



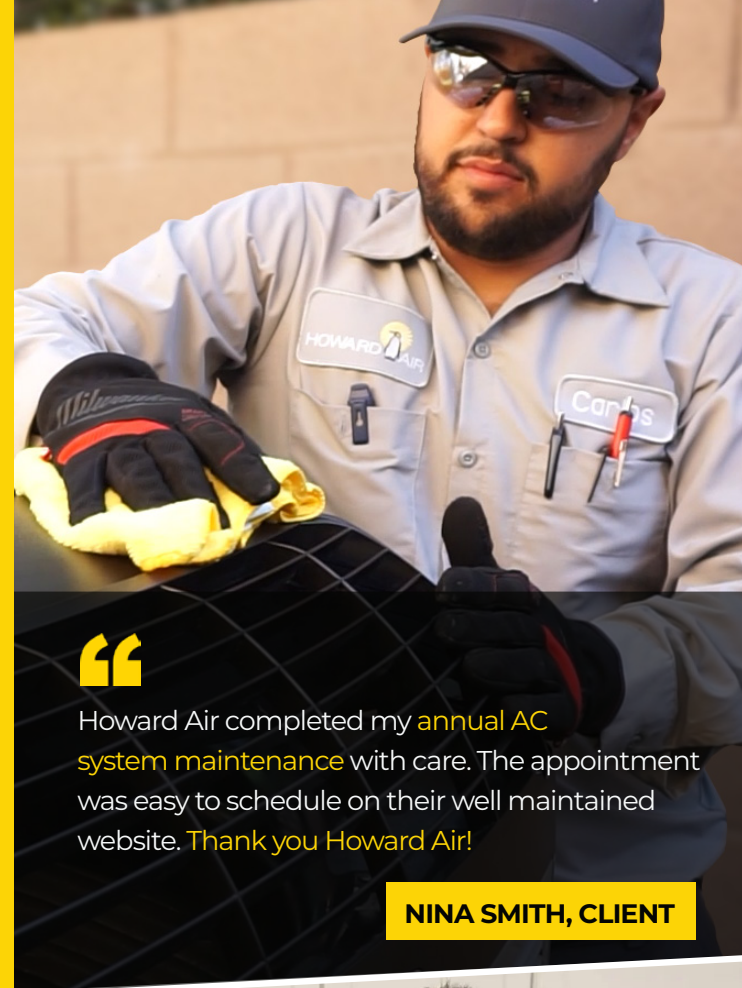
## MAINTENANCE & REWARDS PROGRAM

Save time, save money, and keep your home running at **maximum efficiency.**

(602) 607-0624

howardair.com

# Membership Benefits



“Howard Air completed my **annual AC system maintenance** with care. The appointment was easy to schedule on their well maintained website. **Thank you Howard Air!**”

**NINA SMITH, CLIENT**



Our team isn't satisfied unless you're **100% satisfied**. If you have ANY concerns, let us know! We'll do whatever it takes to make it right.



## AIR CONDITIONING SYSTEM MAINTENANCE & PROFESSIONAL CLEANING<sup>1</sup>

Your Howard Home Care Membership includes, at no cost, a thorough Maintenance and Professional Cleaning of your air conditioning system to keep you comfortable during those hot summer days.



## HEATING SYSTEM MAINTENANCE & CLEANING<sup>1</sup>

Your Howard Home Care Membership includes, at no cost, a thorough Maintenance and Professional Cleaning of your heating system, to keep you warm during those cool winter nights.



## PLUMBING SAFETY INSPECTION<sup>2</sup>

Upon request, your Howard Home Care Membership includes, at no cost, a comprehensive Plumbing Safety Inspection to inspect water leaks, ensure drains are flowing properly and checking all gas and venting components. Standard water heater flush and anode rod inspection included.



## DIAGNOSTIC CHARGE WAIVED<sup>3</sup>

As a Howard Home Care Member, the diagnostic fee will be waived with any repair during normal business hours. Normally \$98.



## REDUCED AFTER-HOURS DIAGNOSTIC CHARGE

As a Howard Home Care Member, enjoy a reduced after-hours diagnostic charge of \$99. Normally \$148. (\$49 savings!)



## ATTIC / CRAWLSPACE EFFICIENCY & SAFETY ANALYSIS<sup>4</sup>

Your Howard Home Care Membership includes, at no cost, a thorough analysis to inspect your insulation levels, ductwork and check all systems for leaks. Performed at time of maintenance cleaning.



## PRIORITY SCHEDULING<sup>5</sup>

As a Howard Home Care Member, upon request, if your air conditioning, heating and/or plumbing system needs to be maintained, repaired, or replaced, we will prioritize your appointment before any non-club member appointment.



## DRAIN CLEARING<sup>6</sup>

As a Howard Home Care Member, professional Drain Clearing fees will be reduced to \$59.



## REPAIR DISCOUNT<sup>7</sup>

As a Howard Home Care Member, you're guaranteed 10% off all HVAC and plumbing repairs purchased from Howard Air and Plumbing.



## CAMERA INSPECTION<sup>8</sup>

Upon request, your Howard Home Care Membership includes, at no cost, an annual camera inspection to determine the condition and functionality of your sewer system.



## REPIPES & REDRAINS DISCOUNTS

As a Howard Home Care Member, you're guaranteed 5% off repipes and redrains.



## ADDITIONAL PRODUCT DISCOUNT

As a Howard Home Care Member, you're guaranteed 10% off all insulation, indoor air quality products, water heaters, water filtration systems and thermostats.



## 100% OF HOWARD HOME CARE PAYMENTS CREDITED<sup>9</sup>

As long as you remain an uninterrupted Howard Home Care Maintenance and Rewards Program member, 100% of your membership fees accumulated on a pro rata basis at the time of service may be applied towards the cost of a Howard Air and Plumbing complete HVAC system replacement. 50% of your Howard Home Care Maintenance and Rewards Program fees accumulated on a pro rata basis at the time of service may be applied towards the cost of a Howard Air and Plumbing, i) new ductless HVAC system installation, or ii) a complete replacement duct system.



## EXTENDED HVAC PARTS & LABOR WARRANTY ON REPAIRS<sup>10</sup>

As a Howard Home Care Member, the original 1-year warranty on any Howard Air HVAC repair(s) performed today or while a Howard Home Care Member will be extended to a period of 2 years from the date of repair as long as you remain an uninterrupted Howard Home Care Member.



## TRANSFERABLE PLAN

As a Howard Home Care Member, we are here to serve you. If you move, you can transfer your membership to your new home (if in our service area) or you can transfer your payment credits to the new home owner – a nice 'extra' to offer perspective buyers!



## APPOINTMENT SCHEDULING & REMINDER SERVICE

As a Howard Home Care Member, schedule your appointment anytime online at HowardAir.com. Our office will attempt to reach you via phone, email or text to prompt scheduling your appointment.



## REMOTE REAL-TIME SYSTEM BREAKDOWN MONITORING

As a Howard Home Care Member, we will provide real-time performance alerts & remote system monitoring for early detection of system faults or failures. Clients must have a Trane Diagnostics Compatible, WIFI connected control; control sold separately.

1 If you decide not to take advantage of this benefit, the Maintenance and Professional Cleaning has no monetary value. Limited to 1 Tune-Up and Professional Cleaning per 6-month season. Benefit must be redeemed before the end of each applicable season (summer and winter). 2 If you decide not to take advantage of this benefit, the Plumbing Inspection has no monetary value. Limited to 1 Plumbing Inspection per year. This benefit only applies to residential property memberships. Excludes commercial property memberships. 3 Benefit applies only to appointments occurring 8am-5pm Monday-Saturday. Appointments scheduled outside of this time frame will be subject to an additional after-hours fee. In addition, weekends and observed company holidays are considered an after-hours appointment. 4 The Attic/Crawlspace Efficiency and Safety Analysis will be performed during your Heating and Air Conditioning System Maintenance and Professional Cleanings. If you decide not to take advantage of this benefit, the Attic/Crawlspace Efficiency and Safety Analysis has no monetary value. 5 Standard service charges apply. 6 Accessible cleanout necessary. Excludes: Area Drains and Roof Drains. 7 Excludes new or replacement HVAC system, plumbing re-pipes and/or re-routes, sewer repair and/or lining. 8 This service is available once per Membership year and cannot be carried forward to subsequent years. 9 Howard Home Care membership must stay current through date of service. Offer applies to complete HVAC system, ductless HVAC system installation, or a complete replacement duct system purchased from Howard Air and Plumbing. 10 Warranty excludes compressors, heat exchangers, coils, and refrigerant leaks. No monetary value.

These benefits are not for resale and are not redeemable for cash. Any unused portion of these benefits is not refundable. We will attempt to contact you via e-mail, mail or telephone to schedule your free maintenance or you can contact us directly anytime to schedule your appointment. Discount benefits received prior to the end of the first six months of membership may be subject to charge-back in the event of membership cancellation. The Company reserves the right to change these terms and conditions at any time without prior notice. Any change will be posted on the Terms and Conditions on the website link to follow. See all terms and conditions at HowardAir.com/homecare.

## Get Started Today!

**\$19** MONTHLY

**\$228** ANNUALLY



### SAVE TIME, SAVE MONEY, SAVE AGGRAVATION

Your Howard Home Care Club Membership is an investment in your home.

One of the amazing perks of this program is that we will credit your membership fees towards **any** HVAC equipment installation you need.

That's right - all of your paid membership fees will come right back to you in the form of big savings when it's time to purchase new HVAC equipment.



### THANK YOU FROM HOWARD AIR & PLUMBING

Our **friendly, professional** technicians look forward to servicing your home. Thank you!

## What's Included?

- ✓ Replace Thermostat Batteries
- ✓ Test Power Cord and Outlet
- ✓ Tighten Electrical Connections
- ✓ Test Fuses
- ✓ Test Blower Motor Bearings
- ✓ Inspect Blower Wheel & Housing for Cleanliness
- ✓ Check Variable Speed/Standard Motor Settings
- ✓ Visually Inspect Evaporator & Condenser Coil for Refrigerant Leaks
- ✓ Test Condensate Drains
- ✓ Test Safety Shut Off (if already installed)
- ✓ Test Refrigerant Metering Device
- ✓ Visual Inspection of Primary & Secondary Condensate Pan
- ✓ Measure Cooling Performance
- ✓ Test Air Handler & Furnace Electrical Capacitors
- ✓ Inspect Heat Exchanger
- ✓ Carbon Monoxide Reading
- ✓ Inspect Any Existing Carbon Monoxide Detectors
- ✓ Test Ignition Control & Sequence
- ✓ Check for Natural Gas Leaks
- ✓ Check Combustion Air Availability
- ✓ Measure, Record & Adjust Gas Pressure on HVAC Equipment
- ✓ Check & Visually Inspect for Combustion Material Clearance
- ✓ Service and Verify Proper Operations of Heat Strips (if applicable)
- ✓ Clean Condenser Coil for Cleanliness
- ✓ Test Outdoor Electrical Capacitor
- ✓ Test Amp Draw(s)
- ✓ Evaluate & Test Compressor Operation
- ✓ Test High Pressure Safety
- ✓ Test Low Pressure Safety
- ✓ Test Outdoor Fan Motor Bearings
- ✓ Examine Outdoor Fan Blade Connection to Shaft
- ✓ Test & Examine Electrical Disconnect, Tighten Connections
- ✓ Test Fuses and Inserts
- ✓ Test Contactor Points
- ✓ Evaluate Refrigerant Levels
- ✓ Remove Leaves and Debris from Outdoor Section
- ✓ Outdoor Exterior Washed
- ✓ Test Surge Protector (if installed)
- ✓ Service Roof Drain (roof top AC units only)
- ✓ Test Hard Start Kits (if installed)
- ✓ Check for Air Leaks In and Around Ductwork (if accessible)
- ✓ Check for Dust in Return and Supply Ductwork
- ✓ Check and Measure Attic Insulation
- ✓ Check Dryer Vent for Proper Connections & Excessive Lint (if accessible)
- ✓ Measuring Duct Work Static Pressure
- ✓ Analyze Ductwork for Proper Sizing, Tears, Kinks or Bends
- ✓ Proper Slope of Condensation Drain Line
- ✓ Check for Growth in the System for Proper Home Air Quality
- ✓ Check for HVAC Penetrations in Roof for Proper Seal
- ✓ Provide Performance Analysis and Solutions When Completed