

Protection Plans

Keep your appliances running like new.



POWERED BY

W3 Solutions

W3 Solutions is a wholly owned subsidiary of iA Financial Group that prides itself on putting the customer first, always. In fact, W3 Solutions is designed to pay claims with a 97% claim rate. So if your appliance ever breaks you'll have the peace-of-mind needed knowing that W3 Solutions will take care of you.



Available across Canada



(For specific areas, see Service Areas section of brochure)

Frequently asked questions

Q: How long does it take to receive a repair?

A: We will dispatch service to an authorized technician as soon as you report your claim. The technician will reach out to set up an appointment at a time that is convenient for you. If the repair can be completed on the first visit, you could be back up and running in 48 hours. If the part is backordered, it may take up to a few weeks to get your appliance repaired.

Q: Who will service my appliance?

A: We use the best manufacturer authorized technicians based on your geographic location.

Q: How is it different from a manufacturer warranty?

A: Manufacturer warranties are limited. We cover everything the manufacturer does PLUS in-home service, power surge protection, up to \$250 for food spoilage reimbursement, lemon aid coverage, and we give you the ability to transfer the warranty to a new owner free of charge.

We are also one of few companies that provide annual renewals so our customers are protected for the long-term!

Q: Why do new appliances require more service than appliances in the past?

A: In an effort to make appliances as energy efficient as possible they have become much more sophisticated with the increased use of technology. As we are all aware computers and electronics require maintenance to fix if they should break down, which will be a very expensive process, if you're not protected.

Q: When does my coverage start with W3?

A: Coverage begins immediately after the manufacturers warranty expires.

Q: How much does a protection plan cost?

A: Protection plan pricing varies depending on the retail selling price of the appliance.

Q: What if I misplace my contract number?

A: If you lose your contract, don't panic! If you need service for your appliance, we can locate your contract in our database by searching your name, phone number, address or email.

Q: How much is the average cost of a service call?

A: For an appliance repair specialist to come to your home and evaluate your issue it will be \$100 just to diagnose the problem. After this the technician will have to order parts and then you will pay by the hour to install the new parts.



What's covered?



All Parts & Labour

W3 covers the cost of parts and labour required to repair your appliance. There are no hidden fees or deductibles.



Power Surge Protection

All damage from power spikes due to lightning and brown outs are covered by W3.



In-Home Service

All repair service for major appliances will be provided in your home by one of our Authorized Service Technicians.



Lemon Aid

We will replace your appliance if the same component fails four times.



Major Component Coverage

Most manufacturers have reduced major component coverage from 5 years to just 1. With W3, you can cover these components for up to 5 years.



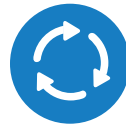
\$250 Food Spoilage Reimbursement

\$250 worth of fresh & frozen food replacement during the term of the extended coverage if food spoilage occurs due to your freezer's mechanical failure.



Non-prorated replacements

What you pay really is what you get. The replacement value of your appliance will not diminish over time.



Fully transferable

The protection plan goes with the product, not the person. It is free to transfer the plan to a new owner of the appliance.



Annual renewal coverage available

Want more protection? W3 provides the option for annual renewal coverage every year up to an additional 10 years.



Work completed by certified technicians

We only partner with certified repair centers and technician specialists to get the problems fixed right the first time.



Easy claim process

Filing a claim is a breeze thanks to our online platform or over the phone with one of our friendly service advisors.



NFF Grace Call

If no defects are found by a service technician, W3 will **WAIVE** the 1st "No Fault Found" service fee



Rust coverage

W3 covers any major component parts that prevents functional issues as a result of rust.

"The control board on our range blew out due to a power surge during a lightning storm. W3 sent a technician to our house the next day to replace it and get us back up and running." – JENNIFER | TORONTO, ON

Oven/Range Repairs



Average repair costs

	without protection	with protection
Control Module	\$987.31	\$0
Roasting Element	\$471.20	\$0
Cooking Element	\$491.50	\$0
Thermostat	\$361.25	\$0
Halogen Elements	\$703.94	\$0
Radiant Heating Elements	\$547.58	\$0
Electronic Control	\$660.77	\$0
Convection Element	\$351.92	\$0
Door Lock Mechanism	\$427.23	\$0
Burner	\$334.55	\$0

With the introduction of new technologies along with the wear and tear caused by constant heating and cooling, the cost to repair ranges and ovens has increased dramatically. With Appliance Protection from W3 Solutions, you'll never have to worry about unexpected repair bills again.

Washer/Dyer Repairs



Average repair costs

	without protection	with protection
Drum Assembly	\$526.71	\$0
Outer Tub	\$428.23	\$0
Basket	\$576.66	\$0
Inverter	\$366.68	\$0
Main PCB	\$311.43	\$0
Clutch Assembly	\$400.40	\$0
Motor Assembly	\$387.50	\$0
PCB	\$301.39	\$0
Heater Element	\$383.02	\$0
Control Board	\$366.60	\$0

With sophisticated technologies like advanced sensors, control panels, and WIFI, the cost to repair washers and dryers has increased dramatically. With Appliance Protection from W3 Solutions, you'll never have to worry about unexpected repair bills again.

Dishwasher Repairs



Average repair costs

	without protection	with protection
Drain Hose	\$352.50	\$0
Heating Element	\$388.19	\$0
Pump/Motor Assembly	\$536.59	\$0
Timer	\$610.29	\$0
Wash Arms	\$316.34	\$0
Water Inlet Valve	\$358.86	\$0
Electronic Keyboard	\$449.86	\$0
Door Lock	\$312.62	\$0

With enhanced noise reduction technology, advanced filtration systems, and the wear and tear of additional wash cycles, the cost to repair dishwashers has increased dramatically. With Appliance Protection from W3 Solutions, you'll never have to worry about unexpected repair bills again.

Refrigerator Repairs



Average repair costs

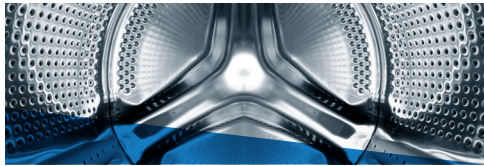
	without protection	with protection
Condenser	\$382.61	\$0
Condenser Fan Motor	\$386.13	\$0
Thermostat	\$332.47	\$0
Door Seal	\$499.28	\$0
Ice Machine	\$537.12	\$0
Defrost Timer	\$339.93	\$0
Compressor	\$925.15	\$0
Ice & Water Dispenser	\$513.99	\$0
Evaporator	\$769.56	\$0
Electronic Control	\$663.07	\$0

With features like ice makers, water filtration and complex computer systems, the cost to repair refrigerators has increased dramatically. With Appliance Protection from W3 Solutions, you'll never have to worry about unexpected repair bills again.

Top appliances repairs

(and why they break)

Washer



Clutch Assembly | \$400.40

If you're like most people, you're probably letting your dirty laundry accumulate—so that you can wash it once a week and save time. The clutch in your washer is what starts each washing cycle. When your basket of clothes is too heavy, the clutch has a harder time starting the cycle. The more that you do this over time, the more likely that it'll wear out your clutch over time!

Motor Assembly | \$387.50

The lifespan of the motor depends on the usage of the washer; for example, a family with children will do 3 to 4 times more laundry compared to a couple. And—you guessed it—washing large loads of laundry every week can exhaust the motor!

Control Board | \$366.60

All the settings for your washer are driven by the control board. Over time, the electronics can fail or short-circuit from excessive use or power surges. Unfortunately, this is mostly wear and tear that you can't control.



Dryer



Heating Element | \$383.02

The heating element is a key part of your dryer, and like many appliance parts, the lifespan of this component will vary depending on how you use the dryer. What to look out for: the pressure from very wet clothes can apply excessive pressure on the heating element, which can affect your dryer's performance.

Motor Assembly | \$387.50

Weekly large loads of laundry can exhaust the motor! The lifespan of the motor will depend on the usage of the dryer. A family will do much more laundry than a couple, so take that into consideration.

Control Board | \$366.60

Like with your washer, the settings for your dryer are driven by the control board and can wear out over time because of overuse or power surges.



Refrigerator



Ice Machine | \$537.12

The ice machine can become clogged after multiple uses, which applies pressure on the motor and can break the machine. The ice-releasing mechanism is also often made of plastic—over time, ice cubes could get stuck in there, damaging the plastic.

Thermostat | \$322.47

The thermostat's job is to control your fridge's temperature. Opening and closing the door excessively can put unnecessary pressure on the thermostat. On average, a family will open their fridge's door 3 to 4 times more frequently than a couple (and couple open the fridge door approximately 2,000 times a year).

Compressor | \$925.15

The refrigerator compressor fan is a critical part of a refrigerator—and we don't say that lightly. The compressor fan prevents overheating, so if the fan stops, you'll definitely feel it. This can be a costly repair and you'll be needing the services of a skilled electrician or specialized technician.



***"When my freezer broke down, we lost all of our frozen dinners.
W3 gave us a cheque for \$200 to cover our grocery bills."*** – SAM | WINNIPEG, MB

Dishwasher



Wash Arms | \$316.34

The wash arms in your washer spin and rinse your dishes. But... we often do this thing. You know the thing. It's that thing where we overload the dish racks or toss cutlery in there randomly. That's not good! It could interfere with the wash arms and break the motor.

Pump/Motor Assembly | \$536.59

The role of the pump is to pump the water out of the dishwasher. When we don't rinse our dishes before putting them in the dishwasher, the food residue can clog this pump, which can overheat the motor.

Control Board | \$449.86

Your dishwasher also has a control board! Over time, the electronics (like buttons and sensors) may fail or short-circuit from excessive use or power surges.



Range/Oven



Burner | \$344.55

Depending on the type of burner, different problems could come up. Most commonly, the burner is hotter than the selected setting. The flame igniter will fail to start.

Thermostat | \$361.25

Thermostats regulate the temperature for the oven—if the oven temperature is higher than the level set, you'll need to look at replacing the thermostat.

Control Board | \$987.31

Yes, there's a control board in your range too, and it's what operates all the different settings. Over time, the electronics can fail or short-circuit from excessive use or power surges.



The Appliance Service Plan extends your coverage for up to six (6) years after the manufacturers warranty expires.

There are two ways a customer can file a claim:



www.fileaclaim.ca



1-866-913-1350

Service areas

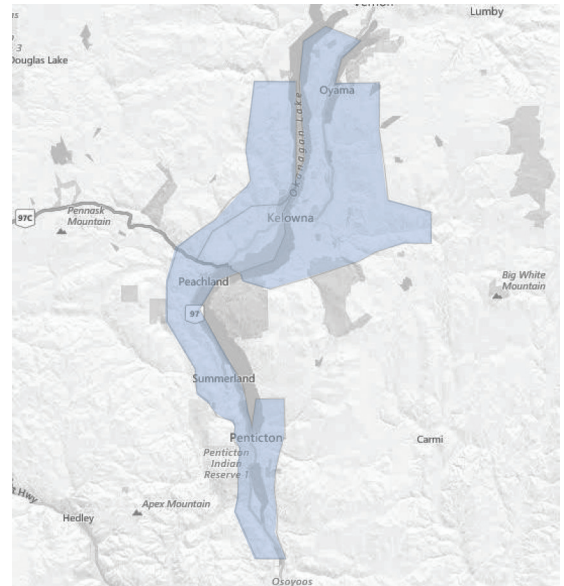
British Columbia

Vancouver Island



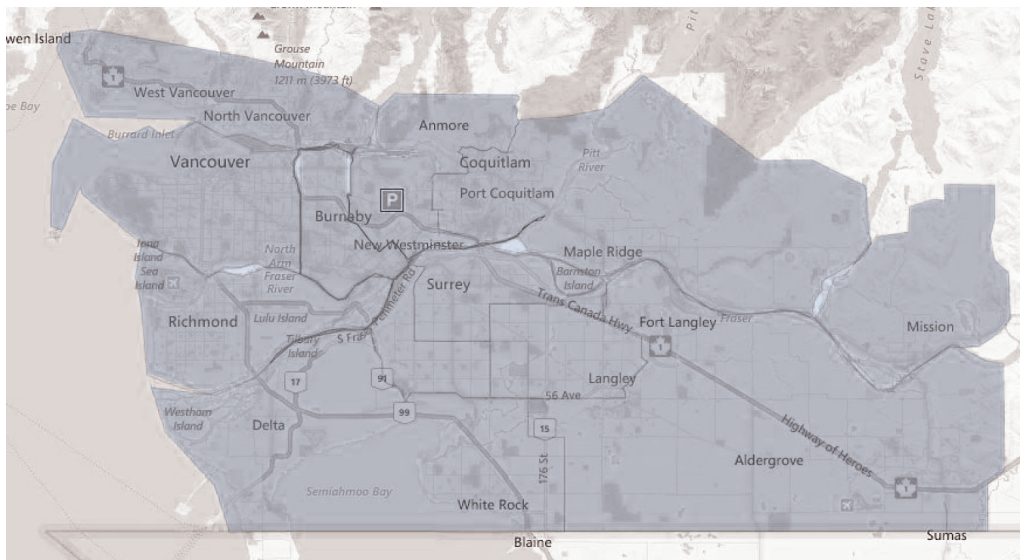
British Columbia

Kelowna Area

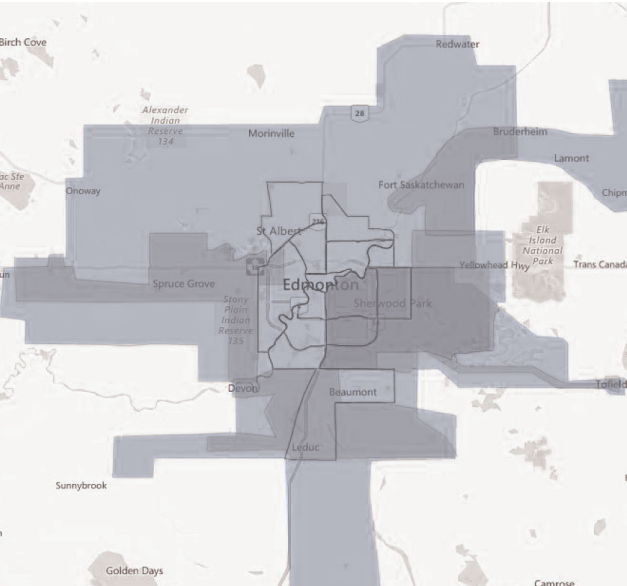


British Columbia

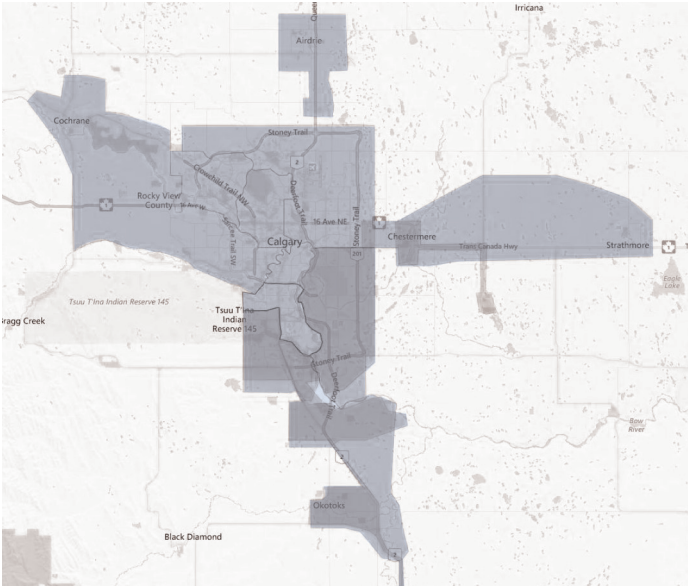
Greater Vancouver Area



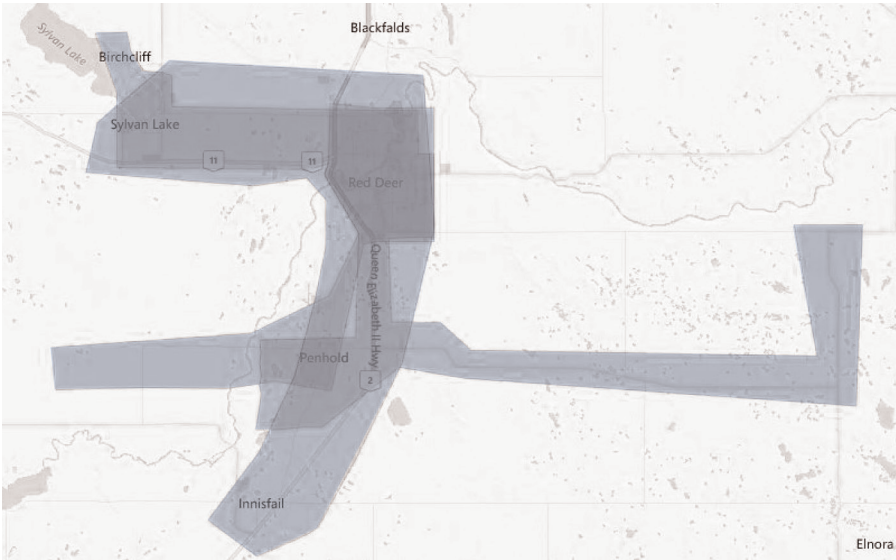
Alberta
Edmonton Area



Alberta
Calgary Area

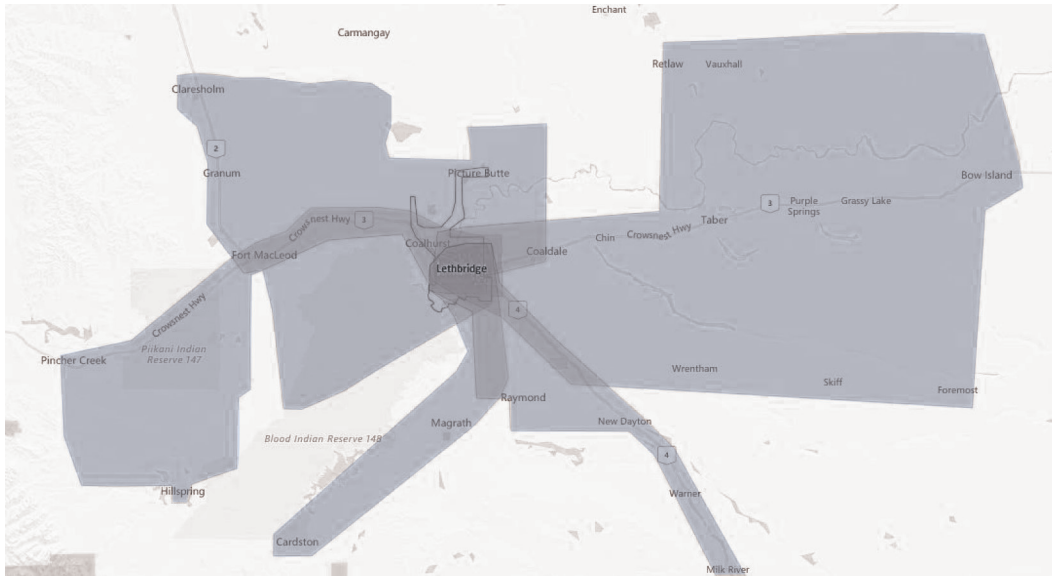


Alberta
Red Deer



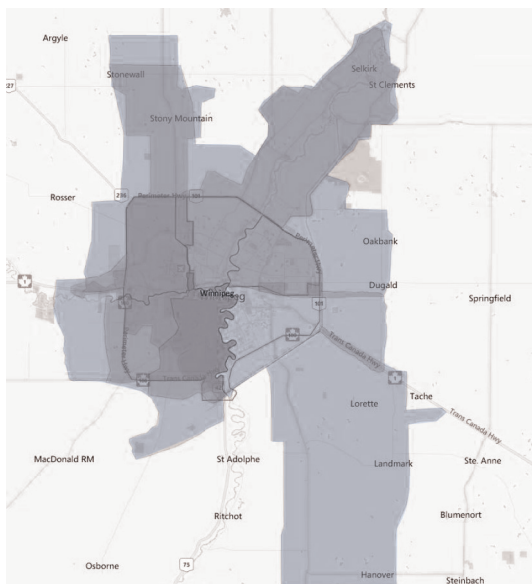
Alberta

Lethbridge Area



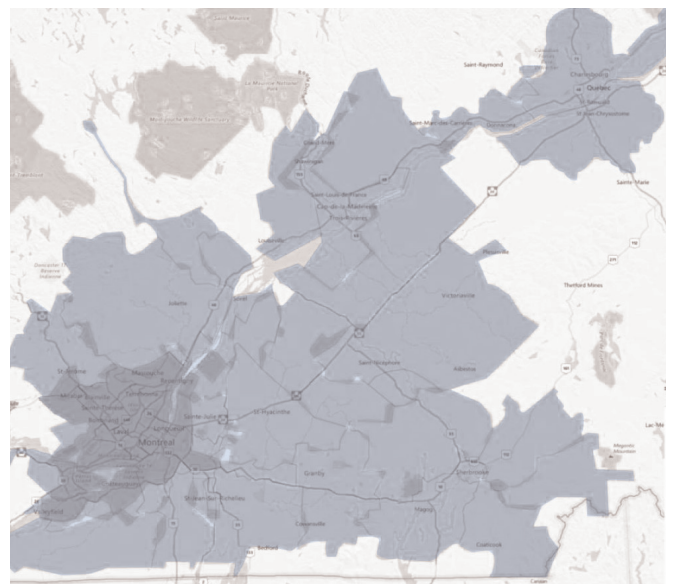
Manitoba

Winnipeg Area

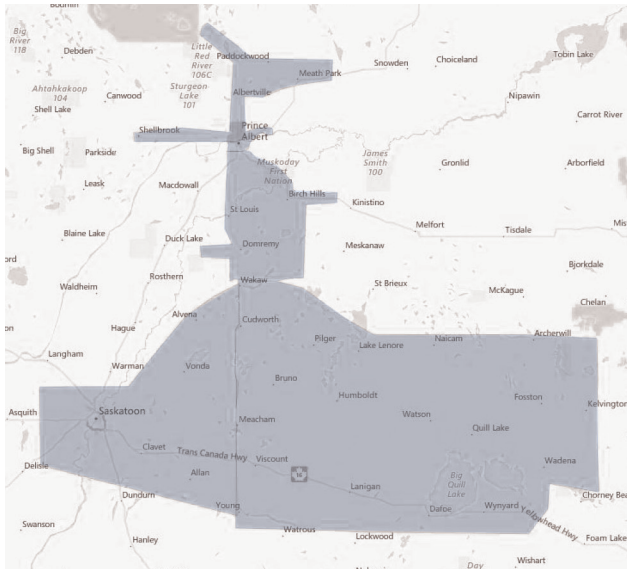


Quebec

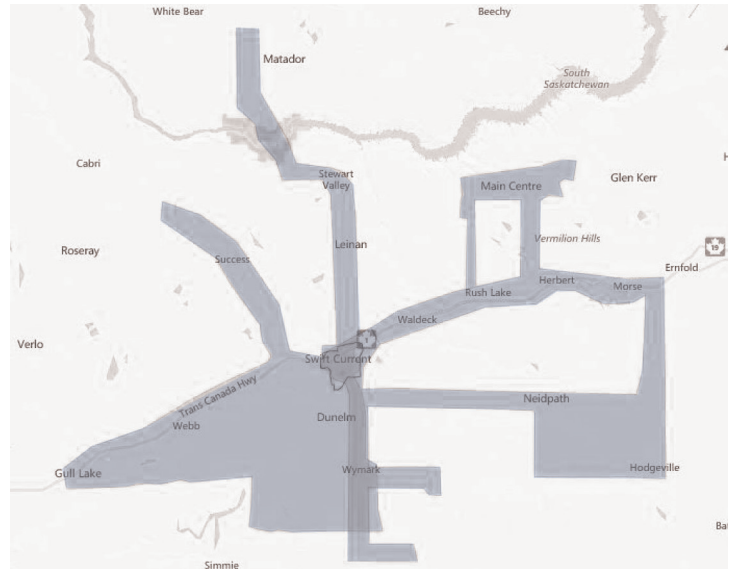
Montreal / Trois-Rivières



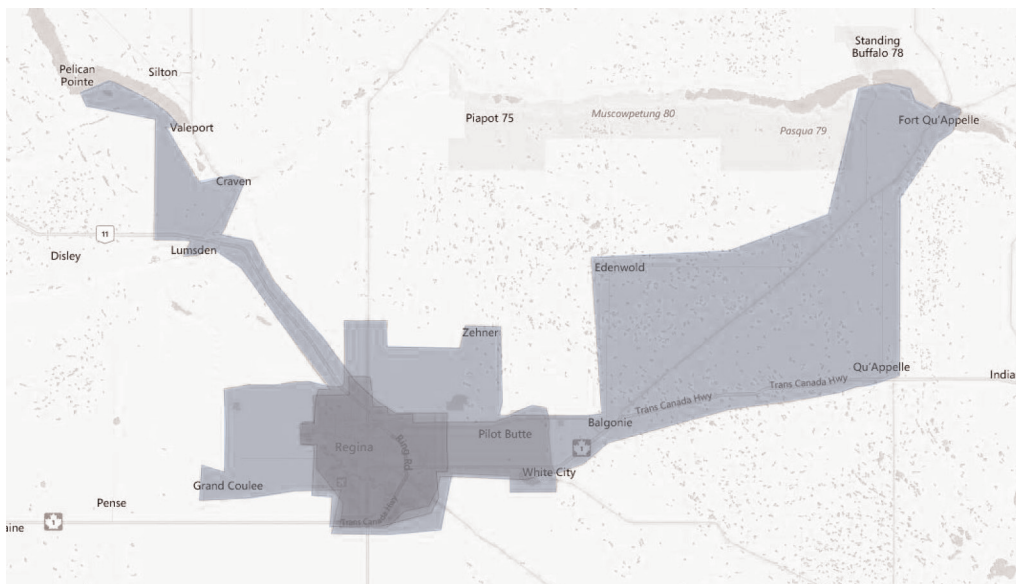
Saskatoon/Prince Alberta Area



Swift Current Area

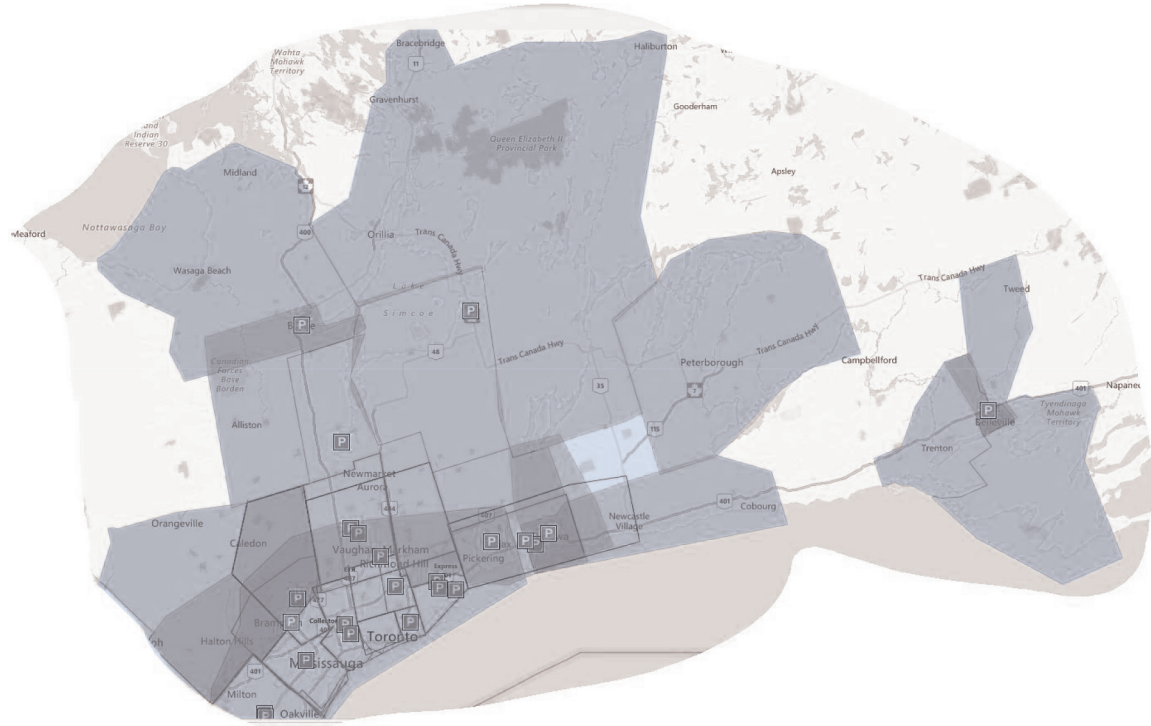


Regina Area



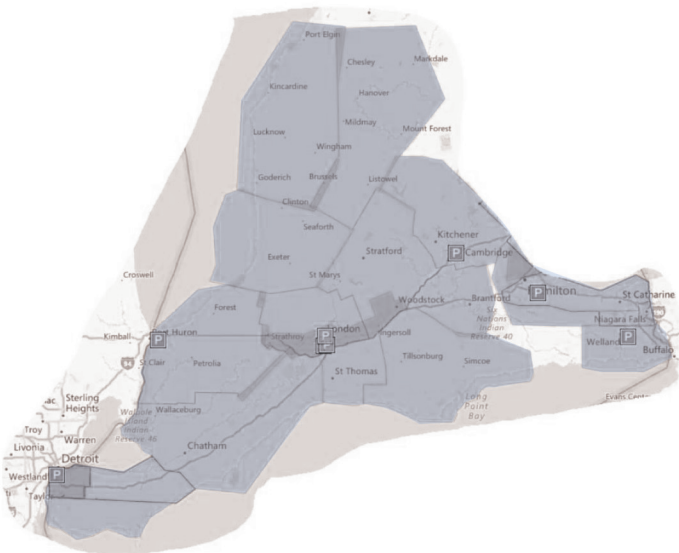
Ontario

Guelph / Greater Toronto Area / Belleville / Orillia Area



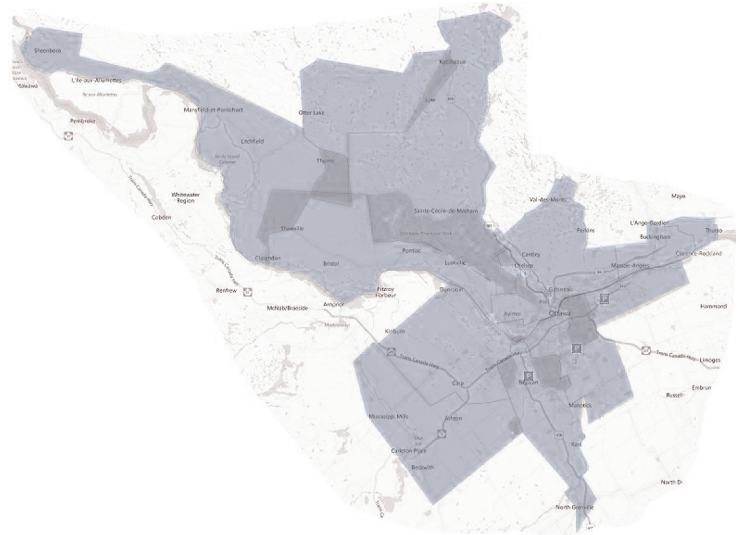
Ontario

London / Windsor / St. Catharines Area

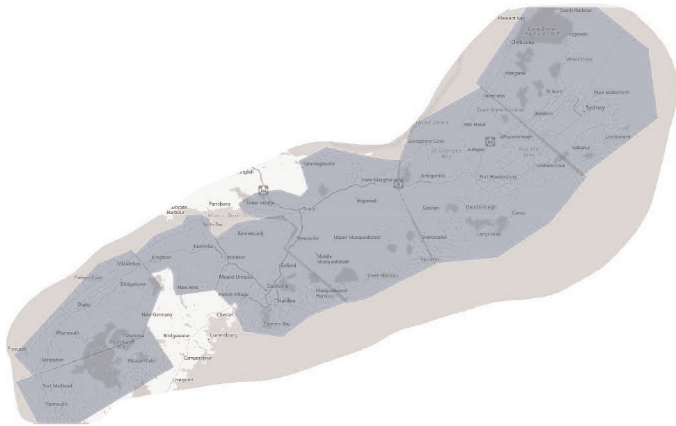


Ontario

Ottawa Area



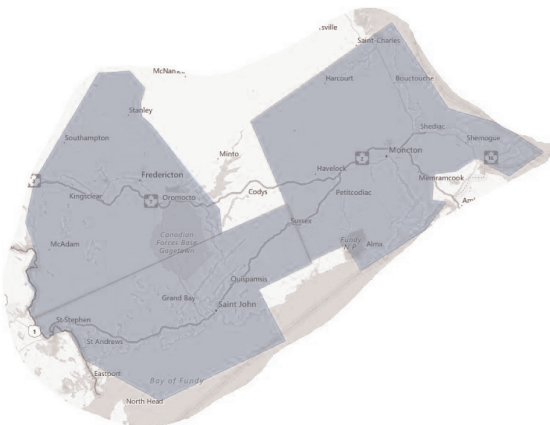
Nova Scotia



Newfoundland



New Brunswick



Prince Edward Island

