



Comfort Club Membership

Date: _____ Customer Number: _____ Tech: _____
 Name: _____ Email: _____
 Address: _____ Phone: _____
 Equipment: _____ Filter Size(s): _____
 Equipment: _____ Filter Size(s): _____

Membership Benefits	Bronze (Essential Care)	★ Platinum (Total Comfort)
Monthly Payment	\$15.75/month	\$20.75/month (BEST VALUE)
Annual Equivalent	\$189 per year	\$249 per year
Precision HVAC Tune-Ups	2 per year	2 per year
No Overtime Charges	Included	Included
24-Hour Emergency Service	Included	Included
Repair Discount	5% Off Repairs	10% Off Repairs
Repair Warranty	12 Months	18 Months
Loyalty Replacement Credit	Not Included	Earn \$100/yr (Up to \$1,000)
Diagnostic Fee Waived	Not Included	2 Per Year (\$190 Value)
Scheduling	Priority Scheduling	VIP Priority – Front of the Line
100% Transferable	No	Yes (100%)

Initial Inspection Completed: Fall _____ Spring _____ None _____

Additional Systems: More units, more savings - ask your tech about monthly pricing.

1st Unit	Bronze	Platinum
1 Year	\$ 189.00	\$ 249.00
2 Year	\$ 368.00	\$ 488.00
3 Year	\$ 547.00	\$ 727.00

2nd Unit	Bronze	Platinum
1 Year	\$ 165.00	\$ 225.00
2 Year	\$ 330.00	\$ 450.00
3 Year	\$ 495.00	\$ 675.00

Payment & Authorization:

MONTHLY AUTO-PAY (Recommended): I authorize Dial One Mears to draft the monthly amount from my card on file. This plan renews automatically every 12 months. **Monthly Payment: \$ _____**

ANNUAL PAYMENT DUE TODAY: \$ _____

Customer Authorization: _____

(By signing, you agree to the Terms & Conditions contained on Page 3 of this agreement.)

Precision HVAC Tune-Up — Included Tasks by Plan

Technical Task	Bronze	★ Platinum
Run & Test Unit / Inspection Report Provided	✓	✓
Check Thermostat Operation	✓	✓
Check Temperature Split & Defrost Operation	✓	✓
Clean / Replace Filter (<i>Customer Supplied</i>)	✓	✓
Clear Condensate Drain & Clean Condenser Coil	✓	✓
Check Electrical Components (Disconnect, Relays, Contactors)	✓	✓
Check Pressure Controls & Electrical Safety Circuits	✓	✓
Check Voltage & Amperage on Motors	✓	✓
Check Motors for Debris & Lubricate Bearings	✓	✓
Inspect Duct Seal	✓	✓
Check Refrigerant Levels & Check for Visible Leaks	✓	✓
Check Wiring & Tighten Connections	✓	Replace Connections if Needed
Secure All Panels	✓	Replace Fasteners if Needed
Platinum (Exclusive)		
Check Main Drain Pan for Debris	—	✓
Install New Valve Caps if Needed	—	✓
Clean Secondary Drain Pan (Split Systems)	—	✓
Chemically Clean Condenser Coil	—	✓
Indoor Coil Deodorizing	—	✓

Comfort Club - Terms and Conditions - Dial One Mears Air Conditioning & Heating Inc

By enrolling, the Customer agrees to be bound by these Terms, which constitute the entire agreement between the parties and supersede all prior representations. If any provision is found unenforceable, the remainder shall survive.

1. Plan Enrollment & Automatic Renewal

- **Monthly Payments:** Monthly agreements auto-renew month-to-month at the then-current rate. Company will provide 30 days' written notice of rate change.
- **Lapse:** A membership is "lapsed" if any payment is 30 days past due from the billing date.
- **Forfeiture:** Lapsed accounts immediately forfeit all benefits, including priority scheduling and accrued Loyalty Replacement Credits.

2. Loyalty Replacement Credit (Platinum Only)

- **Accrual & Transferability:** Platinum members earn \$100.00 per consecutive 12-month period (max \$1,000). The Platinum plan is 100% transferable to a new owner; however, accrued Loyalty Replacement Credits are non-transferable and do not carry over to a new member.
- **Usage:** Applicable only toward a full system replacement by Dial One Mears A/C & Heating. Cannot be used for repairs or redeemed for cash.
- **Termination:** All credits are forfeited upon cancellation or lapse and cannot be reinstated.

3. Cancellation & Refund Policy

- **Notice:** Cancellations require 30 days' written notice submitted via email to service@mearsac.com or certified mail to our principal office.
- **Service Recovery:** Upon cancellation, services rendered during the current term are billed at retail rates: \$95.00 diagnostic fee plus retail value of completed tune-ups. Amounts due within 30 days.
- **No Refunds:** No refunds or prorated credits for unused services after termination.

4. Service Standards & Warranties

- **Maintenance:** Two Precision HVAC Tune-Ups per year, scheduled during standard business hours (Mon-Fri, 8AM-5PM). Company is not liable for delays due to parts availability, weather, or conditions beyond its control.
- **Platinum Diagnostics:** Platinum members receive two diagnostic checks per 12-month period at no charge (\$190 annual value). Diagnostic fees apply to non-covered visits.
- **Discounts & Warranty:** Bronze: 5% repair discount, 12-month repair warranty. Platinum: 10% repair discount, 18-month warranty. Warranties void if any other provider services the equipment.

5. Liability & Legal Provisions

- **Liability Cap:** Company liability is limited to fees paid by Customer in the preceding 12 months. Company is not liable for equipment failure, secondary damage, or consequential loss.
- **Indemnification:** Customer agrees to indemnify and hold harmless Dial One Mears A/C & Heating from claims arising from Customer-caused damage or unauthorized third-party service.
- **No Guarantee:** This is a maintenance plan, not an insurance policy or guarantee against future equipment failure.
- **Dispute Resolution:** Any dispute shall first be submitted to binding arbitration under AAA Commercial Rules before the parties may seek judicial relief.
- **Governing Law:** Governed by the laws of Arizona. Venue: Maricopa County. Prevailing party in any legal action is entitled to recover reasonable attorney's fees and court costs.

***Customer signature on the enrollment form constitutes full acceptance of these Terms and Conditions.*