

# The Customer Care Incredible Energy Saver Membership Plans

Membership Benefits	Original Plan	Superior Plan	Air Concierge Plan (T-Stat sold separately)
<b>Planned Maintenance:</b> Two Planned Precision Tune Ups & Professional Cleanings each year. Includes our 21 + point inspection to prolong equipment life & help Reduce energy usage. <b>Inspection includes:</b> ✓ Proper voltage ✓ Contactors & Relays ✓ Electrical Connections ✓ Electric Heat Strips ✓ Duct Work ✓ Vibrations ✓ Blower Assembly ✓ Motors ✓ Pulleys & Belts ✓ Control Board Operation ✓ Clean or Replace Filters ✓ Brush Coils ✓ Limit Switches ✓ Heat Exchanger ✓ Proper Refrigerant ✓ Condensate Drains ✓ For Visible Leaks ✓ Thermostat ✓ System Safety	Two Visits	Two Visits	Purchase this membership by itself or Add it to any other membership and receive remote control & daily monitoring along with the added features below.
<b>No Diagnostic Fees:</b> That's right members do not pay for service call diagnostic fees during normal Business hours of 8am to 6pm. (Trip charges may apply)	✓	✓	Only when added to another plan
<b>No After Hours Fees :</b> There is no extra fee after normal operating hours.	✓	Trip Charge Only	✓
<b>Priority Emergency Service:</b> Jump to the head of the line when you need it most.	✓	✓	✓
<b>2 Year Parts &amp; Labor Warranty:</b> On all repairs made by Superior. (Excluding dirty filter and clogged drains)	✓	✓	✓
<b>Automatic Renewal:</b> The policy will be renewed automatically, year to year, unless canceled 30 day prior to renewal date	✓	✓	✓
<b>10% Discount:</b> on all repairs (Does not apply to system replacement)	✓	✓	✓
<b>Replacement rebates:</b> Get credits toward Replacement systems.	✓	✓	✓
<b>Inflation Protection:</b> Lock in your Membership price for at least 3 years	✓	✓	✓
<b>Labor Protection:</b> There is no charge for any labor to repair unit or replace parts. (Chemical cleaning of the coils is not covered under this policy)		✓	
<b>Repair protection:</b> At least 30 different parts and controls will be replaced or repaired at no charge. Compressors, heat exchangers, & coils will be replaced at no charge only when covered by manufactures warranty. If out of warranty there will only be a charge for the part and not for labor. Accessories such as special filters are not covered but can be for an additional fee.		✓	
<b>No Loss Guarantee:</b> If Superior doesn't have it fixed within 24 hrs we will pay you up to \$1,000			✓
<b>Daily Monitoring &amp; Remote Access :</b> System performance & alerts will be monitored. (WiFi Required)			✓
<b>Concierge Service:</b> Call us to change temperatures or check system operation. (WiFi Required)			✓
<b>Filter changes &amp; Maintenance Reminders.</b> Reminders are sent right to your thermostat			✓
<b>Pricing:</b> The first price in the box is for the first system. The second price is for each addition system			

### Terms & Conditions

Superior holds the right to accept you in the program as well as the authority to cancel the program at any time. Memberships are transferable to new owners but not new locations. Minimum term is 1 year. Any contract terminated before it's term is up will be eligible for a refund on a prorated basis less any deductions for work already performed. Equipment must be brought up to industry standards at the customers expense before acceptance of membership in order to begin the program. Any repair needed or recommended by this inspection should be made. If they are not made you will only qualify for the original Plan.

Tune ups, cleanings and or filter change per membership will be scheduled at Superiors discretion during normal business ours Mon-Fri 8am to 6pm.

I understand Superior is not responsible for any water damage due to condensation of any kind including mold or mold remediation..

### Labor and Repair Protection Conditions

Systems over the age of 10 can only be covered under the repair protection if enrolled prior to its 10th year.

It shall be at the discretion of Superior Heating & Air to repair or replace defective material & parts. In the event any or all of the equipment is not, in our opinion, economically repairable Superior will quote the replacement cost. Until replacement has taken place, no further service will be performed.

The repair and labor protection benefits are directly related to the HVAC equipment only and does not apply to electrical or plumbing outside of the equipment like: Duct work and air flow, copper line sets, act of nature (which includes animal damage, Freezing, fire, flood), well pumps or associated well parts, high voltage wiring at any junction besides in the equipment itself, and any third party related items including work required due to negligence or misuse outside of our control.

Unnecessary nuisance calls beyond the scope of this contract may be charged and paid for by the purchaser. Example: Dirty Filter, Fuses, breakers, reset switches ect.

Superior will not be required to furnish, without extra cost, any parts, material or equipment recommended or required by local or state code regulations, insurance companies, or home inspectors.

The No Loss time line is 1 business day & starts after the diagnostic is made. If the repair is large enough to require a signed approval time will begin after we have the approval. We cannot be held responsible for the 24 Hour time line if a third party is needed (Electrician, Well Driller, ETC..) A repair may include setting temporary equipment that will be at the owners expense

Name: \_\_\_\_\_ Billing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_ Local Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Plan: _____ First System	Each Additional System	Accessories (\$60 a year Each)	Thermostat (\$399 each)	Total:	Monthly Direct Debit	Credit Card / Check # Exp. Date: _____ Security Code _____
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	# _____

I have read and understand the terms and conditions outlined above Authorized Signature: \_\_\_\_\_ Date \_\_\_\_\_

• Superior Heating & Air Inc. • 36 Persimmon St. Suite 202 Bluffton S.C 29910 • We Never Close  
• Office: 843-682-2665 • www.Superior.AC • Fax: 843-815-4215

# Introducing Superior's: Air Concierge



## The Incredible Remote Monitoring, Repair Protection & Energy Saver Plan

*\*Some of the memberships include a monthly fee that will cover all their repairs for the year.*

**3 Plans To Choose From**

### Let us sooth your mind, body and your wallet...

Sick of worrying about your home when you are not there?  
Tired of paying for expensive heating & air conditioning repairs?

Well now say goodbye to both with one of Superior's new **Air Concierge Memberships**. Put your mind at ease knowing that whether you are at home or away, your HVAC system's performance is being monitored 24/7. Enjoy the convenience of being a mouse click away from adjusting temperatures or being notified in case of a system failure no matter where you are.

When you are an **Air Concierge Member**, not only can we adjust and monitor the comfort levels in your home, business or vacation retreat by simply logging onto the internet, but your systems yearly maintenance check ups and service repairs are also included. The **Air Concierge** includes an updated thermostat and a host of other options that help you keep tabs on comfort levels, system usage, dirty filters, power outage, and more in your home. This means that you can have us monitor your home's HVAC systems daily to prevent problems and speed up response time.

### IN SHORT, COMPLETE PEACE OF MIND!

### Options At Your Fingertips

#### Remote Access

Superior Heating & Air will have 24/7 access to your homes HVAC system. We will be able to monitor alerts, check system status, change temperatures, even set temperature limits.

#### Access To Local Weather Forecast

Now have streaming weather forecasts sent right to your thermostat.

#### Emergency Condition Notification

While on our program, we will receive instant notification when there is a problem in your home such as a temperature swing that could indicate a heating / cooling failure or alerts indicating potential for property damage.

#### Dispatch Help Immediately

The Air Concierge will immediately notify Superior Heating & Air for repair service after detecting an emergency condition.

#### Multiple Alarm Priorities:

The Air Concierge will notify Superior Heating & Air differently based on the severity of the situation.

#### Easy Configuration and Access

The Air Concierge replaces "squint and curse" programming with user friendly, "point and click" programming.

When was the last time you carried on a conversation with your Thermostat?



Yeah, We're That Good



PHONE: 682-COOL  
2665

### REPAIR PROTECTION

In our on going effort to keep customers happy and repair & energy bills down we have created "Repair Protection". The repair protection feature is an available option that is included in our Superior Service and Air Concierge Memberships. The name says it all. While a qualified Superior Service or Air Concierge Member you will not pay for any heating or air conditioning repairs or check ups."

### Peace Of Mind

24/7 Remote monitoring of a home or business when you are not there. The Air Concierge alerts (below) will give you peace of mind that your home or business is comfortable and functioning; even when you are not there!

#### Alerts:

- Dirty Filter (Actual)
- System Performance
- High/low room temperature  
(Indicating possible system failure)
- High/low outdoor temperature
- Energy consumption
- Water Detection
- System lockout
- Power outage
- Humidity
- More



*\*Please read the monitoring section for subscription details and exclusions*

[www.superior.ac](http://www.superior.ac)