

LEGEND SHIELD BLUE

LEGEND AC | RESIDENTIAL HVAC PROTECTION & MAINTENANCE

MEMBERSHIP AGREEMENT • ENROLLMENT

This agreement is between the customer(s) below and the legal service provider identified below, doing business as Legend Air ("Legend"). Coverage applies only to accepted residential HVAC systems at the service address. Complete all enrollment fields before signing.

Provider legal name: Legend Services
Business address: 100 Quail Meadow Drive, Kyle TX 78640
Texas HVAC contractor license number: TACLA132850E

Customer name(s): _____
Service address: _____
City / State / ZIP: _____
Phone: _____ Email: _____

1. Membership pricing & payment election

Enrolled systems	Monthly	Annual
First system	\$69	\$700
Each additional system at this home	\$39	\$400
Two-system home total	\$108	\$1,100

Select one: Monthly _____ Annual _____
Number of systems: _____ Total selected payment: \$ _____
First payment date: _____ Recurring due date: _____

Annual savings: \$128 for the first system and \$68 for each additional system compared with 12 monthly payments. Applicable taxes, if any, must be disclosed before billing. Payment credentials and any automatic debit authorization are collected separately.

2. Accepted equipment schedule

System 1 location / type: _____
Make / model: _____
Serial Number: _____

Equipment 2 / type: _____
Make / model: _____
Serial Number: _____

Equipment 3 / type: _____
Make / Model: _____
Serial Number: _____

Use a signed attachment for more systems, component serial numbers, inspection findings, exclusions and required corrections. One system means the matched heating/cooling equipment serving one residential zone, including its applicable indoor and outdoor components.

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SERVICE BENEFITS & COVERAGE ACTIVATION

3. Inspection, acceptance & waiting period

Equipment of any age may be considered if operational, safe and reasonably serviceable. Legend AC will inspect each system and document acceptance, required corrections and any excluded pre-existing conditions. Existing failures are not covered. Payment alone does not activate repair protection. If enrollment is declined, prepaid membership fees for that system will be refunded.

Maintenance starts upon acceptance and payment. Repair protection starts 30 days after that system's acceptance date, unless Legend AC waives the waiting period in writing. The 10-year replacement eligibility period begins on the acceptance date while membership remains continuously paid. Equipment added later earns eligibility separately.

4. Quarterly maintenance & two seasonal deep cleanings

Each accepted system receives four maintenance visits per membership year. Quarterly service includes routine system and thermostat checks, electrical connection inspection, refrigerant performance evaluation, condensate drain inspection and clearing as needed, and a standard filter replacement. Four standard filters per system per year are included. Filter sizes are recorded at enrollment; specialty, custom, electronic, HEPA or upgraded media filters require an approved additional charge.

Two of the four visits include seasonal deep cleaning: accessible indoor evaporator and outdoor condenser coils, condensate components, inspection of the blower and accessible components, and heating/cooling performance testing. Invasive coil removal or extraordinary access work is quoted separately unless needed for a covered repair. When access is unavailable, filters may be left with the customer by arrangement; this does not count as a completed inspection or cleaning.

5. Covered repairs & refrigerant

During active repair coverage, Legend covers 100% of service-call charges, labor and parts needed to correct qualifying normal mechanical or electrical breakdowns of enrolled equipment. Covered components include capacitors, contactors, relays, standard thermostats, controls, motors, blower and condensate components, and refrigerant-system components. Exclusions and replacement eligibility rules below apply.

Refrigerant needed for covered maintenance or a qualifying repair is included without a quantity cap. Legend will diagnose and repair covered leaks when reasonably repairable. Refrigerant loss caused by an excluded event is not covered. Service must comply with applicable refrigerant requirements.

6. Replacement equipment, parts & manufacturer warranties

Daikin equipment replacement parts will be used for covered repairs when available and compatible. Legend AC will not install a non-Daikin substitute without the customer's prior written approval. If the appropriate part is unavailable, obsolete or incompatible, Legend will explain the options and timing; unavailability does not itself create early replacement eligibility. Replacement HVAC equipment is not restricted to the Daikin brand.

Legend AC may use an applicable manufacturer warranty for parts or equipment and will handle covered labor under this agreement. The customer will reasonably assist with warranty records. Manufacturer warranties remain separate; Legend Shield does not extend them or imply Daikin sponsorship.

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REPLACEMENT BENEFIT & SERVICE CONDITIONS

7. Eligibility for new system replacement every 10 years as needed

For each enrolled HVAC system, eligibility applies for new replacement system after every 120 consecutive paid months (10 years) of membership as needed. The first benefit is earned at year 10, then again at years 20, 30 and each subsequent 10-year milestone while membership continues. An operating system is eligible at its milestone. Each system has its own acceptance date and membership clock.

The benefit provides one new standard matched HVAC system for each enrolled system after each 10-year, including its applicable outdoor unit, indoor coil, furnace or air handler, as needed. Legend AC selects comparable-function equipment that is appropriately sized and meets applicable efficiency, refrigerant, compatibility and code requirements. Brand and model may differ. Customer-requested upgrades require a separately approved price.

8. Replacement installation & benefit scope

The 10-year replacement includes standard equipment hardware, standard removal and disposal, ordinary installation labor, normal HVAC replacement permits, startup and testing, and ordinary connections to serviceable existing utilities and ducts. No separate monetary cap is stated for covered repairs or scheduled standard replacement. Excluded work is not included in this benefit.

Major duct replacement or redesign, electrical panel/service upgrades, extensive rewiring, major gas-line changes, structural or roofing work, hazardous-material remediation, unusual crane/access requirements and unrelated home improvements are excluded. Legend will provide a written scope and obtain customer authorization for non-covered charges before work begins. Required excluded work must be completed before affected equipment is operated.

If a covered failure cannot reasonably be repaired before the system earns replacement eligibility, this agreement does not provide free equipment replacement at that time. Legend will explain available options and any customer cost in writing. No outside-contractor reimbursement or cash substitute is provided without prior written agreement.

9. Scheduling, after-hours service & customer duties

Call 737-315-9349 or 512-698-6298 to request service. Legend AC will make reasonable efforts to prioritize members with loss of heating or cooling. Normal service hours are recorded below. After-hours, holiday and emergency work depends on technician availability; immediate or same-day service is not guaranteed. Any additional after-hours charge requires advance customer approval.

Normal service days / hours: Monday - Saturday (Sunday emergencies only) / 8:00AM - 6:00PM

The customer must provide safe access, report problems promptly, operate equipment normally and allow Legend AC to diagnose covered failures. Legend AC will make reasonable scheduling attempts. Rescheduling a visit does not automatically cancel benefits. A failure caused by repeatedly preventing required maintenance may be excluded to the extent the missed maintenance caused it; Legend AC will document the reason.

10. Replacement continuity

Each scheduled replacement uses the benefit earned for that 10-year interval. The next benefit is earned after another 120 continuously paid months; installation delays do not move the original membership anniversaries. Repairs or a customer-funded early replacement do not restart the clock if enrollment continues at the same property. Benefits have no cash value. Property-sale transfers require written Legend AC approval identifying any retained eligibility credit.

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EXCLUSIONS, BILLING & SIGNATURES

11. Exclusions & responsibility

Coverage excludes pre-existing failures and damage caused by fire, flood, lightning, hail, windstorm, freezing, other acts of nature, power surges or utility events, theft, vandalism, pests or animals, external forces, structural movement, and unrelated water intrusion. Also excluded are cosmetic defects, mold/asbestos or environmental remediation, unrelated ductwork, and failures caused by improper prior installation, misuse, neglect or unauthorized alterations/repairs. An unrelated third-party visit alone does not void all coverage.

Legend AC is responsible for the covered services promised here. To the extent permitted by law, benefits do not include consequential losses such as temporary lodging, lost income, spoiled food, loss of use or property damage outside the equipment. Nothing waives nonwaivable consumer rights or liability that law prohibits limiting.

12. Renewal, cancellation, refunds & nonpayment

Monthly membership renews monthly; annual membership renews yearly, subject to any legally required renewal notice or consent. The customer may cancel by phone or email using the contact details below. Monthly cancellation takes effect at the end of the paid month, with no early-cancellation fee. Annual cancellation takes effect on the requested date, with a prorated refund of unused paid days within 30 days and no deduction for covered services already received, unless law requires a greater refund.

Legend AC will notify the customer of a missed payment and allow 10 calendar days to cure it. If cured within that period, continuous eligibility is retained. Otherwise coverage ends at the end of the last paid period; reinstatement requires acceptance and restarts the 10-year clock. Cancellation also ends future benefits and resets eligibility. A covered failure or 10-year replacement benefit earned during paid coverage is not erased solely by later cancellation. Price or benefit changes require advance written notice and apply only to a future renewal, subject to applicable law. Renewal changes preserve paid credit and earned benefits.

13. Entire agreement & customer acknowledgment

This signed agreement and signed equipment/inspection attachments control over advertising summaries. Amendments must be written and signed by both parties. Texas law applies, without limiting rights that cannot be waived. Direct billing or coverage disputes to Legend AC using the contacts below. The customer acknowledges receipt of all four pages and any listed attachments, understands the waiting period and 10-year requirement, and agrees to the selected membership and terms.

Attachments / documented exceptions: _____

Customer 1 printed name: _____

Signature: _____ **Date:** _____

Customer 2 printed name (if applicable): _____

Signature: _____ **Date:** _____

Legend representative printed name / title: Alyssa Pullen, General Manager

Signature: _____ **Date:** _____

Office: 737-315-9349 | Mobile: 512-698-6298

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