



FOX Service Partner Program Guarantees

RESPECTING YOUR TIME

We know your time is valuable. That's why we schedule appointments that work for you and keep you updated every step of the way. You'll receive a call and email when your technician is en route, so you're never left wondering. For after-hours emergencies, reach out anytime through our answering service or live website chat.

RESPECTING YOUR HOME

Our technicians treat your home like it's their own. From wearing floor-protecting shoe covers to using drop cloths, we make sure your space stays clean. We promise to leave everything just as we found it—or cleaner. If not, we'll make it right.

REFERRAL-WORTH SERVICE

Your trust means everything. If you're not completely satisfied with our service—or wouldn't recommend us to a friend—we'll do whatever it takes to fix the issue and earn back your confidence.

5-STAR SERVICE, EVERY TIME

Our technicians are among the best—skilled, respectful, and committed to excellence. With ongoing training and a focus on quality, they'll get the job done right the first time. If we fall short, we'll make it right.

Join the Family, Experience the Difference!

When you become a Fox Service Partner, you get more than just maintenance—you get year-round protection and proactive care for your heating, cooling, plumbing, and electrical systems. From FoxGuard™* 24/7 monitoring to seasonal inspections, we're here to keep your home running smoothly.

Annual Inspections That Protect What Matters Most

WHOLE-HOME PLUMBING INSPECTION

Our certified plumbers perform a comprehensive 103-point inspection to identify small issues before they become major headaches—saving you time, money, and stress.

WHOLE-HOME ELECTRICAL INSPECTION

We inspect everything from your breaker panel to your outlets and light switches to ensure your electrical system is safe, efficient, and up to code. Any concerns? You'll know before they become a risk.

UNLIMITED ANSWERS, ZERO PRESSURE

Anytime we're in your home, feel free to ask questions about your systems. Our technicians are happy to explain how things work in plain language—and if they don't have the answer right then, they'll connect you with someone who does.

*All memberships, including FoxGuard™, have a minimum 24-month FoxGuard subscription with a \$120 cancellation fee to cancel the SPP within the first year



FOX
PLUMBING • HEATING
COOLING • ELECTRICAL

1-833-568-9288 MEMBERS ONLY
FOXANDSONS.CA/SPP

TSBC Licence GAS #LGA0005800 ELECTRICAL #LEL0203875
2025-05



FOX
PLUMBING • HEATING
COOLING • ELECTRICAL

FOX Service Partner Plan

Whole Home Service Protection

Proudly serving the Thompson Okanagan



*More
REWARDS*

FOX Service Partner Program Benefits

SAVINGS THAT ADD UP

- Never pay a call out fee
- 10% off all service work
- 5% off new system installations
- Complimentary main line camera inspection (available upon request)
- Exclusive monthly promotions
- Earn 100 More Rewards points¹ with every scheduled service call, inspection, or sales quote

FOX "NOT A DIME" WARRANTY²

- Up to **12 years of coverage** on system installations
- Up to **5 years of coverage** on service work
- All work performed by certified **Fox technicians—never subcontractors**

PROACTIVE MAINTENANCE & PEACE OF MIND

- **Annual seasonal inspections** including:
 - Plumbing system
 - Electrical system
- **FoxGuard™*** Always on duty. 24/7 HVAC and system monitoring with expert oversight
 - HVAC system inspections as needed

*All memberships, including FoxGuard™ have a minimum 24-month FoxGuard™ subscription with a \$120 cancellation fee if they cancel before the FoxGuard™ subscription expires.

BUILT ON TRUST

- Every visit includes a **technician photo, biography, and post-service review link**
- Only trusted **Fox employees**—no subcontractors
- **Request your preferred technician** for future visits

FRIENDLY HELPFUL REMINDERS

- We'll contact you via **call, text, or email** for upcoming visits
- After **three missed contacts**, the visit will be marked as declined

VIP ACCESS & REWARDS

- Members-only hotline: Call 833-568-9288 for direct scheduling
- Front-of-the-line priority for all service calls
- Weekend emergency service available (excluding electrical)
- Earn More Rewards points¹ by referring friends and family

¹ For full offer details and conditions visit www.foxandsons.ca/MoreRewards

² Must have active service plan to honour your Fox repair warranty.

Member discounts cannot be combined with other offers or promotions.

Plan may be cancelled at any time. Membership benefits are void if membership is not in good standing.

“Quick response, same-day service, and stuck to the quote exactly. Plus professional and on time too!!! Great experience.”

– Heather W.



Fox Plumbing Heating Cooling Electrical is pleased to introduce **FoxGuard™** — our new 24/7 HVAC monitoring system designed to proactively watch over your home's plumbing, heating, and cooling systems. By detecting potential issues early, FoxGuard helps prevent costly repairs and gives you peace of mind, all year round.

