

RESPONSE LETTER

Save On Water Heater & Furnace Inc.
84025 – 2844 Bainbridge Avenue
Burnaby, BC V5A 4T9

October 21, 2019

Ms. Joyce Wu
1125 Cliff Avenue
Burnaby, BC V5B 2E5

Dear Ms. Wu:

Thank you for contacting Save On Water Heater & Furnace Inc. We are sorry to hear that the furnace is not functioning as expected. The earliest available time we can schedule for repair service is in the evening of October 23, 2019. We will follow-up with a phone call to confirm the time.

The heating cycle begins when the thermostat calls for heat. A temperature activated switch tells the control board inside the furnace to turn on the ignition switch. The inducer motor draws air through the heat exchanger and send the heated air through the ducts and vents. Based on the symptoms described in the letter, the issue may be caused by parts other than inducer motor. Detailed assessment is required to determine the actual cause of the issue.

The six months warranty on parts and three months on labour are in regards to replacement of the inducer motor. The inducer motor can be replaced without additional cost within warranty period. Repair and replacement of parts other than the inducer motor will be invoiced separately.

We understand the inconvenience of having furnace problems in the cold weather. As our valued customer, we would like to offer a 10% discount on installation and labour fees on parts outside of the warranty coverage. If you have any questions or concerns, please call me at 604-779-1617.

Yours truly,

David Ju

David Ju
President