

Hiring a Contractor

How to Approach Door-to-door Sales

Purchasing heating equipment and natural gas appliances for your home or business is a big decision. In Saskatchewan, there have been several reports from consumers throughout all areas of the province indicating high pressure door-to-door sales tactics related to the installation of high-efficient natural gas furnaces and water heaters.

Members of the Mechanical Contractor Association of Saskatchewan (MCAS) and the Natural Gas Appliance and Equipment Dealers Association (NGAEDA) have compiled a list of questions and tips to help guide consumers through the heating equipment purchase process.

? Questions to Ask a Heating Contractor

- Does the contractor hold a valid business license to operate in Saskatchewan and within the local municipality?
- Can s/he provide references for similar work?
- Is s/he willing to provide a detailed quote for the work to be done clearly outlining payment terms? How long has the company been operating in Saskatchewan? Where is the head office located?
- Are they a SaskEnergy Network Member?
- What permits are required to complete the work and are they willing to provide a copy of all applicable permits?
- How do they handle warranty and maintenance on the equipment?
- What are their hours of operation?
- Does the Contractor have a valid Worker's Compensation Board Clearance Letter?
- Does s/he have proof of a minimum of \$2,000,000 insurance coverage?

🔍 Educate Yourself

- Gather multiple quotes.
- Review and understand the contract before you sign; even if it takes a day or two to thoroughly review the details of the contract.
- What are the terms of the contract? Are those reasonable payment terms?
- Is this a rent or own agreement?
- What is phone number for the head office and a contact person to talk to if you have further questions?
- If they are claiming to be associated with another business or government agency, be sure to follow up with that business or agency to verify a business relationship does exist.
- Why are they selling door to door? Why do they think I need a new furnace?
- If they are claiming there are Government grants available, follow up with the Agency who they claim is offering the grants to ensure they exist and/or to verify the application process.
- Check out reviews online through the Better Business Bureau, local Chamber, or Financial and Consumer Affairs Authority of Saskatchewan to determine if any complaints or issues have been identified.





Warning Signs to Watch For

- Limited time offers that will end 'today' or 'tomorrow'
- Indicate the contract must be signed 'today' to participate
- Special deals for providing a testimonial or a reference
- Misrepresentation and/or association with a well established company or government agency and no identification to support the claim
- Does not have a business location within Saskatchewan
- Sales Representative asks to see your utility bill or other documentation that may contain personal information
- Sales Representative demands to inspect your heating and cooling equipment
- Claims that they receive heating and cooling equipment at discounted prices based on the volume they purchase



For more information, the following resources and agencies are available to help:

Financial and Consumer Affairs Authority — Saskatchewan

fcaa.gov.sk.ca
1-877-880-5550

Better Business Bureau of Saskatchewan

bbb.org/Saskatchewan
1-306-352-7601

Natural Resources Canada

nrcan.gc.ca
1-800-622-6232

Consumer Information

consumerinformation.ca
1-343-291-3280

Saskatchewan Chamber of Commerce

saskchamber.com
1-306-352-2671



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