

# The Importance of Maintenance

## When does your cooling system break down?

For Jane, it happened in the middle of a hot summer night. She awoke to find her thermostat at 81°F!

Exhausted and sweaty, Jane called several HVAC companies and finally found one that offered emergency repair services.

The technician found many issues with Jane's AC since it rarely received maintenance. Jane found herself staring at the large price tag of the emergency repair bill, wondering what she was going to do next.

The technician asked Jane if she had a HVAC maintenance membership. When she said no, they explained how memberships help homeowners get regular maintenance for their cooling & heating systems and help them budget for future needed repairs or replacements.

Jane signed up for a maintenance membership to make sure her AC starts getting the attention it needs and is better prepared for if she has to replace it in the future.

# Memberships Guide

Find the perfect membership for your home!

Plan Benefits	Absolute Care	Prime Care	Pro Care	Comfort Care
Annual AC & Furnace Maintenance	✓	✓	✓	✓
Service Reminders	✓	✓	✓	✓
Overtime Charges Waived	✓	✓		
Water Heater Maintenance	✓	\$49	\$59	\$79
System Replacement Discount	Up to 7%	Up to 7%	Up to 7%	
Service Trip & Diagnostic Charges	\$0	\$49	\$89	\$109
Service Repairs Discount	10%	5%		
Repair Warranty	2 Years	1 Year	1 Year	1 Year
Emergency Scheduling	Next Available	Same Day	24 Hours	24 Hours
Vendor Emergency Parts Surcharge	\$100	\$150	\$250	\$250
Indoor Air Quality Discount	10%			
<b>Monthly Investment</b>	<b>\$90</b>	<b>\$65</b>	<b>\$55</b>	<b>\$35</b>

# Midwest

Heating & Cooling

## Maintenance Memberships



We'll take care of your maintenance so you can do more of what you love.

**You Deserve The Best.**

# Absolute Care

The Absolute Care Membership is the total comfort strategy. Members enjoy peace of mind knowing that their systems receive annual maintenance.

If repair services are needed, Absolute Care members don't pay any extra for priority emergency services, overtime charges or trip and diagnostic fees.

## Absolute Care Offers:

- Annual Maintenance for (1) Furnace & (1) AC System
- Included Water Heater Maintenance
- Next Available Appointment Priority Scheduling
- 2-Year Warranty for Repairs
- Up to 4 Inch Media Air Filter Replacement
- Reduced Vendor Emergency Parts Surcharge of \$100

## Included Discounts:

- 7% off full system replacement
- 3% off single system replacement
- \$0 Trip & Diagnostic Fee
- 10% off Service Repairs
- 10% off Indoor Air Quality Services
- Waived Overtime Charges

# Prime Care

The Prime Care Membership covers all of your maintenance basics and includes extra protection for service needs.

If repair services are needed, Prime Care members benefit from same day priority scheduling, no overtime charges and reduced trip & diagnostic fees.

## Prime Care Offers:

- Annual Maintenance for (1) Furnace & (1) AC System
- \$49 Water Heater Maintenance
- Same Day Priority Scheduling
- 1-Year Warranty for Repairs
- Up to 1 Inch Media Air Filter Replacement
- Reduced Vendor Emergency Parts Surcharge of \$150

## Included Discounts:

- 7% off full system replacement
- 3% off single system replacement
- Reduced Trip & Diagnostic Fee of \$49
- 5% off Service Repairs
- Waived Overtime Charges

# Pro Care

The Pro Care Membership ensures your heating and cooling systems are properly maintained for maximum efficiency.

Pro Care members also enjoy scheduling benefits and reduced trip and diagnostic fees -- perfect for newer systems.

## Pro Care Offers:

- Annual Maintenance for (1) Furnace & (1) AC System
- \$59 Water Heater Maintenance
- Priority Scheduling within 24 Hours
- 1-Year Warranty for Repairs

## Included Discounts:

- 7% off full system replacement
- 3% off single system replacement
- Reduced Trip & Diagnostic Fee of \$89

## DID YOU KNOW?

Your HVAC systems are the most expensive appliances in your home at purchase and in repairs.

