



Essential Comfort Membership

Membership Pricing

- Cooling **OR** Heating Only — **\$30/mo**
- Heating **AND** Cooling — **\$40/mo**
- Boiler Membership (boiler systems only) — **\$49/mo**
- Add-On — **\$7.50/mo** per additional indoor unit after the 1st (VRF / Mini-Split)

Membership Benefits

- One heating maintenance visit per year
- One cooling maintenance visit per year
- Priority scheduling access
- \$49 reduced service visit fee once per season (includes up to 60 minutes diagnostic time)
- 5% discount on standard labor and stock parts
- Reserved seasonal service slots
- Loyalty replacement credit program

Priority Service Terms

Members receive priority access to available service appointments, reserved member service blocks, and first access to cancellations and overflow scheduling. Priority service does not guarantee same-day or emergency response and is subject to technician availability and safety considerations.

Service Visit Benefit

- One reduced-rate service visit per season
- \$49 flat service visit fee (includes dispatch + up to 60 minutes diagnostic time)
- Additional diagnostic time billed at standard member rates

Season Definitions: Heating: Oct 1 – Mar 31 | Cooling: Apr 1 – Sep 30. Seasonal maintenance visits do not count toward service visit limits.

Discount Terms

Members receive 5% off standard labor and stock parts. Discount excludes refrigerant, major components, heat exchangers, ductwork, after-hours or emergency labor, subcontracted work, equipment replacement, and special-order parts. Discounts may not be combined.

Air Filter Disclaimer

Air filters are the responsibility of the customer and are not included with membership. Filters may be provided or installed at additional cost upon request.

Loyalty Replacement Credit

Members earn \$150 per full year of active membership (max \$750 over 5 years). Account must be in good standing with all scheduled maintenance completed and no past-due balance. Credit applies only to full system replacement installed by the company on a single invoice. Credit freezes upon cancellation, expires after 24 months of inactive membership, has no cash value, and is non-transferable.

Cancellation Policy

Minimum membership term is 6 months. Early cancellation may require repayment of discounted services. Loyalty credit freezes upon cancellation and membership benefits end immediately upon termination.