



WATER HEATER REPAIR AND REPLACEMENT PROGRAM

Plan Highlights

Q: Who is eligible?

A: Current active co-op members who own their home and are solely responsible for their water heater. No pre-inspection is required.

Q: What are the benefits?

A: Unlimited calls within an annual benefit of \$1,000. Coverage starts 30 days after your enrolment is processed. No service fees, deductibles or claim forms.

Q: What is covered?

A: Repairs caused by normal wear and tear to the water heater. If the water heater cannot be repaired customer will receive a reimbursement towards replacement if the customer opts not to use a provider in network with one of the same capacity and fuel type, within the available annual benefits.

Q: What are the exclusions?

- Water, electric, oil or gas/propane lines to or from the heater as well as flues and vents
- Portable heaters or hot water dispensers
- Heaters of less than 30 gallons tank capacity
- Commercial units or heaters of more than 75 gallons tank capacity
- Tankless, oil-fired or indirect coil systems
- Expansion tanks, anode rods and dip tubes
- Water Heaters that are not designed for outdoor use
- Incidental or consequential damages (including flooding caused by failure of the heater)
- Bringing up to code, upgrading, or problems that existed at the time the member first enrolled
- Damage due to Surge as this is covered under the Surge plan

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