an additional charge may apply to deliver and/or remove the product.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## **THINGS TO CONSIDER**

- You are responsible for understanding and confirming compliance with any rules, bylaws, or regulations that may be in place by the property owner, property management and/or condominium board for your property when assembling/installing your Water Softener, Filtration System or Heater. You are also responsible for ensuring that delivery (if purchased) of the Water Softener, Filtration System or Heater is permitted should you live in a dwelling which has rules/restrictions around the delivery of product(s) to the dwelling.

## **Ceiling Lights and Fans**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

**The Authorized Installer will:**

- Remove existing Ceiling Light or Fan and place it in an area designated by the Customer for disposal by the Customer.
- Unpack the new Ceiling Light or Fan.
- Assemble/install the Ceiling Light or Fan according to the manufacturer's instructions.

- Test the Ceiling Light or Fan to ensure proper operation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Ceiling Light or Fan is assembled/installed.
- Prepare the product's packaging for disposal by the Customer.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If there is insufficient space free from clutter where the Ceiling Light or Fan is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly/installation.
- Upgrades to electrical boxes, switches or dimmers, electrical wiring or other hardware.
- If the ceiling height is over ten (10) feet.

In any of the above situations, you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## **THINGS TO CONSIDER**

- You are responsible for understanding and confirming compliance with any rules, bylaws, or regulations that may be in place by the property owner, property management and/or condominium board for your property when assembling/installing your Ceiling Light or Fan.
- When connecting the new Ceiling Light or Fan the existing electrical box must be equipped with power, must be connected to a control device (switch/dimmer) and must be in a location that is sufficiently reinforced to support the weight of your new Ceiling Light or Fan.
- Assembly/installation does NOT include attachment of chandelier crystals, applicable light bulbs or batteries for remote controls.

## **Electric Fireplaces**

## **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

The Authorized Installer will:

- Deliver the Electric Fireplace (if delivery is purchased).
- Unpack the Electric Fireplace.
- Assemble the Electric Fireplace according to the manufacturer's instructions.
- Place the assembled Electric Fireplace in its desired location according to the Customer's instructions (in some cases, the Electric Fireplace may be set into an existing hearth opening in the wall).
- Test the Electric Fireplace to ensure proper operation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Electric Fireplace is assembled.
- Prepare the product's packaging for disposal by the Customer.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If your dwelling is higher than three (3) stories and no elevator is available to transport the Electric Fireplace to the desired location, an additional charge may apply to deliver and/or remove the product.
- If there is insufficient space free from clutter where the Electric Fireplace is to be assembled, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly.

In any of the above situations, you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## **THINGS TO CONSIDER**

- You are responsible for understanding and confirming compliance with any rules, bylaws, or regulations that may be in place by the property owner, property management and/or condominium board for your property when installing your electric fireplace. You are also responsible for ensuring that delivery (if purchased) of the electric fireplace is permitted should you live in a dwelling which has rules/restrictions around the delivery of product(s) to the dwelling.
- You are responsible for any cost involved in moving or removing your Electric Fireplace if you have selected the wrong model, location, or if it is not permitted in the dwelling.

# Window Air Conditioners

## WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?

The Authorized Installer will:

- Deliver the Window Air Conditioner (if delivery is purchased).
- Unpack the Window Air Conditioner.
- Install and secure the Window Air Conditioner according to the manufacturer's instructions in a window location according to the Customer's instructions.
- Plug in and test the Window Air Conditioner to ensure proper operation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Window Air Conditioner is installed.
- Prepare the product's packaging for disposal by the Customer.

## WHAT COULD LEAD TO ADDITIONAL COSTS?

- If your dwelling is higher than three (3) stories and no elevator is available to transport the product to the desired installation location, an additional charge may apply to deliver and/or remove the product.
- If there is insufficient space free from clutter where the Window Air Conditioner is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly/installation.
- If you have purchased the wrong Window Air Conditioner for the type of window in which it is to be installed, additional work will be required to ensure proper and safe operation. The price will be determined by the amount of time it takes and any additional material required to address the issues and complete the installation.
- If the Window Air Conditioner requires extra support brackets, additional work will be required to ensure the unit is safely secured. The price will be determined by the amount of time it takes and any additional material required to address the issues and complete the installation.
- If you purchased a Window Air Conditioner with a sleeve for new installation, the Authorized Installer will need to prepare a wall and install a sleeve in the wall to support the weight of the Window Air Conditioner. The price will be determined by the amount of time it takes and any additional material required to address the issues and complete the installation.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.



The Authorized Installer will inform you of any additional charges before starting the work.

## **THINGS TO CONSIDER**

- You are responsible for ensuring that delivery (if purchased) of the Window Air Conditioner is permitted should you live in a dwelling which has rules/restrictions around the delivery of product(s) to the dwelling.
- You are responsible for understanding and confirming compliance with applicable building code requirements, local zoning bylaws and other applicable laws, rules and regulations which may regulate and restrict the location of the Window Air Conditioner or that may be in place by the property owner, property management and/or condominium board for the property when installing your Gazebo or Awning.
- You are responsible for obtaining all required permits.
- You are responsible for the cost involved in moving or removing your Window Air Conditioner if you have selected the wrong location, or it is not permitted in your municipality.

## **Range Hoods & Bathroom Fans**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

#### **Range Hood Vented (non-ducted) Replacement**

The Authorized Installer will:

- Unpack the replacement Range Hood
- Disconnect electrical service to existing Range Hood.
- Centre (if possible), mount and secure support bracket(s) for new Range Hood according to manufacturer's instructions.
- Assembly/install all accessory filters and covers included with the replacement Range Hood purchase.
- Test Range Hood by activating and monitoring the exhaust fan and any lights and accessories to ensure proper operation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Range Hood is assembled/installed.
- Prepare the product's packaging for disposal by the Customer.
- Place the old Range Hood in an area designated by the Customer for the Customer to dispose of.

## **Range Hood Chimney (ducted) Replacement**

The Authorized Installer will

- Do everything as stated above under Range Hood Vented (non-ducted Replacement).

Plus

- Connect and seal to existing duct

## **Bathroom Exhaust Fan Replacement**

The Authorized Installer will:

- Unpack the replacement Exhaust Fan.
- Plug the Exhaust Fan into an outlet to test it.
- Disconnect electrical service to existing Exhaust Fan
- Remove existing grill and Exhaust Fan
- Clean Exhaust Fan housing
- Assemble/install new Exhaust Fan and grill according to the manufacturer's instructions and complete any testing necessary for venting or electrical function.
- Test exhaust fan by activating and monitoring the exhaust fan, any lighting and any accessories to ensure proper operation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Exhaust Fan is assembled/installed.
- Prepare the product's packaging for disposal by the Customer
- Place the old Exhaust Fan in an area designated by the Customer for the Customer to dispose of.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If there is insufficient space free from clutter where the Range Hood or Bathroom Exhaust Fan is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly/installation.
- If modifications are required to the existing duct work or electrical boxes, wiring or other hardware.
- Dry wall patching, repairs or painting.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

The Authorized Installer will inform you of any additional charges before starting the work.

## THINGS TO CONSIDER

- You are responsible for understanding and confirming compliance with any rules, bylaws, or regulations that may be in place by the property owner, property management and/or condominium board for your property when assembling/installing your Range Hood or Bathroom Exhaust Fan.

## TVs

### WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?

#### TV Installation Category A (Basic Installation & Set-up)

The Authorized Installer will:

- Deliver the Flat Panel TV (if delivery is purchased).
- Unpack the Flat Panel TV.
- Place the Flat Panel TV on an existing stand or wall mount according to the manufacturer's instructions.
- Connect the Flat Panel TV up to 3 video sources.
- Configure the remote control for the Flat Panel TV according to the manufacturer's instructions.
- Plug in and test the Flat Panel TV to ensure proper operation.
- Review manufacturer's user manual with the Customer.
- Clean up the work area once the Flat Panel TV is installed.
- Prepare the product's packaging for disposal by the Customer.
- Place the old Flat Panel TV in an area designated by the Customer for the Customer to dispose of (if disposal is NOT purchased).
- Dispose of old Flat Panel TV (if disposal is purchased).

#### TV Installation Category B & C (Flat panel TV installation/set-up with stand or wall mount assembly)

The Authorized Installer will:

- Do everything as stated above under Category A (Basic Installation & Setup).

Plus

- Unpack and assemble/install new TV stand or wall mount according to the manufacturer's instructions.
- Place TV stand or attached wall mount in the desired location according to the Customer's instructions.

## WHAT COULD LEAD TO ADDITIONAL COSTS?

- If the wall where the flat panel television is to be installed is constructed of material other than drywall (for example: brick or concrete) or if the wall studs are a material other than wood or metal.
- If the wires where the flat panel television is to be installed are asked to be concealed.
- If there is insufficient space free from clutter where the Flat Panel TV is to be assembled/installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly/installation
- If your dwelling is higher than three (3) stories and no elevator is available to transport the product to the desired installation location, an additional charge may apply to deliver and/or remove the product.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

The Authorized Installer will inform you of any additional charges before starting the work.

## THINGS TO CONSIDER

- You are responsible for ensuring that delivery (if purchased) of the Flat Panel TV is permitted should you live in a dwelling which has rules/restrictions around the delivery of product(s) to the dwelling.
- You are responsible for the cost involved in moving or removing your equipment if you have selected the wrong model, location, or if it is not permitted in the location you selected.
- Please ensure there is a working power outlet within six (6) feet of where you would like the Flat Panel TV to be installed or the Authorized Installer may be unable to complete the installation.

## Furniture Assembly

### WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?

The Authorized Installer will:

- Deliver the Ready To Assemble (RTA) Furniture (if delivery is purchased).
- Unpack the RTA Furniture.
- Assemble the RTA Furniture according to the manufacturer's instructions.
- Place the assembled RTA Furniture in its desired location according to the Customer's instructions.
- Clean up the work area once the RTA Furniture is assembled.
- Prepare the product's packaging for disposal by the Customer.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

- If there is insufficient space free from clutter where the RTA Furniture is to be assembled, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the assembly. You will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

The Authorized Installer will inform you of any additional charges before starting the work.

## **THINGS TO CONSIDER**

- You are responsible for ensuring that delivery (if purchased) of the RTA Furniture is permitted should you live in a dwelling which has rules/restrictions around the delivery of product(s) to the dwelling.

## **Smart Home**

### **WHAT DOES THE ASSEMBLY/INSTALLATION INCLUDE?**

#### **GENERAL QUALIFYING CRITERIA FOR SMART HOME DEVICE INSTALLATION**

Ensure the installation location meets the following criteria prior to installation of your Smart Home product(s) or the Authorized Installer will be unable to perform the installation:

- Functioning wireless internet at your location.
- WiFi coverage in the area(s) you want to install your Smart Home product(s). WiFi signal strength is critical to most products' functionality. Outdoor devices such as doorbells and flood lights are typically at the furthest reach of the average WiFi network, and may not function properly without enhancing your local network via WiFi extenders.

- Know your WiFi password.
- Have a Smart Device such as a smart phone or tablet to manage/control your Smart Home product(s).
- Ability to download apps to your Smart Device and know your password.

## **Smart Thermostat**

### **Specific Qualifying Criteria prior to Installation:**

- Everything as stated in the General Qualifying Criteria.

Plus

- Access to your furnace room at the time of installation.

### **The Authorized Installer will:**

- Unpack your Smart Home Device.
- Remove and replace an existing functioning thermostat according to manufacturer's instructions.
- Wire with existing wiring - if additional wires are required a quote will be provided.
- Test new Smart Thermostat to ensure it functions with all aspects of the furnace/air conditioner.

(Note: air conditioner can NOT be tested in the winter months for functionality).

- Connect Smart Thermostat to local WiFi network and configure up to 3 thermostats from the same manufacturer that are already physically installed.
- Configure App on up to 3 Smart Home products and review manufacturer's user manual with the Customer.
- Clean up the work area once the Smart Thermostat is installed.
- Prepare the product's packaging for disposal by the Customer.

## **Smart Security Camera**

### **Specific Qualifying Criteria prior to Installation:**

- Everything as stated in the General Qualifying Criteria.

Plus

- Power outlet within 10 ft of the desired installation location.

### **The Authorized Installer will:**

- Unpack your Smart Home Device.
- Install Smart Security Camera according to the manufacturer's instructions at desired location within 10 ft of a power outlet and physically mount it to the surface up to 10 ft high.
- Connect Smart Security Camera to local WiFi network and configure.
- Configure App on up to 3 Smart Home products and review manufacturer's user manual with the Customer.
- Clean up the work area once the Smart Security Camera is installed.

- Prepare the product's packaging for disposal by the Customer.

## **Smart Doorbell**

### **Specific Qualifying Criteria prior to Installation:**

- Everything as stated in the General Qualifying Criteria.
- Plus

- An existing wired (not battery operated) door bell.

### **The Authorized Installer will:**

- Unpack your Smart Home Device.
- Remove and replace an existing functioning wired doorbell.
- Install Smart Doorbell according to the manufacturer's instructions in exact location of existing wired doorbell.
- Install provided chime module device inside chime when required.
- Connect doorbell to local WiFi network and configure.
- Configure App on up to 3 Smart Home products and review manufacturer's user manual with the Customer.
- Clean up the work area once the Smart Doorbell is installed.
- Prepare the product's packaging for disposal by the Customer.

## **Smart Door Lock**

### **Specific Qualifying Criteria prior to Installation:**

- Everything as stated in the General Qualifying Criteria.
- Plus

- The door must be able to shut and lock completely without requiring any additional pushing or pulling (any door that does not shut cleanly will not lock properly, drain the battery very quickly and could burn out the Smart Door Lock).
- Smart Door Lock replacing existing door lock must be exactly the same size and shape as the existing lock size (some locks are one piece with the handle, and some are a separate deadbolt). If the Smart Door Lock is not compatible with the existing door hole, we will be unable to complete the installation.

### **The Authorized Installer will:**

- Unpack your Smart Home Device.
- Remove and replace an existing door lock.
- Install Smart Door Lock according to the manufacturer's instructions on desired door.
- Test functionality of local locking mechanism (test key and codes).
- Connect Smart Door Lock to local network or controller and configure.
- Configure App on up to 3 Smart Home products and review manufacturer's user manual with the Customer.
- Clean up the work area once the Smart Door Lock is installed.
- Prepare the product's packaging for disposal by the Customer.

## **Smart Light Switches**

### **Specific Qualifying Criteria prior to Installation:**

- Everything as stated in the General Qualifying Criteria.
- Plus

- Access to your electrical panel at time of installation.
- Light switches must be wired and functioning properly.

### **The Authorized Installer will:**

- Unpack your Smart Home Device.
- Remove and replace an existing functional light switch.
- Test local operation to ensure the existing light works properly.
- Connect Smart Light Switch to local network or controller and configure according to the manufacturer's instructions.
- Configure App on up to 3 Smart Light Switches and review manufacturer's user manual with the Customer.
- Clean up the work area once the Smart Light Switch is installed.
- Prepare the product's packaging for disposal by the Customer.

## **Voice Assistants**

### **Specific Qualifying Criteria prior to Installation:**

- Everything as stated in the General Qualifying Criteria.

### **The Authorized Installer will:**

- Unpack your Voice Activated Smart Home product.
- Connect Voice Activated Smart Home product according to the manufacturer's instructions.
- Configure Voice Activated Smart Home to the local WiFi network according to the manufacturer's instructions.
- Walk customer through account setup for Voice Activated Smart Home products according to the manufacturer's instructions.
- Connect up to 15 previously installed and properly functioning smart devices to the Voice Activated Smart Home product.
- Configure App on up to 3 Smart Home products and review manufacturer's user manual with the Customer.
- Clean up the work area once the Voice Activated Smart Home product is installed.
- Prepare the product's packaging for disposal by the Customer.

## **WHAT COULD LEAD TO ADDITIONAL COSTS?**

### **GENERAL CRITERIA**



- If there is insufficient space free from clutter where the Smart Home product is to be installed, the Authorized Installer will advise you of the additional cost to clean up the area. The price will be determined by the amount of time it takes to clean up the area and any additional material required to address the issue(s) and complete the installation.

## **Smart Thermostat**

- If your furnace is NOT a standard gas or electric furnace or heating system.
- If the number of thermostats controlling your furnace exceeds 4.
- If your Smart Thermostat is an eco-bee product a certified HVAC technician is required to perform the installation. The authorized installer will provide a certified HVAC technician for the Customer.
- If additional wires and/or cables are required to successfully connect and configure your Smart Thermostat.
- If you have more than 3 Smart Thermostats to configure.

## **Smart Security Camera**

- For Smart Security Camera that require installation higher than 10 ft a quote will be provided.
- For Smart Security Camera that require installation more than 10 ft from a power outlet a quote will be provided.
- If cable concealment is required.
- If additional wires and/or cables are required to successfully connect and configure your Smart Security Camera.
- If you have more than 3 Smart Security Cameras to configure.

## **Smart Doorbell**

- If you do not already have an existing wired doorbell installed, we will recommend a certified electrician to provide a quote.
- If additional wires and/or cables are is required to successfully connect and configure your Smart Doorbell.
- If you have more than 3 Smart Doorbells to configure.

## **Smart Door Lock**

- If you have more than 3 Smart Door Locks to configure.
- If additional wires and/or cables are required to successfully connect and configure your Smart Door Lock.

## **Smart Light Switches**

- If additional switches are required to control the Smart Light Switch (additional devices and installation may be required) a quote will be provided.

- If 3-way or 4-way circuits are required for multiple switches to control the Smart Light Switch, we will recommend a certified electrician to provide a quote to perform the additional wiring.
- If you have more than 3 Smart Light Switches to configure.
- If additional wires and/or cables are required to successfully connect and configure your Smart Light Switches.

## Voice Assistants

- If you have more than 3 Smart Home products to configure.
- If additional wires and/or cables are required to successfully connect and configure your Smart Home products.

In any of the above situations you will be asked if you want to accept the additional charges and can cancel the Agreement if you do not.

**The Authorized Installer will inform you of any additional charges before starting the work.**

## THINGS TO CONSIDER

- You are responsible for understanding and confirming compliance with any rules, bylaws, or regulations that may be in place by the property owner, property management and/or condominium board for your property when installing your Smart Home product(s).
- Authorized Installers will NOT store or save any WiFi passwords. They will ask the Customer to enter the information into the required spot when prompted. Sometimes Customers will write it down, this is not kept by the Authorized Installer or stored in any way.
- Installation of a Smart Home product includes the removal and replacement of an existing functional device. If the device does not currently work, this will prevent the Smart Home product from being installed until it is fixed.
- Additional hardware may be configured, in this case it includes configuration ONLY. The hardware must be previously physically installed and functional. The product must also be compatible with existing hardware on site and its corresponding software.

### Product Specific Links

Garage Door Openers - [https://www.canadiantire.ca/en/home-services/garage-door-openers.html?adlocation=LIT\\_GarageDoorOpeners\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/garage-door-openers.html?adlocation=LIT_GarageDoorOpeners_HomeServicesLP_en)

Exercise Equipment - [https://www.canadiantire.ca/en/home-services/exercise-equipment.html?adlocation=LIT\\_ExerciseEquipment\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/exercise-equipment.html?adlocation=LIT_ExerciseEquipment_HomeServicesLP_en)

Gazebos & Awnings - [https://www.canadiantire.ca/en/home-services/gazebos-awning.html?adlocation=LIT\\_RangeHoodsBathrrromFans\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/gazebos-awning.html?adlocation=LIT_RangeHoodsBathrrromFans_HomeServicesLP_en)

Garden Sheds - [https://www.canadiantire.ca/en/home-services/garden-sheds.html?adlocation=LIT\\_GazebosGardenSheds\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/garden-sheds.html?adlocation=LIT_GazebosGardenSheds_HomeServicesLP_en)

Play Sets & Trampolines - [https://www.canadiantire.ca/en/home-services/play-centres-and-trampolines.html?adlocation=LIT\\_PlayCentresTrampolines\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/play-centres-and-trampolines.html?adlocation=LIT_PlayCentresTrampolines_HomeServicesLP_en)

Temporary Shelters & Canopies - [https://www.canadiantire.ca/en/home-services/temporary-shelters-and-canopies.html?adlocation=LIT\\_TemporarySheltersCanopies\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/temporary-shelters-and-canopies.html?adlocation=LIT_TemporarySheltersCanopies_HomeServicesLP_en)

Basketball Systems - [https://www.canadiantire.ca/en/home-services/basketball-nets.html?adlocation=LIT\\_HomeServices\\_BasketballNets\\_en](https://www.canadiantire.ca/en/home-services/basketball-nets.html?adlocation=LIT_HomeServices_BasketballNets_en)

Toilets & Faucets - [https://www.canadiantire.ca/en/home-services/toilet-and-faucet-replacement.html?adlocation=LIT\\_ToiletsFaucets\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/toilet-and-faucet-replacement.html?adlocation=LIT_ToiletsFaucets_HomeServicesLP_en)

Water Softening, Heating & Filtration - [https://www.canadiantire.ca/en/home-services/water-treatment-filtration.html?adlocation=LIT\\_WaterTreatmentFiltration\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/water-treatment-filtration.html?adlocation=LIT_WaterTreatmentFiltration_HomeServicesLP_en)

Ceiling Lights & Fans - [https://www.canadiantire.ca/en/home-services/ceiling-lights-and-fans.html?adlocation=LIT\\_CeilingFansLights\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/ceiling-lights-and-fans.html?adlocation=LIT_CeilingFansLights_HomeServicesLP_en)

Electric Fireplaces - [https://www.canadiantire.ca/en/home-services/electric-fireplaces.html?adlocation=LIT\\_ElectricFireplaces\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/electric-fireplaces.html?adlocation=LIT_ElectricFireplaces_HomeServicesLP_en)

Window Air Conditioners - [https://www.canadiantire.ca/en/home-services/window-air-conditioners.html?adlocation=LIT\\_WindowAirConditioners\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/window-air-conditioners.html?adlocation=LIT_WindowAirConditioners_HomeServicesLP_en)

Range Hoods & Bathroom Fans - [https://www.canadiantire.ca/en/home-services/range-hoods-and-bathroom-fans.html?adlocation=LIT\\_RangeHoodsBathrrromFans\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/range-hoods-and-bathroom-fans.html?adlocation=LIT_RangeHoodsBathrrromFans_HomeServicesLP_en)

TVs - [https://www.canadiantire.ca/en/home-services/flat-panel-tv.html?adlocation=LIT\\_TV\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/flat-panel-tv.html?adlocation=LIT_TV_HomeServicesLP_en)

Furniture Assembly - [https://www.canadiantire.ca/en/home-services/furniture-assembly.html?adlocation=LIT\\_FurnitureAssembly\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/furniture-assembly.html?adlocation=LIT_FurnitureAssembly_HomeServicesLP_en)

Smart Home - [https://www.canadiantire.ca/en/home-services/smart-home.html?adlocation=LIT\\_SmartHome\\_HomeServicesLP\\_en](https://www.canadiantire.ca/en/home-services/smart-home.html?adlocation=LIT_SmartHome_HomeServicesLP_en)