

INTRODUCING

Comfort Club

Our Planned Preventative Maintenance Program



DID YOU KNOW . . .

All heating and cooling equipment manufacturers require that you maintain your system regularly to keep your warranty in effect? If a part fails due to lack of maintenance, the manufacturer may not cover the cost of the replacement part.

When you hire us, we not only perform preventative maintenance that meets the manufacturer's requirements, but we also keep records of your maintenance history.

Save money on all services with a monthly Comfort Club subscription.

WHY SHOULD I WORRY ABOUT MAINTENANCE?

Just like a car, your heating and cooling system needs regular maintenance to make sure everything is and will continue to work as intended. Not only will regular maintenance identify areas of concern before they become an emergency, a properly maintained system will:

- Cost less to operate than a dirty system (i.e. lower utility costs)
- Break down less often (i.e. cleaned and lubricated components last longer)

Don't bother with performing routine maintenance yourself when you can hire a professional to do it for you. Our complete preventative maintenance service includes cleaning your condenser coils, filters, and evaporator coils. Coils do get plugged up over time with dirt, dust, pollen, and other foreign debris making it much more difficult for them to transfer heat. When they are dirty, they then work harder and use more energy to keep your house at the desired temperature.

Not all heating and cooling contractors include coil cleaning in their service package. They may either offer only to do it when they feel it is necessary or consider it an upgrade and charge more for it. We feel that if you are going to take the time to hire a professional to maintain your system, you should receive professional-level service without any hidden extra charges.

The very simple answer to why should you worry about maintenance is two-fold: (1) maintenance helps keep your system running as it should which will keep your utility bills as low as they can be and (2) it also helps prevent pre-mature break downs by identifying potential break downs before they happen. Things may still break, but our goal is to be sure your heating system does not fail on the coldest night of the year or your cooling system does not fail on the hottest afternoon of the summer.



OUR PLANS

We understand that different homeowners look at home maintenance differently. Some would rather buy a plan that includes all services while others prefer to pick and choose the services they want. This is why we offer two plans: the Gold Plan and the Platinum Plan.



ALL PLANS INCLUDE:

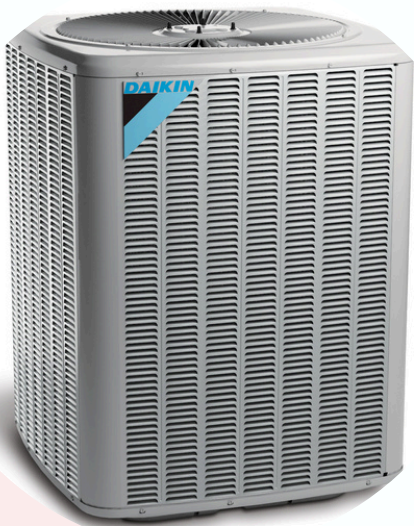
- One full service tune up and cleaning each season
- Priority scheduling on all repairs
- Voice, text, or e-mail reminders when service is due
- Convenient automatic monthly payments to a credit card or checking account
- Filter allowances
- New system rebate that builds over time
- Discounts on repairs and accessories
- \$0 dispatch fee on repair calls when you hire us to do the repair
- No overtime charges on after-hours repair work

THE GOLD PLAN

Starts at \$34.50 per month after an \$89 one-time enrollment fee

Includes:

- Full-service cleaning and equipment tune up at half off our regular price immediately upon sign up and then again at no additional charge each season thereafter.
- Priority scheduling for all preventative maintenance visits
- Voice, text, or e-mail reminders from us when service is due
- \$25 per visit filter allowance
- \$50 per year new system rebate accrual
- 15% discount off of our standard rates for all repair work
- No overtime charges on after hours work
- Waived dispatch fee on repair work when you hire us to do the repair
- Convenient automatic payments to your credit card or from your checking account
- Automatically renews until cancelled



THE PLATINUM PLAN

Starts at \$39.50 per month with \$0 enrollment fee

Includes:

- Full-service cleaning and equipment tune up at half off our regular price immediately upon sign up and then again at no additional charge each season thereafter.
- Priority scheduling for all preventative maintenance visits
- Annual condensate drain pan treatment (with cooling service)
- Annual gas or electric water heater maintenance
- Voice, text, or e-mail reminders from us when service is due
- \$25 per visit filter allowance
- \$75 per year new system rebate accrual
- 20% discount off of our standard rates for all repair work
- No overtime charges on after hours work
- Waived dispatch fee on repair work when you hire us to do the repair
- Convenient automatic payments to your credit card or from your checking account
- Automatically renews until cancelled



PRICING

Pricing is based on the type and number of systems you have in your home. The following guide will help you determine what your price would be:

	Gold	Platinum
One Season System* A boiler, a free-standing central air conditioning system, or a cooling only Outdoor / indoor ductless combination)	\$29.50 / mo	\$34.50 / mo
Two Season System* A combined heating and cooling system or a dual season Outdoor / Indoor ductless combination)	\$34.50 / mo	\$39.50 / mo

*Multi-System Discount: 50% off all second and subsequent systems

	Gold	Platinum
Additional Indoor Ductless Units	\$6 / mo	\$5 / mo
Water Heater Package (gas or electric) 1st unit	\$2 / mo	Included
	\$2 / mo	\$2 / mo
Water Heater Package (oil or tankless)	\$10 / mo	\$4 / mo
Oil Boiler or Oil Furnace Package	\$3 / mo	Included
	\$3 / mo	Included
Steam Humidifier Package	\$14 / mo	\$12 / mo
UV Light Package (1 year bulb)	\$11 / mo	\$10 / mo
UV Light Package (2 year bulb)	\$11 / mo	\$10 / mo
CAP 600 Air Purification System Package	\$22 / mo	\$20 / mo

Packages

Water Heater Package (Gas or Electric)

Includes draining sediment from the tank and checking pressure valves, connections, and temperature

Water Heater Package (Oil or Tankless)

Includes oil nozzle, standard filter, and strainer on oil systems or de-scaler solution on tankless systems

Oil Boiler & Oil Furnace Package

Includes oil nozzle, standard filter, and strainer

Steam Humidifier Package

Includes \$100 allowance toward a replacement canister each year

Standard Humidifier Package

Includes replacement pad

UV Coil Light Package

Includes one service one replacement bulb per year

UV Air Purification Light Package

Includes one service and one replacement bulb every two years

CAP 600 Air Purification System Package

Includes one year of filters and one replacement bulb per year plus a replacement HEPA filter

What's Included

	Gold:	Platinum:
Enrollment Fee	\$89	\$0
Thorough Cleaning of Equipment	✓	✓
Reminder from Us When Service is Due	✓	✓
Priority Status for Emergency Repairs	✓	✓
Dispatch Fee Waived With Repair	✓	✓
Monthly Payments	✓	✓
Automatically Renews Until Cancelled	✓	✓
Filter Allowance	\$25 / visit	\$25 / visit
Discounts on Repairs	15%	20%
Replacement Purchase Discount Accrual	\$65 / year	\$75 / year
Pre-Season Scheduling	✓	✓
Annual Condensate Pan Treatment	✓	✓
Annual Water Heater Maintenance for Gas or Electric Water Heaters		✓

Terms & Conditions

- All plans automatically renew monthly until cancelled. No partial month refunds will be given if cancelled after the first of the month.
- Prices remain in effect for twelve months and may increase annually based on economic conditions. If the annual rate of increase is more than 5%, you will be notified in writing at least 30 days prior to the rate increase.
- The waived enrollment fee on the Platinum Plan requires a one-year commitment. Customers may not cancel within the first twelve months, but they can transfer the plan to another property.
- Parts Warranty: All parts replaced or installed by ECS Comfort are warrantied to be free from defects for the length of the manufacturer's warranty.
- Labor Warranty: All parts replaced or installed by ECS Comfort come with 2 years of labor warranty for Comfort Club members actively enrolled since installation (otherwise 1 year of labor warranty applies).
- While ECS Comfort will make every effort to contact Customer when service is due, no refunds will be given if service is not scheduled during the plan year.
- ECS Comfort recommends that all customers burning a fossil fuel in their home install a low-level carbon monoxide detector. ECS Comfort is not responsible for any loss of life or property resulting from a carbon monoxide leak.
- ECS Comfort shall not be held liable for any loss, damage, consequential damages, negligence, breach of contract, or any other damages based on express or implied warranties due to the non-operation or malfunction of equipment. Neither shall ECS Comfort be liable for the design malfunction by any person or for faulty plans and specifications.
- ECS Comfort is not responsible for any damages resulting from equipment failure in an unoccupied residence.

Do You Want to Be Harold?



This is Harold. Harold DOES NOT subscribe to Comfort Club, our Planned Preventative Maintenance Program, because he does not see the value in it.

Harold has always preferred to pay for the services we offer as he goes. It is now time for maintenance on Harold's air conditioning system.

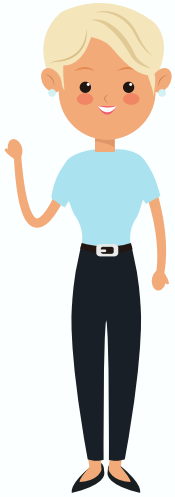
Here is the invoice for his preventative maintenance visit:

Full Service Cleaning.....	\$180
<i>A full service cleaning includes the cleaning of the coils as well as a complete check of all system components for function and safety</i>	
Condensate Pan Treatment.....	\$30
<i>Treating a condensate pan prevents the growth of mold and bacteria in the pan where water from condensation can accumulate</i>	
Water Heater Maintenance.....	\$40
<i>We recommend performing regular maintenance on gas and electric water heaters once a year to extend their life and improve their efficiency</i>	
New Air Filter	\$25
<i>There are many different kind of air filters and the prices vary by size and quality</i>	
Total	\$275

Since Harold prefers to pay as he goes, he will pay \$275 for the summer maintenance and \$235 for the winter maintenance (since he chooses to service the water heater in the summer). The cost for a full year of maintenance on his system will be \$510.

Mary is Harold's neighbor. Mary subscribes to Comfort Club, our planned preventative maintenance program because she loves the idea of priority service and discounts on any repairs that may ever need to be done. Check out the next page to see what a full year of maintenance costs Mary.

Or Do You Want to Be Mary?



This is Mary. Mary DOES subscribe to Comfort Club, our Planned Preventative Maintenance Program, and has for years. She pays \$39.50 per month through convenient automatic payments to her credit card.

It is now time for maintenance on Mary's air conditioning system.

Here is the invoice for her preventative maintenance visit:

Full Service Cleaning Included

A full service cleaning includes the cleaning of the coils as well as a complete check of all system components for function and safety

Condensate Pan Treatment Included

Treating a condensate pan prevents the growth of mold and bacteria in the pan where water from condensation can accumulate

Water Heater Maintenance Included

We recommend performing regular maintenance on gas and electric water heaters once a year to extend their life and improve their efficiency

New Air Filter Up to \$25 Included

There are many different kind of air filters and the prices vary by size and quality

Total \$0

Since Mary subscribes to Comfort Club, our Planned Preventative Maintenance Program, her services are included in the price she pays each month. She pays \$39.50 per month or \$474 per year for the same services that Harold, her neighbor, pays \$510 to receive (see previous page for Harold's story).

In addition to a full year of maintenance, Mary also receives pre-season scheduling, priority service, and discounts on any repairs that may need to be done throughout the year.

WHAT'S NEXT?

Do you want more information or are you ready to sign up? Give us a call.

We are able to answer all of your questions and walk you through a very simple enrollment process.

Felix Rivera

Customer Service & Dispatch

Voice: (717) 280-6314

e-Mail: felixr@ecscomfort.com

ECS Comfort Heating & Cooling

33 E Main St

Palmyra PA 17078

www.ecscomfort.com

