

MONSTERCARE™

HVAC System Protection



Keep your HVAC system running at peak efficiency and protect your household from breakdown, expense, and dangerous safety conditions. Our carefully designed MonsterCare™ plans provide the best protection possible to keep your home and your family comfortable all year round.

You won't find a more comprehensive plan, with better value, than MonsterCare™. Guaranteed.



Aircraft-grade reliability for your home's comfort systems - **guaranteed.**

We designed a program that brings aircraft-grade reliability to your home comfort systems. In fact, it's so good that if you qualify for MonsterShield, we can guarantee your system won't break down again.

It's easy to forget that your home's HVAC system has more in common with a car or an airplane than it does the rest of your home. It's the only major mechanical system in most U.S. homes, and **all** mechanical systems need regular maintenance to keep them running well.

Of the many things that cause expensive HVAC breakdowns, these are just a few:

FAILURE	PREVENTION	COST TO FIX AFTER FAILURE	COST TO PREVENT WITH MONSTERCARE™
Failed Compressor	Install a start assist relay	\$1600+	\$175*
Complete Loss of Refrigerant	Detect and fix small leaks	\$1100+	\$500**
Failed Contactor	Replace pitted contactor before failure	\$260+	\$90
Failed Capacitor	Replace aging capacitor before failure	\$250+	\$95
Blocked drain line	Regular drain line cleaning	\$225+	\$0

* This prevention will keep an aging compressor running longer, but not forever.

** Estimated average cost to find and fix an early-stage leak.

MONSTERSHIELD™ BULLETPROOF RELIABILITY GUARANTEE

When you qualify for and purchase our MonsterShield™ service, we **guarantee** our maintenance will keep your system running in peak condition with no breakdowns. Here's how it works: During your annual spring or fall maintenance, we will recommend any repairs necessary to prevent unexpected failure in the upcoming season. Once those repairs have been made, you will **automatically** qualify for MonsterShield™ if your system is under 10 years old. Then for the entire period until your next regular service is due, we will guarantee that your system will not break down for any reason, and if does, we will fix it for free. **Our maintenance is that good!**

EXCLUSIVE SAVINGS

Diagnostic Discount Save on every service call/diagnostic fee. Regular price is \$99.	25%	50%
Parts & Service Discount When problems strike, you'll save on all parts AND labor.	10%	15%
System Enhancement Discount Discounted rates on purchases of indoor air quality enhancements such as air purifiers, humidifiers, and UV lights.	15%	20%
System Replacement Credit You'll save big when your system needs to be replaced. You earn an initial credit and a bonus credit each year, up to \$750 for standard efficiency systems, and a whopping \$1,000 on high efficiency products.	\$50 + \$25/year	\$250 + \$50/year

ESSENTIAL PROTECTION

Annual Inspection Every year, we'll do a thorough inspection of your system and provide a detailed report.	✓	
Spring Precision Maintenance Every spring, we perform a thorough inspection, test your system for cooling, and clean/maintain the components. See full details on the last page.		✓
Fall Precision Maintenance Every fall, we perform a thorough inspection, test your system for heating, and clean/maintain the components. See full details on the last page.		✓
Factory Warranty Compliance Your system's factory warranty most likely requires that you complete necessary service twice a year and may be void without it.		✓
Wear & Failure Protection with MonsterShield™ A well-maintained system can last twice as long as one without the proper care, saving you thousands of dollars in repairs and replacement costs. (See MonsterShield section for details.)		✓

ENERGY EFFICIENCY, HEALTH & COMFORT

Air Quality Testing We will periodically analyze your indoor air quality and create report identifying concentrations of chemicals, particulates, carbon monoxide and more, then develop a remediation plan to help make your air healthier.		✓
Healthy Air & Home Comfort We'll visually inspect your ductwork, filters and other components for signs of unhealthy air quality.	✓	✓
Remote System Monitoring Available only on certain Carrier(R) systems, we will monitor your system for performance and can detect some types of problems before they even interrupt your comfort.		✓

CONVENIENCE & SERVICE

Priority, 24/7 & Emergency Service If you need service at the same time as everyone else in town, you'll jump right to the front of the line as a priority service customer.	✓	✓
Comfort Advisor Have questions about smart thermostats, energy costs, or anything else HVAC? Just give us a call -- It's free for MonsterCare members.	✓	✓
Comfort Right Away We provide portable heating and cooling units to get you comfortable fast while parts are ordered and repairs are made.	As available	Priority

PRECISION MAINTENANCE



SPRING (COOLING)

Air-conditioning systems, like today's aircraft, are made up of many interconnected mechanical components. A failure of one part can cause your system to stop working, or worse, cause damage to other parts. Some mechanical parts will stop working when they're not used for a while, such as over the winter, and others will fail when it first gets really hot.

Our rigorous maintenance process inspects, cleans, lubricates, and protects your system for the upcoming season. We also provide a complete system health report, so you can see at a glance exactly where each component stands.

- Check thermostat function
- Check temperature delta
- Check electrical components
- Visually inspect for biological growth
- Visually inspect for refrigerant leaks
- Inspect air filters
- Check for proper air flow
- Clear/Flush condensate line
- Chemically clean condenser coil
- Inspect safety switches/ Test controls
- Test Cooling Function
- Safety/Performance inspection report
- And much more...



FALL (HEATING)

Maintaining a heating system often requires making sure that multiple heat sources will all work and come on when needed to keep your family warm – For example, a heat pump with auxiliary heat strips. Gas furnaces often stand alone, but due to the gas and combustion involved, it is especially important to get it checked annually for proper function and safety.

- Check thermostat function
- Check temperature delta
- Check electrical components
- Visually inspect for biological growth
- Visually inspect for refrigerant leaks
- Inspect air filters
- Check for proper air flow
- Clear/Flush condensate line
- Chemically clean evaporator coil
- Inspect safety switches/ Test controls
- Test heat function
- Safety/Performance inspection report
- And much more...

This is only a summary of the MonsterCare™ maintenance and service plans and is not to be construed as a contract. Your MonsterCare™ Service agreement will include additional terms and conditions.

MonsterCareSM General Terms and Conditions

Comfy told us he doesn't like legalese because it makes his brain hurt when he'd rather just be comfortable. So here's what our lawyer says we need to tell you, in words that Comfy can (mostly) understand:

- 1. MonsterCare is not an extended warranty program.** MonsterCare is a preventive maintenance service intended to keep your system in top condition for long life. We clean, inspect and test your system for efficient operation. You will be given a detailed report. If repairs or replacements are advisable or necessary, we will tell you and give you a quote.
 - 2. You must change your filters regularly and prevent anything being sucked into your system besides air.** Clogged filters put a strain on even the best system and add to your heating and cooling costs.
 - 3. Your HVAC system must be readily accessible and safe.** Don't store things in the attic or crawl space near your system which could interfere or block access. Keep trees and hedges trimmed around outside units. (They will also work better when air can circulate and vents are not obstructed.) Attic stairs and floors must be in good condition and strong enough for our people to work safely. Crawl spaces must be kept dry and free from insects, snakes and rodents. Comfy *hates* water and especially snakes and rodents!
 - 4. During the MonsterCare term, no one else may work on your system—not even you!** We take pride in keeping your system in great condition, and we don't want to fix things from other people messing around.
 - 5. You have to pay for MonsterCare.** Comfy would love for us to make everyone comfortable for free, but we can't all live on berries and old refrigerant like he can. You can pay monthly with a recurring credit card charge, a bank charge, or even pay cash at our office up to a year in advance. So far, so good.
 - **If you don't pay regularly, MonsterCare may be suspended or even stopped.** You may even incur a service charge at prevailing rates, presently 1.5% per month.
 - **If you need service when we haven't received regular payments, you may be charged for parts and labor at rates that people without MonsterCare pay.** Ouch!
 - **You don't have to tell us to renew.** Unless you tell us otherwise, MonsterCare will be automatically renewed on an annual basis. If prices go up, we'll let you know, but we'll always give you a great deal.
 - 8. We do not accept liability for personal injury or property damage, including consequential damage, from defects in any manufactured equipment installed in your system covered or disclaimed by manufacturers limitations, terms, conditions, exclusions and warranties.** Copies will be provided upon request. We will only be liable for proven damages arising from our sole negligence not otherwise covered by property owners or renters insurance. Even with regular maintenance, equipment including drain pans and condensate lines can become clogged, leak or fail between inspections. Repairs, painting or other damage caused by equipment failure is specifically excluded from our liability.
- Comfy also says, "Let's be fair."**
- 9. If you haven't kept a clean and safe place for us to work, we might not be able provide MonsterCare and won't come back until you've fixed it.** If we have to come back later, we may add a charge for the second visit.
 - 10. Our people know heating and cooling, but they can't change our MonsterCare terms.** That would have to come from a Comfort Monster manager in writing to be effective.
 - 11. We hope this will never happen, but if for any reason, you stop loving us, or we just can't get along, then either of us can call it quits by just putting it in writing—email, text, or even snail mail.** No refunds, no further service after that. We'll miss you if you move away, but no problem. Just introduce us to your buyers and we'll transfer MonsterCare to them.

Print this out and keep it so we don't forget our MonsterCare agreement.

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Some other things Comfy wants you to know:

- 6. MonsterCare is provided during normal working hours, usually M-F 8:00 a.m. to 5:00 p.m.** Summer hours may be earlier. We try to schedule regular visits and inspections with you. But if we can't get in, we can't do our work and your system may suffer. If an emergency comes up and no other techs are available, we may reschedule a purely preventive maintenance visit. Wouldn't you want us to do that for you on a hot summer day?
- 7. If your system gets too old for us to find parts or refrigerant from regular suppliers, or it is no longer economically repairable, we may have to charge extra, or even tell you that you must get a new system.** If that