



The Family Plan: Your Path to Total Home Comfort and Peace of Mind

Welcome to the Family!

At Family Home Service Company, we believe your loyalty deserves to be rewarded. That's why we created **The Family Comfort Plan**, our exclusive Planned Preventative Maintenance Program. It's more than just routine maintenance; it's a partnership designed to keep your home's heating and cooling systems running flawlessly, save you money, and give you **priority service** whenever you need it. The Family Comfort Plan is only available for single family homes. If you are looking for maintenance on your commercial property or multi-family property, please call our office for a quote.

Why Choose the Family Comfort Plan?

Imagine not having to worry about your cooling system dying on the hottest day of summer or your heating system failing in the middle of a blizzard. The Family Comfort Plan ensures your essential home systems are always in peak condition.

- **Maximum Efficiency:** Regular maintenance keeps your systems running at their best, **lowering your monthly energy bills.**
- **Prevent Costly Breakdowns:** We catch small issues before they become expensive emergencies.
- **Extend System Lifespan:** Protect your significant investment by ensuring equipment lasts longer.
- **Exclusive Savings:** Get discounts on repairs, new equipment, and accessories that non-members simply don't get.
- **Priority Treatment:** When you call, you jump to the front of the line.

Three Levels of Ultimate Comfort

We've designed three plan variations—**Standard, Premium, and Elite**—to fit every home and budget. Whether you need basic coverage or comprehensive, wall-to-wall protection, there's a Family Plan for you.

Feature	Standard Plan	Premium Plan	Elite Plan
Repair Discount	10% OFF	15% OFF	20% OFF
Priority Scheduling for On Demand Service Calls	Next Business Day	Same Day (if you call before noon)	Same Day (if you call before noon)
No Overtime Charges	N/A	Included (Evenings & Weekends)	Included (Evenings & Weekends)
Free Diagnostic Fee (with repair)	Included	Included	Included
Water Heater Maintenance	\$75 per visit for tank style units	1 Gas/Electric Tank Style unit included per year	All Gas/Electric units included
Accessory/IAQ Discount	N/A	15% OFF	20% OFF
Filter Allowance	N/A	\$25 per visit	\$50 per visit
Price Protection (Rate Lock)*	1 Year	2 Years	3 Years
All Equipment Included at the Same Price	N/A	N/A	Yes (Includes Humidifiers, UV Lights, etc.)

**Once your rate lock expires, your monthly rate may increase by up to 5% each year in January.*

The Smart Way to Pay: Get an Extra Discount!

All plans are available annually, but you can receive an approximate **5% monthly discount** when you choose our convenient, monthly auto-pay option.

Maintenance Services Included

Your Family Plan ensures your equipment receives the detailed attention it needs with our seasonal preventative maintenance visits, designed to be performed before the start of the heating and cooling seasons.

Types of Systems

- **One-Season Systems:** One Preventative Maintenance Visit per Year. (e.g., Boilers, Stand-alone Central AC)
- **Two-Season Systems:** Two Preventative Maintenance Visits per Year (spring and fall). (e.g., Heat Pumps, Central AC with Furnaces, Ductless Mini-Splits)

Key Plan Enhancements

Service	Standard Plan	Premium Plan	Elite Plan
Condensate Pan Treatment	Available for \$30 per unit	Included Annually	Included Annually
Water Heater Flush & Maintenance	Available for \$75 per unit	1 Gas/Electric Tank Style unit included per year	All Gas/Electric units included
All Home Accessories (Humidifiers, UV Lights, etc.)	Add-on fee required	Add-on fee required	INCLUDED

Our Commitment to You: The Value of Loyalty

Because you are a valued member of The Family Plan, we ask for your commitment in return. This allows us to offer you the best rates and service possible.

- **Exclusive Service:** We ask that you allow Family Home Service to be your exclusive provider for the preventative maintenance and repair of your HVAC system(s).
- **Upgrade Opportunity:** Give us the chance to provide you with a competitive quote on any new heating, cooling, or water heating equipment you may need.
- **Spread the Word:** We kindly ask you to share your positive experiences with friends, neighbors, and on online review sites.

Important Details

- **Cancellation Policy:** You may cancel your subscription at any time, but no refund is provided for the unused portion of a subscription period. Please notify us at least 48 hours before your next billing cycle to ensure we can stop any automatic payments in time.
- **Guaranteed Price Protection (Rate Lock):** Once enrolled, your rate is locked in for **1 year (Standard), 2 years (Premium), or 3 years (Elite)**. Following that period, the price may increase by up to 5% in January of each year.

Ready to stop reacting to breakdowns and start enjoying reliable, efficient, and comfortable home living?

Which plan sounds like the right fit for your family: **Standard, Premium, or Elite?**