

EMERGENCY PROCEDURE

If you experience an emergency after regular business hours, such as a complete loss of heat, gas leak, major plumbing leak or a major electrical failure, you may contact the appropriate trade listed below to tend to your emergency. If you are not able to make contact then please contact a licensed trade to tend to your emergency. After the repair has been completed, submit the invoice together with a written explanation from the repairman as to what caused the problem and method of repair, along with any damaged parts or equipment.

Note: If the problem is deemed not to be an emergency or if the problem is not covered by our warranty, or if the damaged part/equipment is not submitted, you will not be reimbursed.

For emergencies covered under warranty, during regular business hours contact our Head Office Customer Service Department at 905.760.2631 or 1.888.760.2631 ext. 227. In case of severe emergency only call 647.333.9578.

Head Office Customer Service Care Hours

Monday - Friday 9:00am - 5:00pm
Closed on Holidays

Head Office Address

9000 Keele Street, Unit #13, Concord, Ontario L4K 0B3
T 905.760.2631 F 905.760.1360

Trade Telephone Numbers'

In Case of Emergency Only

Heating Metropolitan Heating 1.800.890.1248
Plumbing Nova Plumbing 905.738.0390
Electrical James Electric 905.579.4543



WELCOME TO THE FAMILY