



# CLUB MEMBERSHIP TERMS AND CONDITIONS

## PLAN BENEFITS

The Production Service Club Plan offers two preventive maintenance checks, a \$19.95 diagnostic fee on emergency service calls, a 20% discount on repairs, a 10% discount on all Indoor Air Quality products, plus a 10% discount towards any new system installed by us.\*Plus Club Loyalty benefits.

## PARTS COVERED UNDER MEMBERSHIP

The following parts will be covered: accumulator, indoor fan relay, blower and blower components, capacitors, circuit board, contactor, condenser fan motor, relays, crank case heater, defrost control thermostat, circuit board and relay, door switch, ignitor, fan blade, fan control, fan limit switch, fan motor, filter drier, flame sensor, pressure switch, float switch, gas control valve, transformer(s), high limit switch, inducer motor and assembly, inducer wheel, internal copper tubing, internal electrical wiring, limit controls, safety switches, low ambient temperature, sensor, muffler, outdoor temp sensor, pressure relief valve, pulleys/belts, refrigerant orifice, rollout switch, sequencer, start assist assembly, thermocoupler, thermostat, time delay controller, basic wiring.

## PREVENTIVE MAINTENANCE

We schedule our PM's Monday thru Friday between 8-12 pm, or between 10-2pm, respectfully throughout the year. It is the customer's responsibility to contact our office to schedule their PM, but we will strive to make every effort possible to fulfill our obligation. We only schedule demand service for after 2pm. It is our priority to meet our commitments when scheduling these PM's, but we do at times experience "high call volume" for demand service so it may be necessary to reschedule your PM to another day. We do reserve this right because in many instances this involves the elderly, handicapped, etc.

## PARTS/EQUIPMENT NOT COVERED

This Service Club Membership Plan DOES NOT COVER: indoor/outdoor coils, compressors, heat exchangers, burners, refrigerant leaks, recovery, repair or replacing refrigerant, reversing valves, duct systems, chillers, boilers, oil furnaces, radiators, registers and grilles, water heaters, humidifiers, de-humidifiers, UV light/bulbs, electronic air cleaners, any IAQ accessory, condensate pumps or tubing. We do reserve the right to disqualify any EQUIPMENT that exceeds (8) years of age if we feel it is either too costly for repair or is deemed unsafe.

## PRIORITY SERVICE

Service Club customers will receive Priority Service - and- Scheduling ahead of all non-member calls. We guarantee that all calls relating to loss of heating/or cooling will be answered within 24 hours, and will strive to make every effort to service that customer the same day. There may be longer response times during peak periods. We do ask the homeowner to be present on all service/PM calls.

## BEFORE YOU CALL US FOR SERVICE

To help us keep our plan costs low, we urge our customers to assist us in avoiding an unnecessary service call. We urge our customers to make sure their thermostats or humidistats are properly set, and to check ALL switches, including circuit breakers or fuses. Our customers are responsible to monitor the condition of all filters (heating, cooling, humidifier, air cleaner, etc.). Production will only clean/or replace any air filter during a scheduled preventive maintenance check.

## HOURS OF SERVICE

Production Heating & Cooling reserves the right to make all calls during normal business hours, but with the exception of NO HEAT calls. For obvious safety reasons all no-cool calls will only be made during daylight hours. We do ask the homeowner to be present on all service/PM calls.

## SERVICE CALLS THE PLAN WILL NOT COVER (NUISANCE CALL)

If our technician has to replace a dirty air filter, balance any heating or cooling to individual rooms, replace batteries in a thermostat, or flip on a breaker, you will be charged regular rates. We will not cover any electrical or plumbing work beyond your heating/or cooling unit. Issues beyond the furnace to the supply are not covered. All "Acts of God" are not covered under this plan. If we are to perform a summer pm, the water spicket can be no more than 25 ft. from outdoor unit.

## SERVICE CLUB MEMBER GUIDELINES

After all repairs have been made to qualify your system/equipment, you will be eligible to enroll in the Service Club Plan. Your coverage begins on the 25th of the following month of signing. Your recurring payments are made on a monthly basis the 25th of each month, with the amount equal to the annual sum, which is divided by 12. You may choose a valid credit card to debit, or you can provide us with a voided check that we can use for an ACH debit from your checking account.

\*\*We cannot set up any member plan unless it is paid month-to-month. Payments will not be accepted on a billable basis. Annual, semi-annual, or quarterly payments are not allowed.

\*NOTE: Customer is required to sign membership form to authorize monthly debits.

## SERVICE CLUB CANCELLATION

You have the right to cancel this Membership at any time, but are required to send us a written request at least two weeks prior to the 25th of that current month. If your request is received after the 25th of that month, your account will be charged for that month.

## SERVICE CLUB TERMINATION/REINSTATEMENT

If your credit card/or checking account is declined, your Service Club Membership Plan will be terminated automatically. We are not required to contact you in this matter and all options/and discounts under your current plan will cease. Your service will be interrupted. You may reinstate this plan by contacting us with either new credit card information - or - checking account information. We will "backcharge" the previous months charges to your new account, and your plan will be reinstated. If your account declines twice within a 6-month period, your membership at that time will be permanently removed. Production's responsibility under this plan will cease if any service, or any parts or equipment covered by the plan is procured from another company.

## TRANSFER

Service club Plans are transferable to new owner at option of property seller, or may be voided at seller's request. However, no refunds are permitted.

## EQUIPMENT COVERED UNDER PLAN

(A) HEATING- This plan covers only residential natural gas furnaces, propane furnaces, or electric air handlers.

(B) COOLING/HEATPUMPS (Ground Level Only) - This plan only covers residential electric powered central air conditioning units/ heatpump units in residences. \*\*We do not PM outdoor equipment requiring a ladder.

(C) PACKAGE UNITS (Ground Level Only)- Plan coverage for this equipment covers all items as stated in (A)HEATING and (B)COOLING plans. Rooftop package units are not included.

## DIAGNOSTIC FEES

All Club Members will be charged a flat \$19.95 diagnostic fee, which covers the first 30 minutes on-site. Additional charges after this period will apply. See Straight Forward Pricing guide.

## LOCATION OF EQUIPMENT

For safety reasons we reserve the right to refuse any/all service on equipment located: on rooftops, domers, in cellars, crawlspaces, outbuildings, etc. We do not service units in suspended ceilings.

## WARRANTY

Any part under this plan, if under warranty will be replaced at no charge to you if it lies under the 1st year manufacturers warranty, but it must be installed by us. If any part of your system is past the 1st year, but still has any remaining coverage we will replace that part at no charge, but will charge for the service on that part.

## CLUB MEMBER LOYALTY PROGRAM

As a Club Member you will receive a \$50 credit for each consecutive year that your plan is in place. You may use this credit towards the purchase of a replacement indoor/or outdoor unit, up to a maximum of \$500 in credits. Credits may not be used for repairs, diagnostic fees, balance payoffs, or accessory purchases.