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## Comfort365 and 365+ Membership Benefits

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**Two 90 Minute Tune-ups:** Comfort 365 and 365+ members get two multipoint tune-ups (\$300 value) per year, or once every 6 months. Regular maintenance greatly extends the life of your system and can lower utility bills by as much as 30%. Our tune-ups include coil cleaning and service of both the outdoor and indoor units and replacement of a 1" standard merv 8 pleated filter. Comfort365+ members tune-ups include free upgrade to 4" or 5" high efficiency media filter per visit if existing system filter rack sizing permits.

**Filter Delivery:** Want to change your filter between visits? Members can call in and prepay for filters and we will deliver to your door in the greater Tri-Cities area.

**Priority Scheduling:** We make time for our Comfort365 and 365+ members, so you are more likely to have any issue fixed promptly. Call us after hours and we will help you over the phone free of charge – sometimes it is just a tripped breaker or a clogged air filter. If we cannot resolve the issue over the phone, our licensed technicians are glad to come out and to diagnose the system and offer solutions to resolve the problem.

**No Overtime Charge:** Comfort365 and 365+ members do not pay overtime rates for a technician to visit their home after business hours!

**Affordable Diagnostic:** Our Comfort365 members pay only \$59 for a diagnostic (\$95 value during normal hours or \$145 value during overtime). Our Comfort365+ members do not pay any diagnostic fees! This plan is great for those looking to extend the life of an older system with an affordable service plan.

**Repair Discount:** Comfort 365 and 365+ members instantly qualify for 15% off all repair costs when joining either plan. This discount often pays for the entire cost of the maintenance plan. This discount is not eligible to be combined with any other discounts or coupons.

**Transferable Membership:** Moving to a new home and want to bring your membership with you? Want to give your membership to the buyer of your home? We can do either!

**Warranty Protection:** HVAC equipment warranty coverage normally requires proper preventative maintenance – meaning they do not cover repairs caused by lack of maintenance. We keep records of maintenance completed so your equipment has documentation if necessary.

**Automatic Reminders, Automatic Renewal:** We will always call or email to remind you when your system is due for another tune up (~every 6 months), and we will automatically renew your plan at the end of the term. No need to set reminders or file paperwork every year.

**Online Scheduling:** Schedule tune-ups online on our website!

**Inflation Protection:** Comfort 365 and 365+ Members have the option to prepay up to 3 years in advance to protect against inflation.

**Retro Discount:** Only Comfort 365+ members receive a 5% discount on retrofit equipment installation. This discount is not eligible to be combined with any other discounts or coupons.

**Monthly Payment Option:** Comfort365+ members receive the option to make monthly payment by credit card or ACH.

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# Terms and Conditions

## General Information

The Comfort365 and Comfort365+ memberships are not extended warranties or insurance policies, they are 12 months maintenance agreements between Chinook Heating & Air, Inc and the property homeowner or tenant.

Chinook Heating & Air, Inc shall not be responsible for any damage, loss or injury resulting from delay in rendering regular maintenance by the terms of this service agreement.

This agreement covers the maintenance and cleaning of heating and cooling equipment. It does not include service to ductwork, other sheet metal components, external power wiring or any disconnects supplying electrical service for the equipment.

Chinook Heating & Air, Inc may need to increase the annual cost, without notice, by up to 3% each year to keep up with labor and material increases.

Chinook Heating & Air, Inc will not be held responsible for any equipment that has been modified, altered, defaced or had repairs made (or attempted) by others.

Under no circumstances shall Chinook Heating & Air, Inc be liable by virtue of this agreement or otherwise for damage to any person or property whatsoever for any special, indirect, secondary or consequential damages of any nature however arising out of the use or inability to use HVAC equipment.

Customers with a past due balance will not receive the services or benefits of this agreement until payment is made in full. This agreement may be cancelled by Chinook Heating & Air, Inc at any time for failure to make payment, delinquency, fraud or material misrepresentation.

## Payment, Renewal & Cancellation

Yearly payment option:

All Comfort365 members will be responsible for making yearly (or 2-3 year option) payment, due in full at initial membership. Comfort365+ members who choose the yearly (or 2-3 year option) also have payment due in full at initial membership.

Comfort365+ member who choose the monthly payment option will be automatically charged on the 1<sup>st</sup> or the 15<sup>th</sup> of the month. If either of those dates land on a weekend or bank holiday, the payment will be charge on the first following business day. We accept Visa, Mastercard, Discover and American Express, or ACH (auto withdrawal bank payments). For ACH payments we require account and routing information or a voided check. A 15 day written notice of cancellation (email is ok) must be received by Chinook Heating & Air, Inc if the customer wants to cancel or change an automatic payment from their credit card or bank account.

If an ACH or Credit/Debit payment is declined, a \$20 fee will be due. If three payments are missed, the agreement will be terminated.

Comfort365 and Comfort365+ membership agreements will automatically renew every 12 months and remain in effect until cancelled in writing. **To cancel automatic renewal of membership agreement, the homeowner must give a 30 day written notice by mail or email prior to renewal date.**

## Homeowner Responsibilities

Please provide reasonable access to the HVAC equipment so that our technicians may fulfill the duties of this agreement.

We will, of course, make several attempts to schedule the tune-ups, but it is ultimately the homeowner's responsibility to schedule each visit. Unused visits do not roll over.

Notify Chinook Heating & Air, Inc of any noticed irregularities of system operations, higher than normal energy bills or lack of operation or leaks.

Nuisance call outs (e.g. the homeowner caused damage, tripped breaker, interruption in water, gas or power supply) are not covered by either plan. Regular diagnostic rates will be charged in such cases.

Repeat diagnostic call outs due to homeowner failure to authorize minimum required repairs, which allow the HVAC system to operate, will not be covered by either plan. Regular diagnostic rates will be charged in such cases.

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