



APPLIANCE SERVICE AND WARRANTY INFORMATION
- Trail Appliances Ltd -

OMEGA



Trail Appliances Ltd. APPLIANCE SERVICE AND WARRANTY 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. Appliance Product Protection Plan

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.

Trail Appliances is a family owned and operated business. We opened our first location in 1974 on Macleod Trail in Calgary and since then have expanded to 8 locations throughout British Columbia and 6 in Alberta. Trail currently has over 20 Broderick family members working throughout all levels of the company. Our Trail "Family" is over 700 strong.

In the Lower Mainland, we have proudly kept all Sales, Delivery and Parts and Service roles in-house. This has allowed for complete vertical integration and allowed us to monitor and control all aspects of our business. As a fully self-sufficient company, we can ensure the customer experience is as efficient and seamless as possible.

We attribute our success and growth to the Trail way!

T – Trust. It is our goal to earn the trust of every client

R – Respect. Treat every client with the utmost respect

A – Allegiance. Build strong, long lasting partnerships

I – Integrity. Act in our clients' best interests

L – Loyalty. Ensure our clients feel comfortable coming back to us

Our BC showrooms are strategically placed throughout the Lower Mainland, Victoria and Kelowna. We offer a unique display with live, fully operational kitchens allowing you to actually touch and play with the product before purchase.

From our family to yours, we wish you all the best in your new home.

Sincerely,

Trail Appliances
Builder Management



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How to Request Service

If you require service on your appliance, please call the service provider listed for your brand on the next page. To enable the Service Representative to better assist you, please have the following information ready:

1. Builder Name: Concord Omega Project LP
2. Builder Account No.: 68188OM
3. Home Address:
4. Model No. (See below for further instructions)
5. Serial No. (See below for further instructions)
6. Date of Possession:

Where to Find Model & Serial Numbers on Appliances

Cooking Products

Model #	<input type="text"/>	Serial #	<input type="text"/>
Model #	<input type="text"/>	Serial #	<input type="text"/>

- Cook tops: Underneath the unit on the back.
- Wall Ovens: At the top left or right of the inside rim, in front of the cavity.

Refrigerators

Model #	<input type="text"/>	Serial #	<input type="text"/>
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- Fridge: Anywhere at eye level to the left or right of the door in the refrigerator compartment.

Dishwashers

Model #	<input type="text"/>	Serial #	<input type="text"/>
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- Either on the top of the outermost surface of the cavern or on one side, just inside the opening.

Ventilation & Microwaves

Model #	<input type="text"/>	Serial #	<input type="text"/>
Model #	<input type="text"/>	Serial #	<input type="text"/>

- Hoodfans: On the underside of the hoodfan, near the back.
- Microwaves : On the inside of the microwave, on the lip of the microwave interior doorframe.

Laundry - Front Load

Model #	<input type="text"/>	Serial #	<input type="text"/>
Model #	<input type="text"/>	Serial #	<input type="text"/>

- On the interior rim of the door of the washer and the dryer.

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 provide a credit card number.



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Appliance Product Protection Plan

Peace of Mind with Appliance Product Protection Plan

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 \$200 worth of food replacement if food spoilage occurs if your fridge or 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.
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:
Adam Kossack @ 604 992 7159 for assistance.

Limitations do apply.

Terms and Conditions will be provided upon purchase of Extended Warranty.

BRAND	WARRANTY LENGTH	SERVICE PROVIDER
Blomberg	1 Year	Trail Service 604-777-3300 ext. # 2
Fhiaba	2 Years	
Faber	1 Year	
Panasonic	2 Years	