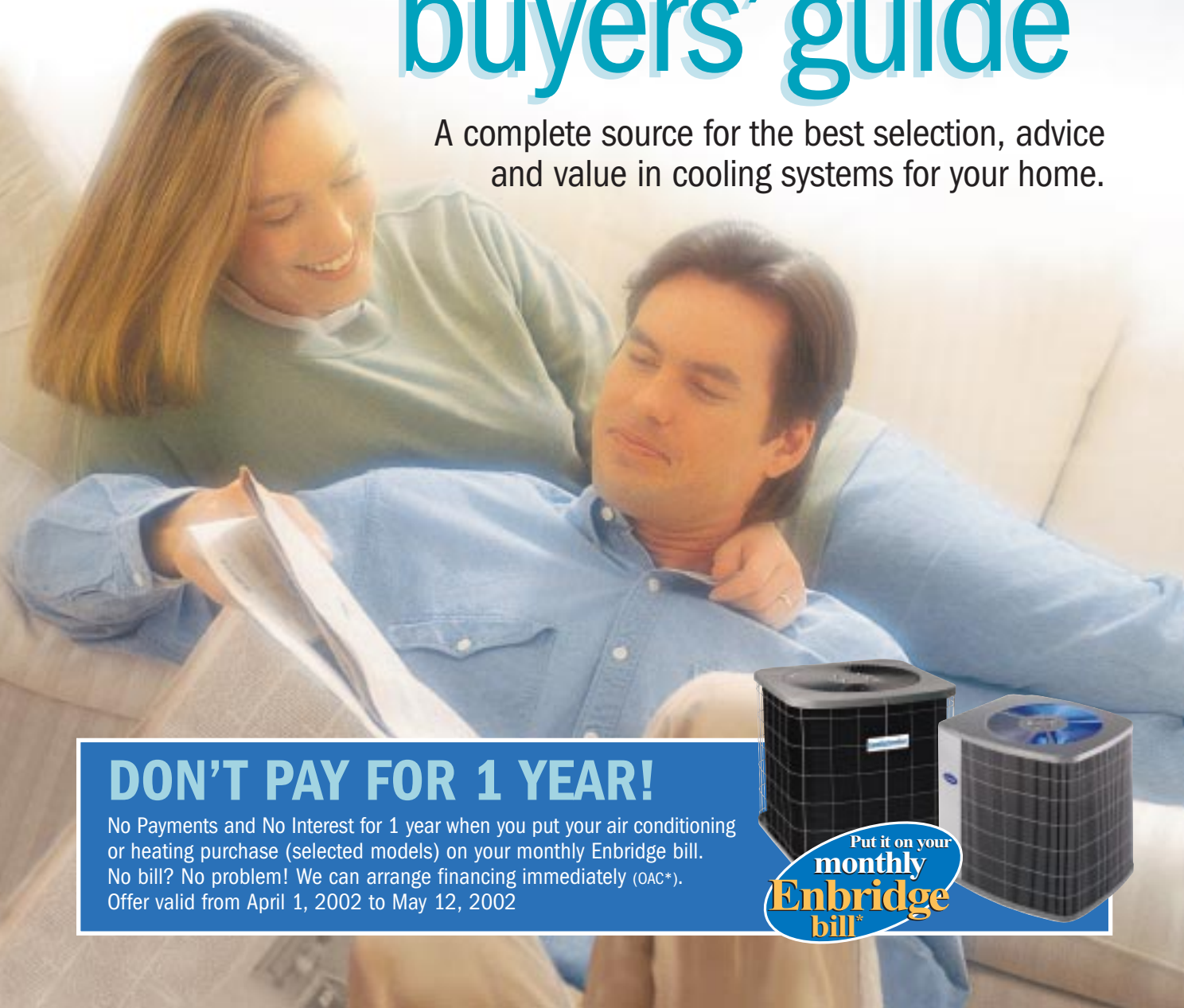




ENBRIDGE
Home Services

the **Air** **Conditioning** buyers' guide

A complete source for the best selection, advice
and value in cooling systems for your home.



DON'T PAY FOR 1 YEAR!

No Payments and No Interest for 1 year when you put your air conditioning or heating purchase (selected models) on your monthly Enbridge bill. No bill? No problem! We can arrange financing immediately (OAC*). Offer valid from April 1, 2002 to May 12, 2002





you can

trust the experts

at Enbridge Home Services

Rely on Enbridge Home Services for all your cooling needs

Enbridge Home Services has long been recognized as the experts in home comfort.

We are committed to providing a superior end-to-end “ownership experience”, from purchase to installation to ongoing service and maintenance, to make our customers more comfortable in their homes.

Determine your home’s needs with the help of our expert, knowledgeable Energy Management Consultants.

Our Energy Management Consultants receive ongoing training to stay current with trends and advances in home comfort products, so you can rely on our experts to help you select the central air conditioning system that’s best for you and your home. We are accessible to you with convenient day or evening appointments.

To schedule a free in-home, no-obligation estimate, call

1-800-266-3939

or visit us at enbridgeservices.com.

invest in proper installation ... for total peace of mind

With Enbridge Home Services, you’ll enjoy peace of mind knowing all the the essential steps of a central air conditioning installation will be

installation crews who carry all the right tools, plus a wealth of experience and know how to ensure the job is done right, the first time.



In fact, our technicians even have an “Ozone Depletion Certification” which ensures that we’re protecting the environment as well as cooling your home.

You can depend on the experts at Enbridge Home Services to provide

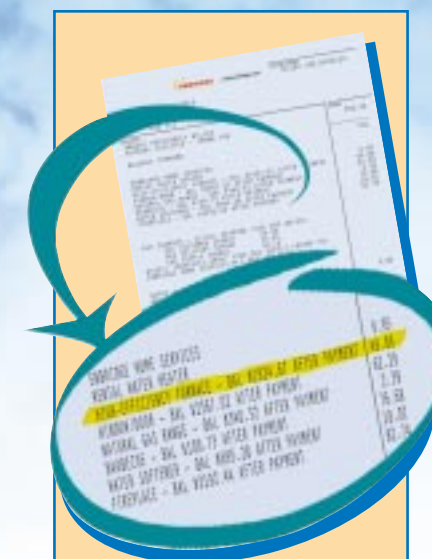
ongoing service and maintenance for the continued safe and efficient operation of your home’s central air conditioning system.

properly provided. It starts with our expert Energy Management Consultants who invest the time and effort up front to conduct a thorough needs evaluation ensuring that you have selected the system that’s best for you. Your installation is then performed by one of our highly trained



did you know?

Planning ahead is to your advantage. Purchase your central air conditioning system early in the season so your home will be cool and comfortable when the weather gets hot.



Put it on your **monthly Enbridge bill***

Using your monthly Enbridge bill is an easy and affordable way to pay for your purchase. Plus, there’s no down payment on most purchases and you can pay off the balance at any time without penalty!

It’s as easy as 1-2-3!

1. Choose the right air conditioning system with the help of our Energy Management Consultant.
2. Choose your payment term, up to 60 months.
3. We’ll do the rest and your purchase will be included on your next monthly Enbridge bill.

It’s that simple!

*OAC – ask for details.

how does central air conditioning work?

Central air conditioners have two main units, an indoor unit with an evaporator or "A" coil and an outdoor unit with a compressor and condensing unit. Together, these two components work to cool and dehumidify your household air, providing a more comfortable home for you and your family.



did you
know?

Replacing an aging, inefficient furnace is good for your heating and cooling systems. Why? Because a newer furnace fan provides improved air circulation all year round plus saves you money on energy costs.

here's how it works...

When warm air is passed over a refrigerating coil, the coil removes heat from the air. At the same time, water vapour in the air condenses on the cold surface of the coil and is drained away.

Unwanted heat removed from household air is transferred outside



your home through the outdoor coil.

Cooler, drier air remains, which is then circulated throughout your home by your existing furnace system's fan and ductwork. The end result is a more comfortable environment your whole family will enjoy.



we carry only
top quality
brand names



custom made indoor
weather

Carrier has been on the leading edge of the indoor weather industry since Willis Carrier invented the basics of modern air conditioning in 1902. Since then, Carrier engineers have been providing homeowners with the most advanced indoor weather technology.

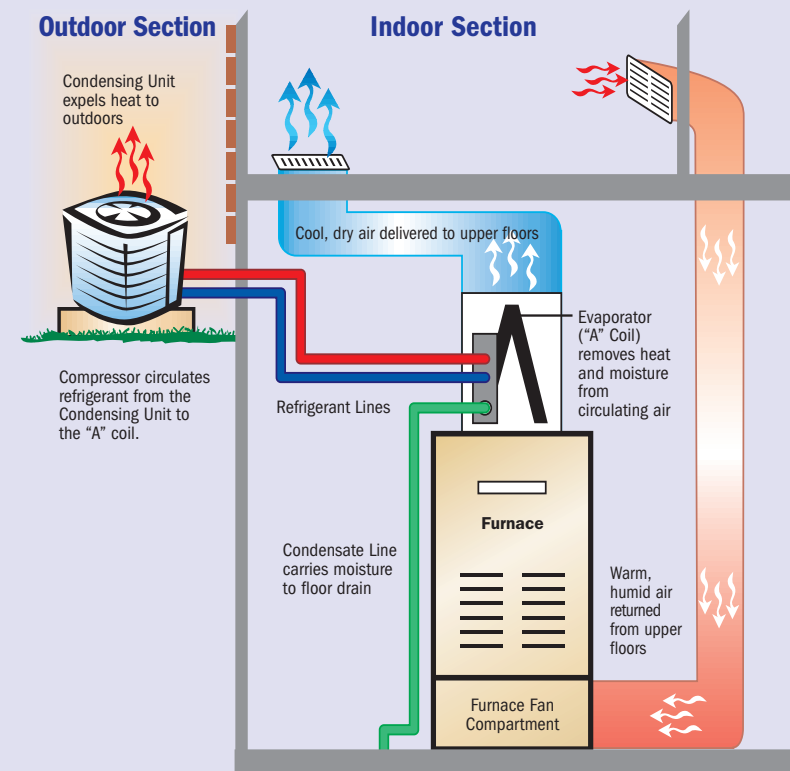


over 100 years of
dependability

Behind the Comfortmaker name is over 100 years of manufacturing dependable, quality heating and cooling equipment. Comfortmaker is part of the International Comfort Products Corporation, which is one of the largest manufacturers of residential heating and cooling equipment in North America.



components of a central air conditioner



features to consider

... when selecting central air conditioning



1 reduced noise

The sound level of central air conditioning is measured in Bels; the lower the Bels rating, the quieter the unit will be for you and your neighbours.

2 energy efficiency

The energy efficiency of central air conditioning systems is compared using a SEER (Seasonal Energy Efficiency Ratio) value. Higher SEER values offer greater energy savings.

3 sized right

It's important to purchase a central air conditioning system that's the right size for your home. Some factors that can influence the size of unit you need include the size of your home and the number of windows it has. Rely on our Energy Management Consultants to determine the correct size unit for your home.



4 low operating costs

Most central air conditioners are relatively inexpensive to operate in Ontario. The average home in southern Ontario is 1,870 square feet. A system needed for a home of this size would cost approximately \$140 per year at 9 cents per kilowatt hour.



5 warranty protection

Warranties vary according to the manufacturer. Carrier and Comfortmaker offer excellent warranties of ten years on the compressor and five years for all other parts.



6 durability

A central air conditioning system is a long-term investment you will enjoy for many summers ahead. The life expectancy of a durable central air conditioning system is approximately 15 years.



consider these additional features

Scroll compressor: The compressor pumps refrigerant from the outdoor unit to the indoor unit. Many central air conditioners have a reciprocating compressor, which operates much like a small engine. Alternatively, a scroll compressor has fewer moving parts, which is quieter and more efficient.

2-speed fan: A 2-speed fan operates on low speed 90% of the time, automatically switching to high speed when the outside temperature soars. The result is lower operating costs plus less noise outside – something you and your neighbours will appreciate.

Puron: When comparing refrigerants, Puron is more environmentally friendly than freon. Puron does not contain chlorine, which is damaging to the ozone layer.

Low temperature protection switch: Turning on your air conditioner when it's below 55°F can severely damage or destroy your compressor. This safety feature makes it impossible to accidentally start the unit when it's cold outside.



what if my home doesn't have ductwork?

If you have a home that is heated with electric baseboards or a hot water boiler system, it doesn't have the necessary duct system required by most central air conditioning systems. Don't sweat it – there are several cooling options specifically designed for homes without ductwork.

AIR CONDITIONING MAINTENANCE performed by Enbridge Home Services includes a comprehensive check-up and cleaning of your central air conditioning system for only **\$74.95**. Call **1-800-266-3939** to schedule your annual maintenance.

1 installing ductwork

If you have an unfinished basement or crawlspace, it may be relatively simple and inexpensive to add a duct system for a central air conditioning system. This would also give you the option to convert your home heating system to a natural gas furnace.

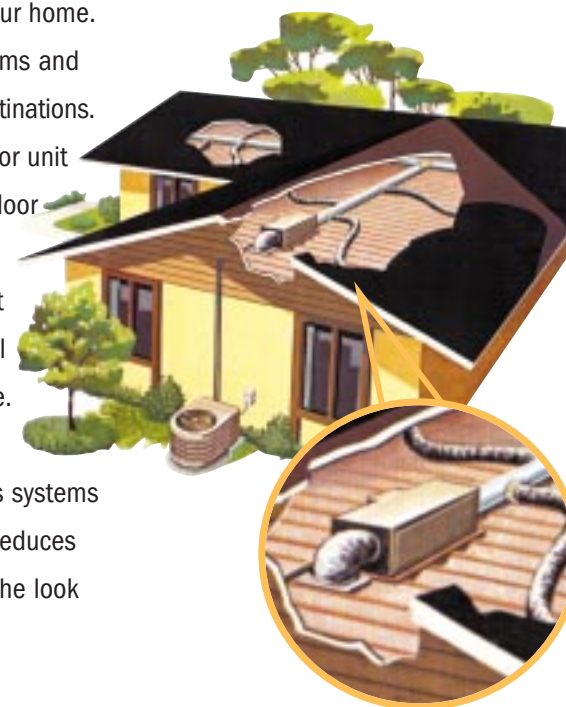
2 ductless split systems

This type of system can be installed in up to three locations in your home. Master bedrooms, family rooms and home offices are popular destinations. Each room's indoor evaporator unit is connected to a single outdoor condenser unit. Not only are the units extremely quiet, but you can independently control the temperature for each one. Replacing traditional window air conditioners with ductless systems eliminates the security risk, reduces energy costs and enhances the look of your home.

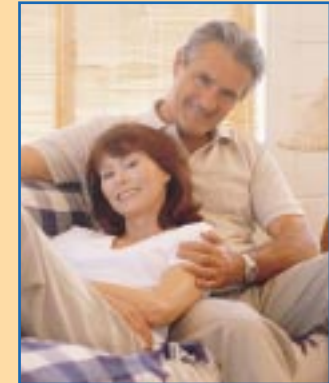


3 high velocity "Space-Pak" systems

This system uses small (2" diameter) flexible ducts which are threaded unobtrusively throughout your home. Since the ducts are much smaller than conventional metal ducts, major drywall or carpentry work is not required. The entire system can be installed in very tight spaces. Even the fan coil and condensing units can be hidden in the attic, behind bushes or in a chimney.



An Enbridge Home Services Energy Management Consultant can help you decide on the best solution for your home.



air conditioning maintenance tips to keep you cool

Annual maintenance can help ensure that your air conditioner keeps you cool – even on the hottest days of the year. There are many benefits to preventative maintenance:

Avoid costly repairs. Experts can pinpoint potential problems before they turn into an inconvenient, expensive repair. For example, dirty coils reduce airflow in your central air conditioning system. If left for an extended period, expensive compressor damage can result.

Extend the life your air conditioner. Maintenance can help to avoid premature replacement of the entire air conditioning unit.

Enjoy greater energy savings. A well-maintained system runs more efficiently.

Breathe cleaner, healthier air. Keeping your air conditioner and furnace clean will improve the quality of air circulating through your home.





improve your indoor air quality ...for a healthier home

Today's airtight homes provide excellent energy efficiency. However, better insulation restricts the air exchange, trapping stale polluted air inside your home. Without proper ventilation, dust, smoke, pollen and other airborne pollutants constantly re-circulate throughout your home causing a variety of lingering side effects.

COOLING PROTECTION PLANS start at **\$99.95[†]** per year. Heating Protection and Heating PLUS Protection Plans are also available for your furnace. For total peace of mind, call **1-800-266-3939** or visit us at enbridgeservices.com.

[†] Before coverage begins, we will perform a pre-enrollment check-up and cleaning of your equipment for just \$75.

potential side effects of indoor air pollutants

- reduced life and efficiency of your heating & cooling equipment
- stains on walls, ceilings, furniture & drapes
- pollen, spores mold and dust-mite debris that can irritate people with allergies
- lingering smoke and unpleasant odours
- bacteria, viruses and fungi that may cause disease



Indoor air quality products can remove up to 95% of airborne pollutants from the air in your home, providing relief for many allergy and asthma sufferers. Plus, a cleaner indoor environment will prolong the life and efficiency of your heating and cooling equipment.

let us help you make the right choice

Enbridge Home Services offers a wide range of products that can improve the quality of air in your home, including media filters, electronic air cleaners, charged media air cleaners, HEPA filtration systems and Heat Recovery Ventilators (HRVs). Our expert Energy Management Consultants are



available to assess your requirements and recommend the right product for your needs.



protect your investment year-round

Imagine never worrying about your air conditioner breaking down when you need it most. With Enbridge Home Services Cooling Protection Plans, you don't have to worry.

Cooling Protection Plan

If your air conditioner ever breaks down, a fully certified, expert service technician will repair or replace as required, parts covered by the plan. You pay no deductible, no parts and labour costs and no after-hour service charges. You will also receive priority appointment booking through our **Comfort Priority Service***.

Cooling Plus Protection Plan

To safeguard yourself from the high cost of unexpected repairs and ensure your cooling system is operating as efficiently and safely as possible, consider our Cooling Protection PLUS Plan. This offers **all the benefits of our basic Protection Plan, plus all the benefits of our annual Air Conditioning Maintenance Plan.** This includes a preventative check-up and cleaning of your air conditioning equipment before the start of cooling season.



* Non-emergency problems will be serviced as soon as possible.



we are your
heating & cooling experts

we are the best choice for cooling your home

From sales and installation to ongoing service and maintenance, we are dedicated to keeping our customers and their homes more comfortable. You can take comfort in the end-to-end Enbridge Home Services experience.

Rely on Enbridge Home Services to cool your home and enjoy the many benefits:

- sales and installation at competitive rates
- superior service on all makes & models
- knowledgeable Energy Management Consultants to help you determine your needs
- accessible 24-hour / 7-day call centre
- heating & cooling protection plans
- easy monthly payments when you put your air conditioner purchase on your monthly Enbridge bill (OAC*)



Put it on your
monthly Enbridge bill*

Call us today at:

1-800-266-3939

or visit us at enbridgeservices.com.

* On approved credit. The 12-month deferral is available on selected cooling and heating systems purchased from Enbridge Home Services between April 1, 2002 and May 12, 2002 and financed (\$400 minimum required) on your monthly Enbridge bill, on approved credit. No payment or interest will be charged on the balance owing until approximately 12 months from the date of installation. An administration fee of \$49.95 along with applicable taxes and delivery charges are payable at time of purchase. There are no penalties for early payment; the remaining principal balance can be repaid at any time. Financing of service work provided by Enbridge Home Services is restricted to installation and extended warranties. Offer only valid for installations completed by May 12, 2002, on approved credit and cannot be combined with any other offers. Following the 12 month deferral, your rate of interest charged will depend on the amount financed as follows: amounts between \$400.00 and \$1,999.99 will accrue interest at 18.96% per annum; amounts between \$2,000.00 and \$4,999.99 will accrue interest at 15.96% per annum; amounts of \$5,000.00 and greater will accrue interest at 12.96% per annum. For example, a \$1,000.00 purchase financed at 18.96% per annum = \$25.92 per month for 60 months. Cost of borrowing is \$555.11 for a total repayable amount of \$1,555.11. A \$3,000.00 purchase financed at 15.96% per annum = \$72.89 per month for 60 months. Cost of borrowing is \$1,373.43 for a total repayable of \$4,373.43. A \$6,000.00 purchase financed at 12.96% = \$136.40 per month for 60 months. Cost of borrowing is \$2,183.74 for a total repayable of \$8,183.74. © Enbridge Services, 2002. All rights reserved.