

Smell Gas?

Open your windows & contact your local gas provider ASAP.

Enbridge:

1.866.763.5427 / enbridgegas.com/contact-us

Union Gas:

1.877.969.0999 / uniongas.com/about-us/safety

Kitchener Utilities:

1.519.741.2541 / kitchenerutilities.ca/en/ourcompany/contact-us

Maintaining Your Water Heater

Water Temperature

Reduce energy consumption by lowering your water heater's temperature to 54°C / 130°F (Never lower the temperature below 50°C).

Testing Your Water Temperature

- Find a faucet near the water heater
- Turn on a faucet near your water heater, let the hot water run for a few minutes, then fill a glass
- If the temperature is above 54°C, reduce your water temperature

Contact Us

Should you have questions or would like to set up a Pre-Authorized Payment Plan, please contact our 24-hour customer care centre:

1.844.243.5533

For more information, visit:

hcsihomecomfort.ca



Welcome to HCSI Home Comfort Inc.

HCSI Home Comfort is your trusted rental water heater provider and a leading supplier of high-efficiency home energy rental products to Canadians.



Dear Homeowner,

On behalf of HCSI Home Comfort, we'd like to welcome you to the HCSI family as a new homeowner and rental water heater customer.

For over 25 years, HCSI Home Comfort has been a leader in the new construction market with an excellent reputation as the 'go-to' supplier of innovative energy-saving programs and services to a community of homebuilders, contractors and municipalities. We know how important having consistent access to hot water is, so we're honoured to have been chosen by your builder to be your water heater supplier.

As an HCSI Home Comfort customer, you'll enjoy:

- Full coverage on all parts & labour for the lifetime of your water heater
- Free total replacement on your water heater if unserviceable
- Emergency service line available 24 / 7 to ensure fast & reliable service

Please find enclosed our Terms & Conditions for your rental water heater agreement.



Why Your High-Efficiency Water Heater is Important

Water heating accounts for 15-25% of the average home's energy bill. High-efficiency water heaters can reduce these costs by up to 50% using:

- High-tech Foam Insulation
- Intelligent Gas Control Valves
- Low-Consumption Burners

As an HCSI Home Comfort client, you have one of the following two high-efficiency hot water heater types in your home. These models have been specifically chosen to save you money on energy costs and live more sustainably.

Tankless Water Heater

Tankless water heaters are efficient, reliable and have a very small environmental footprint. Homeowners with the tankless system in their home appreciate the balance between quality, value, simplicity and space.

Tank Water Heater

Tank water heaters provide industry leading efficiency and dependable operation. Water is stored and preheated in a tank. Once the water is used, the tank then refills to be reheated.



For more information on your specific water heater, please visit:
www.hcsihomecomfort.ca/your-water-heater