

The Customer Care

Incredible Energy Saver Membership Plans

Membership Benefits		Superior Plan	Platinum Plan	Gold Plan
Costs	Per Month Per Year	\$55 \$600	\$25 \$300	\$14 \$168
Planned Maintenance: Two Planned Precision Professional Tune Up & Professional Cleaning each year. Includes our 19 point inspection to prolong equipment life & help reduce energy usage. Inspection includes: <ul style="list-style-type: none"> ✓ Proper voltage ✓ Contactors & Relays ✓ Electrical Connections ✓ Electric Heat Strips ✓ Duct Work ✓ Vibrations ✓ Blower Assembly ✓ Motors ✓ Pulleys & Belts ✓ Control Board Operation ✓ Chemically Clean Coils ✓ Limit Switches ✓ Heat Exchanger ✓ Clean or Replace Filters (Customer may need to supply filters) ✓ Proper Refrigerant ✓ Condensate Drains ✓ For Visible Leaks ✓ Thermostat ✓ System Safety 		✓	✓	✓
Priority Service: Jump ahead in line, over non members and lower level members, when you need it the most.		Guaranteed Same Day	Guaranteed w/in 24 hrs	Priority Service
Reduced Rate Diagnostic: Members pay a reduced rate for the diagnostic fees and no trip charge if a repair is made during normal business hours of M-F 8am-6pm		✓	✓	✓
No After Hours Fees : Pay regular rates without overtime charges for any after hours service needed.		✓	✓	✓
10% Discount: on all repairs (Does not apply to system replacement)		✓	✓	✓
Automatic Renewal: The policy will auto renew annually unless canceled 30 days prior to renewal date.		✓	✓	✓
Extended Parts & Labor Warranty: Extend the warranty on all repairs Superior makes while a member (excludes dirty filters & drain lines)		Lifetime	2 Year	1 Year
Replacement Rebates: As long as you are a Member, you will accrue \$300 a year of your membership to put towards a new system when you need one up to:		\$1,500	\$1,200	
**Repair Protection: All repairs to equipment during membership will be made at no charge. Compressors, coils and heat exchangers will be replaced at no charge only when covered by manufactures warranty. If out of warranty there will be a charge for the part but not for the labor. Accessories such as special filters or zone boards are not covered but can be for an additional fee. Refrigerant is not covered and will be billed in the event it is needed.		✓		
Filter Concierge: Filters should be changed, if possible, between our visits. With this option you can have a box of properly sized filters left at your house to be used as needed. Eachbox contains two free filters. Box quantity varies by filter size.		✓		
Air Concierge: Purchase one of our qualifying thermostat's and gain our concierge service to allow us as well as you to monitor temperatures, change temperatures and be alerted in real time if the system is not performing as it should.		✓	\$1 per month	\$2 per month
Price for Additional System:	Per Month Per Year	\$29 \$348	\$11 \$132	\$11 \$132

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.

Upon cancellation a total of 6 payments must be collected for every maintenance performed for all monthly paying customers.

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 not qualify for any repair protection. Superior holds the right to modify memberships at any time for any reason.

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.

Name: _____ Billing Address: _____

Email Address: _____ Local Address: _____ Phone #: _____

Plan: System Qty: _____	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 _____

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Servicing Hilton Head, Bluffton, Beaufort, Lake Oconee, Charleston & All Surrounding Areas • www.Superior.AC