



Comfort Club

Member Service Maintenance Program

**HEATING • COOLING • PLUMBING • ELECTRICAL
INDOOR AIR QUALITY • SEWER & DRAIN**

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Welcome to the Comfort Club! 🎉

We're excited to have you as a Comfort Club Member! Below is everything you need to know about your membership benefits, billing, and policies.

Membership Details 📅

- Monthly Cost: \$33.50 + tax (residential customers only)
- Billing Date: Charged on the same day each month as your enrollment date.
(Example: if you sign up on January 4th, billing happens on the 4th of every month.)

What's Included ✅

As a Comfort Club Member, you'll enjoy:

- Cooling Maintenance – once a year (for standard AC systems)
- Heating Maintenance – once a year (for standard gas furnaces)
- Plumbing Safety Inspection – every other year
- Electrical Safety Inspection – every other year
- No dispatch fees on service calls (overtime fees still apply)
- Up to 10% off services, parts, and repairs
- 10% off additional maintenance for other systems (humidifiers, dehumidifiers, mini splits, ERV/HRV, air handlers, etc.)

Enrollment Options

Depending on how you sign up, here's how your first charges work:

➡ Enrollment with Maintenance

- \$33.50 for your first month of Comfort Club
- ½ off maintenance price (\$94.50)
- If you want both your furnace and AC maintained at sign-up, you'll get ½ off each (rather than one free).
- We recommend booking the system you need now, and scheduling the second for next season so you only pay the discounted rate once.

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➔ **Enrollment with Service**

- \$33.50 for your first month of Comfort Club
- ½ off dispatch fee (\$74.50)
- Immediate member discounts apply
- Further dispatch fees are waived starting right away
- First maintenance can be scheduled immediately; second will be booked for the next season
- Note: Discounts cannot be applied retroactively if you enroll after an appointment is completed.

Early Termination Policy

Comfort Club is month-to-month, with no long-term contract.

You can cancel at any time.

- If you cancel within the first 12 months, there is a \$185 early termination fee.
- After 12 months, you can cancel anytime with no penalty.

The goal of Comfort Club is to provide peace of mind and build a long-term relationship

— this policy helps ensure members receive the full value of their membership.

Cancellation Policy

- To cancel, just let us know by call, email, or text (we prefer a call so we can hear your feedback).
- Cancellations take effect the day you notify us. (No refunds for charges already processed.)
- After canceling:
 - There's a 1-year waiting period to rejoin.
 - If you cancel again after re-enrolling, you won't be eligible to join again.

Specialized Equipment Exceptions

- Heat Pump / Gas Furnace:
 - Your membership includes Cooling Maintenance on the heat pump and Heating Maintenance on the gas furnace. The heating side of the heat pump can be added for \$89 and is completed with your furnace maintenance.
- Multiple Systems
 - Membership covers one furnace and one air conditioner. If you'd like both systems covered in a dual-system home, a second membership can be added. Systems can't be alternated between years.
- MagicPak
 - Includes both heating and cooling maintenance, completed together in one annual visit.

👉 That's it! Your Comfort Club Membership is designed to make home maintenance easier, more affordable, and more reliable — so you always know who to call.