



# PHOENIX

## HOME COMFORT

### PHOENIX CLUB

Included Features	One-time Maintenance Inspection	Essentials Recommended <7 years old	Enhanced Recommended >7 years old
Number of Visits Per Year	1	1	2
Reduced Diagnostic Fee for Members	✗ Not Included	✓ Included	✓ Included
10% Discount on Repairs	✗ Not Included	✓ Included	✓ Included
Priority Booking	✗ Not Included	✓ Included	✓ Included

**WARRANTY** COMPLIANCE

**IMPROVED** EFFICIENCY

**BETTER** INDOOR AIR QUALITY

**PREVENTION** OF UNEXPECTED BREAKDOWNS

- **Precision Tune-Up**

Comprehensive performance check to ensure optimal operation.

- **Precision Furnace Inspection and Cleaning**

Includes:

1. Cleaning flame sensor.
2. Inspecting ignitor for carbon buildup
3. Furnace combustion test with heat exchanger inspection.

- **Outdoor (Condenser) Coil Cleaning**

Removes dirt and debris to improve system efficiency.

- **Electrical Safety Check**

Inspects and tightens connections to prevent hazards.

- **Refrigeration Inspection with Pressure Recording**

Monitors refrigerant pressures for cooling efficiency.

- **Thermostat Check and Calibration**

Ensures accurate temperature control.

- **Duct Inspection**

Checks for leaks or damage to maintain proper airflow.

- **Gas Pressure Check and Adjustment**

Ensures safe and efficient operation.

- **Evaporator Coil (Indoor Coil) Inspection**

Checks for dirt or blockages that may affect cooling performance.

- **Test All Equipment**

Verifies proper functioning of components (e.g., fan motors, belts, compressors).

- **Monitor and Record Voltage and Amperage**

Ensures proper electrical operation to extend system life.

- **Clean Filters or Electronic Air Filter Cells**

Maintains good airflow and indoor air quality.

- **Record Air Temperature Differentials**

(Delta-T) Assesses system performance by measuring supply and return air temperature differences.

- **Condensate Drain and Pump Cleaning with Treatment**

Clears clogs and treats the drain to prevent water damage.

Maintenance Inspection	Essentials	Enhanced
\$129	\$179	\$259

\*Additional systems \$99

+865-224-3924

info@phoenixhomecomfort.com





## PHOENIX CLUB

### Client Information

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Equipment Included	Make	Model	Serial	Selected Plan
Primary System				
Second System				
Third System				

- What This Agreement Covers:

**✓ Scheduled Maintenance** – You receive 1 or 2 comprehensive system tune-ups per year based on your plan selection.

**✓ Thorough System Inspection** – Checking all major components for safety and efficiency.

**✓ Cleaning Services** – Includes outdoor coil cleaning, drain line clearing, and filter replacement (customer-provided filters).

**✓ Exclusive Discounts & Benefits** –

- 10% off repairs
- Reduced Diagnostic fee
- Priority scheduling for service

**✓ Manufacturer Warranty Compliance** – Routine maintenance satisfies most manufacturer requirements for warranty coverage.

**✓ Transferable Agreement** – If you move, you can transfer this agreement to the new homeowner.

- What This Agreement Does NOT Cover:

**✗ Repairs or replacement of major components.**

**✗ Non-maintenance issues, such as system failures due to age, neglect, or unforeseen breakdowns.**

**✗ Issues caused by external factors (power surges, improper installation by others, or third-party damage).**

**✗ Refrigerant refills, replacement parts, or system modifications.**

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

PHC Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

#### Terms & Conditions

- Payment & Renewal:** Payment is due at the time of signing. This agreement is valid for one year and does not automatically renew. We will contact you when it's time for renewal.
- Cancellations:** You may cancel this agreement within 3 business days of signing for a full refund. After that, cancellations are non-refundable.
- Missed Appointments:** Customers are responsible for ensuring access to their HVAC system during scheduled visits. Missed appointments without 24-hour notice may be rescheduled at Phoenix Home Comfort's availability, but repeated no-shows may result in the agreement being voided without a refund.
- Service Coverage Scope:** This agreement covers maintenance services for HVAC systems only. It does not include modifications to ductwork, electrical wiring, plumbing, or structural components. Condensate drains are inspected and cleared of minor clogs as part of maintenance, but Phoenix Home Comfort is not responsible for water damage due to clogged, leaking, or faulty drain lines beyond standard maintenance.
- Limitations of Liability:** Phoenix Home Comfort provides maintenance services to help extend the life of your system but cannot guarantee that your equipment will not require repairs or replacement.
- Unauthorized Service Work:** Any service, modifications, or repairs performed by another company or individual without prior approval from Phoenix Home Comfort may void this agreement.
- Weather/Uncontrollable Circumstances:** Phoenix Home Comfort will make every effort to provide timely service, but extreme weather, natural disasters, supplier delays, or other unforeseen circumstances may require rescheduling.