













PICK THE  
**PLAN**  
WITH THE  
**BENEFITS**  
YOU WANT  
**MOST**

Reasons to Invest In Our  
Peace Of Mind Membership Plan

- ✓ Satisfies manufacturer warranties
- ✓ Ensures regular maintenance so that your systems last longer
- ✓ Should you need us for a repair or emergency, you can count on us being there and getting the best price

Exclusive Household Member Benefits

- ✓ Front of the Line Priority Service
- ✓ 10% OFF HVAC accessories
- ✓ Loyalty Credits Towards System Replacements
- ✓ Complimentary Humidifier & Dehumidifier Maintenance

	Basic Preventative Plan* \$18/mo.	Comprehensive Plan* \$22/mo.	Premium Plan \$35/mo.	Guardian Plan \$43/mo.
 <b>Annual Heating or Cooling Visit</b> <i>Annual system tune-up so that your system works when you need it.</i>	✓	✓	✓	✓
 <b>Discounted Service Repairs</b> <i>20% discount on all service repairs</i>	✓	✓	✓	✓
 <b>Courtesy Reminder Service</b> <i>Ensures your maintenances are booked around your schedule.</i>	✓	✓	✓	✓
 <b>Hassle-Free Monthly Auto-Pay</b> <i>Budget friendly way to keep your membership in good standing.</i>	✓	✓	✓	✓
 <b>Guaranteed Priority Service</b> <i>There when you need us!</i>	48 Hrs.	48 Hrs.	24 Hrs.	Same Day
 <b>Seasonal White-Glove Deep Clean</b> <i>Chemically clean unit.</i>	-	✓	✓	✓
 <b>Quality Assurance Cleaning:</b> <ul style="list-style-type: none"> <li>• Anti-Microbial Condensate Pan Treatment</li> <li>• Clean Blower Motor (as needed)</li> <li>• Clean Burner Assembly (as needed)</li> <li>• Clean Evaporator Coil (as needed)</li> </ul>	-	-	✓	✓
 <b>FREE Replacement Filters</b> <i>One MERV 11 1" filter included per maintenance. Additional costs for higher MERV filters.</i>	-	-	✓	✓
 <b>Peace of Mind Labor Warranty**</b> <ul style="list-style-type: none"> <li>• FREE repairs on parts covered under factory warranty</li> <li>• \$500 discount on repairs not covered under factory warranty</li> </ul>	-	-	✓	✓
 <b>FREE Dispatch Fees</b> <i>Free during and after normal business hours. Excluding Holidays. Discounted rates available for Holiday hours.</i>	-	-	-	✓
 <b>Annual Loyalty Credits</b> <i>Annually Accumulated Credits good for use on accessories or system replacements.</i>	\$25/yr.	\$50/yr.	\$100/yr.	\$150/yr.
 <b>Discounted Rate for Coverage on Additional Systems</b>	-	\$19/mo.	\$29/mo.	\$39/mo.



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**Q:** What is considered "one unit" under the Peace of Mind Membership Plan?

**A:**

- ✓ Ductless Systems: One Outdoor & One Head (add an additional head for \$10.00 per head.)
- ✓ AC
- ✓ Heat Pumps
- ✓ Furnaces\*
- ✓ Boilers\*
- ✓ Water Heaters\*

*\*All boilers, tankless water heaters, and any oil furnace or water heaters are not eligible for the Basic Preventative Plan.*

*\*Oil Boilers are not eligible for the Basic Preventative or Comprehensive Plans*

## Did you know...

**Q:** Which systems are eligible for the membership plan?

**A:** Systems that are 15-years old or newer **OR** any system recently serviced by Obie Comfort Solutions.

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**Q:** Can I have different systems under different plans?

**A:** No, and you certainly wouldn't want to. Having each of your HVAC systems under the same plan will ensure your comfort needs are met every time.

**Q:** How do the Annual Loyalty Credits work?

**A:** Annual Loyalty Credits are accumulated annually on the anniversary of your membership plan. Credits can be used towards accessories or towards system replacements. Credits do not expire with an active plan.

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**Q:** When can I start taking advantage of the member exclusive benefits?

**A:** Today! Just sign up with the first month's payment and your preferred payment method for recurring payments going forward.

**... members of the  
Guardian Plan  
can save up to  
\$2,316  
annually!?!?**

## Plan Selection

**Membership Type:**

- Basic Preventative (\$18/mo.)  
  Comprehensive (\$22/mo.)  
  Premium (\$35/mo.)  
  Guardian (\$43/mo.)

## Systems Under Agreement

**Main System \$\_\_\_\_\_**

Unit Type:

- AC                       Boiler  
 Furnace                 Water Heater  
 Ductless                 Humidifier (Inc.)  
 Add. Heads             Dehumidifier (Inc.)

Energy Source:

- Electric     Gas     Oil

Brand: \_\_\_\_\_

Model #: \_\_\_\_\_

Serial #: \_\_\_\_\_

Filter Size: \_\_\_\_\_

Age: \_\_\_\_\_

**Add On System \$\_\_\_\_\_**

Unit Type:

- AC                       Boiler  
 Furnace                 Water Heater  
 Ductless                 Humidifier (Inc.)  
 Add. Heads             Dehumidifier (Inc.)

Energy Source:

- Electric     Gas     Oil

Brand: \_\_\_\_\_

Model #: \_\_\_\_\_

Serial #: \_\_\_\_\_

Filter Size: \_\_\_\_\_

Age: \_\_\_\_\_

**Add On System \$\_\_\_\_\_**

Unit Type:

- AC                       Boiler  
 Furnace                 Water Heater  
 Ductless                 Humidifier (Inc.)  
 Add. Heads             Dehumidifier (Inc.)

Energy Source:

- Electric     Gas     Oil

Brand: \_\_\_\_\_

Model #: \_\_\_\_\_

Serial #: \_\_\_\_\_

Filter Size: \_\_\_\_\_

Age: \_\_\_\_\_

**Add On System \$\_\_\_\_\_**

Unit Type:

- AC                       Boiler  
 Furnace                 Water Heater  
 Ductless                 Humidifier (Inc.)  
 Add. Heads             Dehumidifier (Inc.)

Energy Source:

- Electric     Gas     Oil

Brand: \_\_\_\_\_

Model #: \_\_\_\_\_

Serial #: \_\_\_\_\_

Filter Size: \_\_\_\_\_

Age: \_\_\_\_\_

**Total Monthly Investment:**

\$\_\_\_\_\_ / mo.

**Month of 1st Maintenance:**

- Jan.  
 Feb.  
 Mar.  
 Apr.  
 May  
 Jun.  
 Jul.  
 Aug.  
 Sep.  
 Oct.  
 Nov.  
 Dec.

**Month of 2nd Maintenance:**

- Jan.  
 Feb.  
 Mar.  
 Apr.  
 May  
 Jun.  
 Jul.  
 Aug.  
 Sep.  
 Oct.  
 Nov.  
 Dec.



# PEACE OF MIND MEMBERSHIP PLANS TERMS AND CONDITIONS

**WELCOME TO THE FAMILY** and thank you for joining our Peace of Mind Agreement Plan! We are excited to serve you! Under this agreement, we will provide priority service and seasonal preventative maintenance services for the equipment covered by this Agreement. Our regular preventative maintenances help to satisfy manufacturer warranties, enable your system to run efficiently, and reduce the of risk of system failure. Regular preventative maintenance, however, does not and cannot guarantee that your system will never fail. As such, our Peace of Mind Membership Plan offers exclusive member discounts to ensure that you will be taken care of should your system need be repaired or replaced.

**Effective & Term Dates:** This Agreement is an annual agreement that goes into effect as of the day payment is received and will extend for a term of twelve (12) months. For your convenience, your plan will auto renew upon the anniversary date, unless cancelled via written notice by either party, not less than thirty (30) days prior to the renewal date.

**Cancellation:** A customer may cancel this Agreement at any time by providing written notice. The entire annual fee is due even if the service is terminated. The amount due upon termination will be prorated based on the number of remaining months left on the Agreement. No refunds are ever given. If any discounted services are rendered, and the contract is not fulfilled in full for any reason, all past services will be billed out at full retail rates and charged to the customer's account. These fees will be due immediately and must be paid.

**Monthly Payment Terms:** The first monthly payment is due upon entering this Agreement. The recurring monthly payment will be paid via electronic payment (ie. credit card or electronic check) on the 10th of each month.

**Active Members & Past Due Accounts:** Active members are members who have no gaps in payment and have no past due balances on their account. No maintenance or service will be performed under this agreement if there is a past due amount. Additionally, the customer will forfeit any Loyalty Credits or Extended Warranties if there is a gap in payment. Obie Comfort Solutions reserves the right to cancel this Agreement if a customer provides inaccurate information or is uncooperative, fails to make a payment under this Agreement when due, or if the customer fails to pay for any goods or services provided by Obie Comfort Solutions, whether in connection to this Agreement or otherwise.

**Maintenance Appointments:** Obie Comfort Solutions will make every effort to contact the customer by phone or in writing to schedule seasonal maintenance appointments. The customer has the ultimate responsibility for scheduling when Obie Comfort Solutions is unable to contact the customer through reasonable efforts. Maintenance appointments require six (6) consecutive months of payment for the annual period. Refunds will not be provided. Additionally, equipment must be operational at the time of the appointment. If equipment is not operational, a diagnostic fee will apply. Only the equipment that is under agreement and is accessible as of the time of the Maintenance appointment will be inspected and maintained. All included maintenance to be completed during normal business hours (8:00 A.M. - 5:00 P.M. Mon-Fri).

**Tampering of Equipment:** If a customer's equipment has been tampered with or adjusted by anyone other than Obie Comfort Solutions' technicians at the time of a Maintenance appointment, any parts and labor warranties will be forfeited and additional charges for repairs may apply.

**Discounted Services & Priority Service:** All active members are entitled to the Member Exclusive Discounts listed in the Agreement. The 20% Repair & Diagnostic Discount is applicable to Obie Comfort Solutions' normal flat-rate pricing and diagnostic fees. Regarding free diagnostics under the Guardian Plan, Holiday fees may still apply. Obie Comfort Solutions agrees to use reasonable efforts to provide all members with priority service.

**Peace of Mind Labor Warranty\*\*:** 30 day waiting period before first covered repair. Repairs covered by the manufacturer's parts warranty are free. If parts warranty is expired, each repair incident is covered up to \$500, \$1,500 per membership term (See Effective & Term Dates). Warranty coverage is limited to functional parts in furnace/air handler, condenser, heat pump, boiler and connected thermostat. Examples of items not covered include gas lines, wiring, breakers, zoning systems, water heaters, IAQ products, or any other add-on accessories. Failed thermostats with expired manufacturer's warranty will be replaced with Honeywell 6000 or equivalent credit applied to a thermostat upgrade. Covered repairs must be performed by an Obie technician, an no reimbursement will be paid for work performed by any other party. Damage resulting from power surge, pets or other animals, acts of God, flood, or vandalism, accidental or otherwise, are not covered. Refrigerant (R22) recharge and associated diagnostic fee warranted only if leak repair is performed.

**Inspection of Equipment Before Effective Date:** Prior to entering into an Agreement, Obie Comfort Solutions reserves the right to inspect all equipment and perform any work at the owner's expense necessary to put the equipment in operational condition. Further, Obie Comfort Solutions reserves the right to reject any equipment for inclusion in an Agreement, if, upon inspection, the equipment is found not to be in suitable condition for an Agreement (ex. system not operational because it needs to be replaced).

**Changes to Agreement:** No changes, additions or deletions, may be made to this Agreement by any representative of Obie Comfort Solutions, whether verbal or written, unless written approval has been provided and signed by the Operations Manager.

**Transfer of Agreement:** This Agreement relates specifically to the dwelling where the equipment is located and is non-transferrable to other equipment at any other location. This Agreement may be transferred by the customer to the purchaser of the customer's residence, and in such event, these terms and conditions will apply to the new owner.

**Release of Liability:** This Agreement does not cover and the customer agrees, to the full extent permitted by the law, to release Obie Comfort Solutions from and indemnify Obie Comfort Solutions against: (a) any breakdown or failure of the covered equipment or the cost of any parts or labor related thereto; (b) any failure to detect any defect in or malfunction of the covered equipment; (c) any indirect, special, consequential, secondary, incidental, punitive, or exemplary damages; and (d) any bodily injury, death, or property damage, regardless of cause.

**Applicable Law; Severability:** This Agreement shall be construed and governed by the laws of the Commonwealth of Massachusetts (without resort to any law or principle regarding conflicts of law). If it is determined that any provision or portion of this Agreement is invalid or unenforceable, such provision or portion shall be stricken, and the remaining provisions and portions hereof shall not be affected, but on the contrary, shall continue to be binding and of full force and effect.

**AGREEMENT TO TERMS & CONDITIONS: I understand and agree to the terms and conditions outlined above.**

Customer Name (Print): \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Customer Information

First Name:  Last Name:   
Home Phone:  Mobile Phone:   
Email:

### Service Address

Address:   
City:  State:  Zip:

### Billing Address (if different from Service Address)

Address:   
City:  State:  Zip:

## Payment Information

**ACH:** Please provide a voided check.

Bank Name:   
Routing Number:         
Account Number:

### Credit Card:

Visa  Mastercard  Amex  Discover  
Card Number:                  
Expiration Date:   /   CVV:

*I accept the terms and conditions of this agreement and authorize Obie Comfort Solutions to deduct the monthly payment for this annual agreement via my credit card or checking account.*

Customer Name (Print): \_\_\_\_\_ Obie Representative: \_\_\_\_\_  
Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_