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 830-620-1204 New Braunfels  
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# COMFORT CARE MEMBERSHIP

## Your Pass to front-of-the-line, top priority service

We will provide you with complete precision tune-ups, professional cleanings and inspections as described below for your heating and/or air conditioning equipment during the term indicated.

AIR CONDITIONING & HEATING PLANS	Silver	Gold	Platinum
<b>Appointment Guarantee</b>	48 Hours	Same Day (call in by 3:00 pm)	Next In Line
<b>Customer Visits</b>	2 Inspections	2 Full Maintenance & Inspections	2 Full Maintenance & Inspections
<b>Customer Visit Windows</b>	Sept 15-Nov 15 & Mar 1-May1	Year Round	Year Round
<b>Diagnostic Charge</b> (cost if repairs not included)	\$95.00 / Best Advertised	\$95.00 / Best Advertised	None
<b>After Hours / Holiday Rates</b>	<b>\$155.00</b>	<b>\$155.00</b>	Never
<b>Repair Discount</b>	10% OFF and 10% off accessories	15% OFF and 10% off accessories	<b>NO CHARGE</b> and 10% off accessories <small>(excludes compressor, heat exch., coil &amp; freon, inverter, inverter boards)</small>
<b>Parts &amp; Labor Warranty</b>	1 Year	2 Year	3 Year
PROGRAM GOALS			
<b>Safety</b>	✓	✓	✓
<b>Identify Issues</b>	✓	✓	✓
<b>Maintain Warranty</b>	✓	✓	✓
<b>Efficient Operation</b>		✓	✓
<b>Prevent Breakdowns</b>		✓	✓
<b>Extend System Life</b>		✓	✓
<b>Functionality</b>		✓	✓
<b>It's Covered*</b>		✓	✓
<b>Your Plan Choice</b>	 <b>\$11.58/month per system</b> up to 3 systems pre-pay first year w/monthly billing <input type="checkbox"/> # of systems _____	 <b>\$16.58/month first system</b> \$14.91/month each additional \$199.00 annual 1 time payment \$179.00 annual each additional <input type="checkbox"/> # of systems _____	 <b>\$31.58/month first system</b> \$29.91/month each additional \$379.00 annual 1 time payment \$359.00 annual each additional <input type="checkbox"/> # of systems _____ <small>**ONLY PRE-QUALIFIED EQUIPMENT</small>

### PLUMBING BENEFITS OF COMFORT CARE MEMBERSHIP - PLANNED MAINTENANCE

- Peace of mind
- Automatic, regular inspection service
- Potential problems are spotted before trouble and major expense occur
- Lower utility bills
- Preferential emergency service scheduling

- All vital components are inspected by our professional team and a comprehensive report is provided to you so you know the status of your home's major plumbing functions.
- All shut off valves are tagged and shown to you for emergency shut off if necessary.

### PLUMBING MAINTENANCE PLAN

Number of inspections annually: 1 | We will inspect your equipment as noted below during normal working hours.

### COMPONENTS INSPECTED AND TESTED DURING MAINTENANCE

✓ Water heater, water heater temperature	✓ Showers & faucets	✓ Water supplies
✓ Bathroom faucets, toilets & tubs	✓ Inspect/test all drain & vent operation	✓ Safety shut off tested
✓ Kitchen sink & faucet	✓ Expansion tank	✓ Water pressure
✓ Remove & clean all aerators	✓ Re-circulating pump	✓ Water & power connections

- Repair charges necessary to correct defects discovered by this maintenance inspection will be the sole responsible of the purchaser.
- The services outlined in this agreement will be performed during normal working hours. Repair service requested by customer will be provided during normal working hours at current rates.
- Repair workmanship is guaranteed for 30 days from the date of repair.

- The term of this agreement shall be automatically renewable, unless cancelled by either part on 30 days written notice.
- Payment for maintenance inspection per this agreement will be PREPAID. Additional repair charges necessary to correct defects discovered by this inspection are COD.

#### \* ADDITIONAL COST - Water Softener Maintenance

Monthly Payment Plan \$13.25/monthly or  One Time Payment \$159/annual

#### \* ADDITIONAL COST - Water Heater Flush

CCM Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Total Investment: \$ \_\_\_\_\_

### Congratulations for being the newest member of the Woods Comfort Systems Family!

Name \_\_\_\_\_  Schedule  Performed on \_\_\_\_\_ date

Address \_\_\_\_\_ Email \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone (Best Contact) \_\_\_\_\_

Plumbing  Air Conditioning  Plumbing & Air Conditioning Unit Description \_\_\_\_\_

Monthly Investment \$ \_\_\_\_\_ # of Units Covered \_\_\_\_\_

Cancellation Policy: Cancellation within 6 months of start date will void discounts & discounted amounts will be charged back to customer.  
 Monthly Draft: I understand that the monthly investment amount will be charged until a written notice of termination is received at office.

### Payment Information:

Credit Card  Automatic Credit Card Debit  Check  Automatic Checking Account Debit

All credit card information or bank account information will be called into the office by technician.

Company Signature \_\_\_\_\_ Date \_\_\_\_\_ Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

# Additional Terms and Conditions: 100% Satisfaction Guaranteed

We agree to accept responsibility for your 100% complete satisfaction with the materials and the work provided by us and paid for by you.

**PAYMENT INFORMATION:** When the customer authorizes payment by "Automatic Checking Acct Debit" or "Automatic Credit Card Debit", the customer authorizes the company to charge a monthly installment from the customer's account beginning one month after application is approved. The automatic monthly payment will continue until a written notice of termination is received by the company.

**EQUIPMENT:** The annual investment to be paid by Customer under this Agreement is based upon the maintenance of the Equipment and Accessories listed on the face of this Agreement (or on approved attached sheet) as a complete heating and/or air conditioning system. Customer may not delete Equipment or Accessories from the annual maintenance provided hereunder. In the event additional equipment is added to Customer's heating and/or air conditioning system, the same will be covered at an increase of the annual charge.

**CUSTOMER'S RIGHT TO CANCEL:** Customer may cancel this Agreement by mailing a written notice of cancellation to Company. In the event of cancellation by Customer, Customer shall receive a prorated refund of the payments made by Customer for the current term of this Agreement.

**COMPANY'S RIGHT TO CANCEL:** Company reserves the right to immediately terminate this Agreement in the event: (i) the system has not been used solely for the purpose and under the condition for which it was designed or has been subjected to misuse, alteration, accident, or abuse, (ii) Customer has any part of the heating and/or air conditioning system serviced by a company other than Company, or (iii) Customer fails to fulfill the payment terms contained on the face side of this Agreement.

**WARRANTIES & LIMITATIONS ON WARRANTIES:** Company warrants that all work performed hereunder will be completed in a professional manner and sold work shall be free from defects in workmanship for a period of twelve (12) months from the date said work was performed. Only the manufacturer's warranty is provided on any parts or materials provided in connection with the work. Company's obligation for defective products and/or workmanship or any damage caused thereby, and Buyer's exclusive remedy, shall be limited to the replacement of any defective parts or workmanship and shall be conditioned upon Company receiving actual written notice of said defects within a warranty period(s) applicable. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPANY SHALL NOT BE SUBJECT TO AND DISCLAIMS ALL CONSEQUENTIAL, INCIDENTAL AND CONTINGENT DAMAGES WHATSOEVER.

**EMERGENCY SERVICE TODAY OR YOU DON'T PAY:** Company agrees that it shall respond for emergency service within 24 hours of the service call and, if it fails to do so, shall waive the diagnostic fee normally charged for such an emergency service call.

**TRANSFERABILITY:** This Agreement is transferable to the subsequent owner of the business in which the Equipment and Accessories are located, provided that Company receives written, notification of the sale of the property within sixty (60) days of transfer. Annual contracts only. Does not apply to monthly terms.

**ENTIRE AGREEMENT:** This Agreement sets for the entire Agreement between the parties and supersedes all other agreements either written or oral concerning the subject of this Agreement.

## **Summary of plumbing service and inspection we will perform:**

**EMERGENCY SHUT OFF VALVES:** Annually we will inspect and tag all emergency shut offs for proper working order and show you the location of each valve. We will shut the main valve to the home, cold water inlet to the water heater etc. to be certain that these are functioning and can be turned off in the case of an emergency

**WATER TANK:** Each water tank will be inspected for proper operation, including proper temperature; ensure relief valve is working properly, expansion tank pressure and operation while searching for leaks. Ensure all plumbing and wiring connections are tight and secure and over flow drainage is working properly. For gas water heaters we will inspect the flue vent for proper operation, CO leaks, test gas valve and all exposed fittings, clean the burner assembly, and replace anode rod.

**WATER PRESSURE:** We will check and record the water pressure to the house. High water pressure can damage certain components in your home as well as cause potential rupturing of your pipes creating a flooding situation and expensive water damage repairs and inconvenience.

**FAUCETS AND DRAINS:** Visually inspect all faucets and drains for leaks & corrosion and proper water flow. All aerators will be removed and cleaned.

**TOILETS:** Visually inspect and test every toilet and toilet water supply and perform dye leak test.

**DRAINS:** Each sink, tub, and shower drain will be inspected for proper operation.

**WASHING MACHINE:** The hoses to the washing machine will be inspected visually to make sure that they are not in danger of bursting or splitting by showing wear and are tightened properly.

**WHOLE HOUSE PLUMBING INSPECTION:** We will complete a detailed whole house inspection and inventory report and provide a written copy to you after each inspection showing the condition of each item and all important readings and settings.

**PUMPS & FILTRATION:** Visual inspection of the sump pump for proper operation. Visual inspection of all pumps and filtration systems in homes using cisterns or well water.

**SEWER:** In homes using a sewage ejection systems a visual inspection of proper working order.

**DEBRIEFING:** Our professional technician will review any concerns you may have and discuss solutions as well as thoroughly explain the findings of the annual inspection.

## **Conditions:**

We agree to:

1. Inspect the equipment on a scheduled basis as shown, and during each inspection perform the applicable services per above checklist.
2. Instruct you in the operation of the equipment.
3. Give our service contract holders preference over all other service activity normally undertaken by us.
4. We agree to keep you informed of available enhancements throughout the life of your system.

You agree to:

1. Operate the equipment according to our instructions.
2. Promptly notify us of any unusual operating conditions of the equipment.
3. Permit our personnel the use of your common building maintenance tools, such as ladders, etc.
4. Permit only our service personnel and/or a service organization authorized by us to work on the equipment.

## **General:**

During the term of the agreement we will take all reasonable precautions to avoid injury to persons and damage to property while on the premises, but we shall not be liable for any special or consequential damages.

We shall not be liable for losses or defect arising out of vandalism, fire, flood, wind, war, riots and acts of God. In such cases, the customer shall be charged for the parts and labor involved at the then current price for such repairs. No such parts or labor shall be furnished, however, without authorization from the customer.

Customer Initials: \_\_\_\_\_