



### **Frequently Asked Questions on Saint John Energy's Rental Mini Split Ductless Heat Pump Program**

1. What if I sell my home?
  - a. The Mini Split Ductless Heat Pump will be included in your purchase and sale agreement just like any other rental equipment such as water heaters, oil tanks, propane tanks, etc. If the new owner doesn't want the Mini Split Ductless Heat Pump, we will remove it in accordance with the terms of the contract. Realtors tell us that heat pumps are a great selling feature for a home.
2. Can I get more than one?
  - a. Yes you can get more than one. You can discuss this during your free home assessment. Call us to sign up for the free home assessment – 658-5252.
3. What is included in a free home assessment?
  - Review your current electrical panel and service for install
  - Review the layout and square footage of your home
  - Discuss the areas where you spend the majority of your time in the home
  - Educate on the basics of how Mini Split Ductless Heat Pumps cut your home heating costs
  - The assessment takes approximately 30-40 minutes
4. What does rental payment include?
  - a. Rental includes standard installation, yearly maintenance, service calls and replacement.
5. Is there a minimum rental?
  - a. Yes there is a three year minimum rental period. Fees to remove the unit will be charged following the three year minimum rental period – please see the terms of the contract for details on removal and termination costs.
6. Can I put one in my garage?
  - a. Yes you can put one in your garage. You can discuss this during your free home assessment.
7. Will your service cover it if a tree falls on my unit?
  - a. No. That would fall under your home insurance. *The cost for the repair(s) shall be the responsibility of Saint John Energy or the Installer unless repairs or replacement are due to: a) damage or other equipment failure due to causes beyond Saint John Energy's control including, but not limited to, repairs necessary due to operator negligence, breach of this Agreement, the failure to maintain the Equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, acts of war or acts of nature; b) any modifications or alterations to the Equipment; or c) any defect in materials, suitability, workmanship or design of the materials associated with the Equipment that were not provided for or installed by Saint John Energy or the Installer under this contract. In no event shall Saint John Energy be responsible for the repair or maintenance of any wiring, piping, siting, support, foundation, covers or any other matter that was not a part of Saint John Energy's installation of the Equipment.*
8. Who owns the heat pump?
  - a. Saint John Energy owns the heat pump.
9. Is the installer of the Mini Split Ductless Heat Pumps a local New Brunswick business?
  - a. Yes, Atlantic Heating and Cooling is a local business from Rothesay NB, and they have hired local trade's people to fill Saint John Energy's contract.

10. If I don't want to rent, what can I do?
  - a. As long as you have a good payment history with us and a good credit score, you can purchase your own heat pump from the vendor of your choice and we can finance it for you up to \$5,000 over 5 years. Contact Sarah at 658-5252 for more information.
11. Can a business rent a Mini Split Ductless Heat Pump?
  - a. Yes.
12. Can my mini split be the only source of heat for the installation location?
  - a. The contract requires that the installation location have alternative heating options to supplement the mini split unit or to back-up the mini split unit. The mini split unit should not be the sole source of heating supply for the installation location.
13. Is there a buyout option after the three years is up?
  - a. No there is not a buyout option. The rental is a perpetual rental and Saint John Energy always owns the unit.