

Platinum Preventative Maintenance Program

- Objective:** A Customer that joins our Platinum Maintenance Program will not need an emergency service call and all maintenance items are included so that the customer pays one price to maintain the home comfort system all year (excluding the price of filters).
- Requirement:** Customer must have a fully operational system within its average operational life expectancy. Must allow the scheduling of all required preventative maintenance calls, once in the spring and once in the fall.
- Includes:** All maintenance-related parts and labor necessary to keep the system in full operation and at the system's peak efficiency. The maintenance-related covered parts (listed below) are items that need to be replaced 80 to 90 percent of the time within the first 10 years of service, some once and some multiple times.

Maintenance-Related Parts (Covered Items)

Refrigerant (2 lbs per year)	All motors	All capacitors
All relays and boards	All contactors	Defrost controls
Heat sequencing relays	Timers & sensors	Thermostats*

What This Means to You

What this means to you is that if your system should fail for any maintenance-related reason within the time that you are a member of our ***Platinum Preventative Maintenance Program***, your system will be repaired **DURING NORMAL BUSINESS HOURS** at no charge for parts or labor to proper operation by our technician. This program includes Two (2) 48-point preventative maintenance calls per year, one in the spring and one in the fall, which includes drain line cleaning and self-rinsing evaporator and condenser coil cleaning (one coil per year). Filters will be delivered and changed by our technician in a six-month supply, if requested by the customer and at an additional charge. Comfortmasters, Inc. covers all parts and labor for the PM-related repair on all covered items. The only exclusions are: Acts of God, misuse and power outage damage.

**This program does not include maintenance of zoning or waste heat recovery, if applicable, at this time.

* Thermostat replacement limited to Honeywell Pro 3000 non-programmable or Pro 4000 programmable.



Platinum Preventative Maintenance Agreement Pricing

First System	\$395.50	Each Additional System	295.50
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In order to join the PPMA (Platinum Preventative Maintenance Agreement) the customer must agree to auto pay systems, i.e., auto-deduction from checking account or automatic billing to credit card. These payment options include a down payment and monthly payments as outlined below:

1 System	Down Payment \$ 98.50	2 Systems	Down Payment \$169.00
	9 Monthly Pmts \$ 33.00		9 Monthly Pmts \$ 58.00
3 Systems	Down Payment \$ 239.50	4 Systems	Down Payment \$310.00
	9 Monthly Pmts \$ 83.00		9 Monthly Pmts \$105.00

The above pricing is per year and auto renewable. This Agreement can be cancelled by either party with 30-day's written notice.

Authorization Agreement for Direct Payments (ACH Debits)

Please return this form with a copy of your voided check

I (we) hereby authorize Comfortmasters, Inc., hereinafter called COMPANY, to initiate debit entries to my (our) Checking Account indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. Law

Depository Name: _____ Branch: _____
 City: _____ State: _____ Zip: _____
 Routing Number: _____ Account Number: _____

This authorization is to remain in full force and effect until COMPANY has received written notification from me (either of us) of its termination and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s): _____
 Signature _____ Date: _____

NOTE: ALL WRITTEN DEBIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION — WRITTEN 30-DAY NOTICE



Return this page to use our auto-billing plan using your credit or debit card:

Customer Name: _____

Service Address _____

Billing Address _____

Credit Card # _____ Sec code _____ Exp date _____

Amount to charge for down payment : _____ Monthly payment amount: _____

Signature: _____

Date: _____

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