HOMETOWN HOMECARE

One home. Three trades. One Hometown family.

PLUMBING • HVAC • ELECTRICAL

Questions? 720-336-1783

Choose the care your home needs - and use your included credits your way.

ESSENTIAL

Protect the basics

$199

per year

$19/mo x 12 ($228 total)

- 2 HomeCare Credits
- 10% repair savings
- Member diagnostic benefit
- Priority scheduling
- 18 months workmanship warranty
- $50 Family Benefit

MOST POPULAR

PREFERRED

Complete everyday protection

$349

per year

$32/mo x 12 ($384 total)

- 4 HomeCare Credits
- 12% repair savings
- Member diagnostic benefit
- Enhanced priority
- Emergency fee reduced by $100
- $250 replacement credit*
- 24 months workmanship warranty
- $50 Family Benefit

WHOLE HOME

Maximum care & savings

$549

per year

$49/mo x 12 ($588 total)

- 6 HomeCare Credits
- 15% repair savings
- Member diagnostic benefit
- Highest priority
- Emergency fee reduced by $200
- $500 replacement credit*
- 24 months workmanship warranty
- $50 Family Benefit

USE YOUR HOMECARE CREDITS YOUR WAY

Standard residential services

1 CREDIT EACH UNLESS MARKED

- Furnace maintenance & safety
- Central AC seasonal maintenance
- Boiler water analysis
- Ductless / mini-split service (1 credit per pair)
- Whole-home plumbing inspection
- Tank water-heater flush & inspection
- Domestic water analysis
- Visual sewer camera inspection
- Whole-home electrical inspection
- Boiler service (2 credits)
- Sump/ejector pump inspection
- Pressure, water quality & usage check
- Tankless descaling (2 credits)

Family owned and operated • Serving Colorado's eastern communities

See agreement pages 2-3 for complete terms and exclusions.

MEMBERSHIP AGREEMENT & PAYMENT AUTHORIZATION

1. MEMBER & PROPERTY INFORMATION

MEMBER NAME _____ START DATE _____ MEMBERSHIP NO. _____

SERVICE ADDRESS _____

PHONE _____ EMAIL _____

2. SELECT PLAN & PAYMENT OPTION

☐ **ESSENTIAL $199 annual | $19/month x 12 = $228 total**

☐ **PREFERRED $349 annual | $32/month x 12 = $384 total**

☐ **WHOLE HOME $549 annual | $49/month x 12 = $588 total**

☐ **PAY ANNUALLY**

☐ **MONTHLY AUTOPAY - 12 PAYMENTS**

Payment: ☐ Card ☐ ACH Last 4: _____

3. PLAN BENEFITS & GENERAL LIMITS

- Credits: Essential 2; Preferred 4; Whole Home 6. Credits expire at term end, do not roll over, have no cash value, and are limited to one standard residential system/service each unless marked as two credits.
- Repair savings: 10% / 12% / 15% by plan, capped at $500 per project. Applies to qualifying service repairs only; excludes equipment replacement, remodels, new construction, permits, subcontracted work, special-order items and promotions.
- Member diagnostic benefit: standard dispatch fee is waived only when a qualifying repair is approved and completed during that visit. Diagnostic labor, testing or return trips may still be chargeable when no repair is completed.
- Priority scheduling means placement ahead of nonmembers when practical; it does not guarantee same-day service, arrival time, technician availability or emergency response.
- Emergency benefit: Preferred emergency service fee is reduced by $100; Whole Home is reduced by $200, once per term. Reduction applies only to Hometown's emergency mobilization/service fee - not diagnostic labor, repairs, parts or after-hours labor.
- Replacement credit: Preferred $250; Whole Home $500 on one qualifying project of $5,000 or more per term. Family Benefit: one $50 credit for a new Hometown customer. Benefits cannot be stacked unless approved in writing.
- Workmanship warranty applies only to qualifying Hometown labor: 18 months Essential; 24 months Preferred/Whole Home. Manufacturer parts, customer-supplied items, existing conditions, misuse and unrelated failures are excluded.

MEMBERSHIP TERMS & EXCLUSIONS

4. INCLUDED CREDIT SERVICES - WHAT IS NOT INCLUDED

FURNACE / AC
One accessible standard residential system. Parts, filters, refrigerant, repairs, duct cleaning, deep coil cleaning and code upgrades excluded.

PLUMBING INSPECTION
Visual review of accessible fixtures, supply and drain components. Leak detection, opening walls, repairs, testing hidden piping and sewer camera work excluded.

TANK WATER HEATER
Standard tank flush and visual inspection. Repairs, parts, anodes, inaccessible drains and heavy sediment removal excluded.

SEWER CAMERA
Accessible cleanout and open, passable line required. Drain clearing, toilet removal, locating, recording, written report and repairs excluded.

BOILER WATER ANALYSIS
One sample from an accessible boiler drain using Hometown's standard system-water panel. Treatment, chemical balancing, flushing, repairs, specialty lab testing and additional samples are excluded.

ELECTRICAL INSPECTION
Visual safety review of accessible components. Repairs, code certification, permits, load studies, opening walls and specialty testing excluded.

SUMP / EJECTOR
Accessible pump visual and basic operational check. Basin cleaning, removal, repairs, parts and backup systems excluded.

PRESSURE / QUALITY / USAGE
Includes a pressure reading, basic field water-quality test, and review of accessible meter or usage indicators for signs of a possible leak. Laboratory analysis, continuous monitoring, hidden leak locating, repairs and mitigation are excluded.

DOMESTIC WATER ANALYSIS
One sample from an accessible domestic-water outlet using Hometown's standard water-quality panel. Specialty contaminant or bacteria testing, treatment design, repairs, mitigation and additional samples are excluded.

BOILER / TANKLESS - 2 CREDITS
One accessible standard residential unit. Repairs, parts, specialty chemicals, system flushing, multiple zones/units and commercial equipment excluded.

MINI-SPLIT: One accessible indoor/outdoor pair per credit; extra heads one credit each. Deep cleaning, refrigerant, parts and repairs excluded.

5. PAYMENT, FAILED PAYMENT, CANCELLATION & TERM

The initial term is 12 months. Annual payment is due at enrollment. Monthly enrollment authorizes 12 automatic charges and requires a valid payment method. Hometown may retry a failed payment. Benefits are suspended while any amount is past due. A returned, reversed or disputed payment may incur a processing fee up to $20, but never more than permitted by law. If payment remains unpaid for 30 days, Hometown may cancel the membership. For early member cancellation after benefits have been used, the amount due is the lesser of (a) remaining scheduled payments or (b) retail value of credits, discounts and benefits received minus membership payments already made, plus permitted fees. No refund is due for used credits or discounts. Cancellation must be requested in writing and received at least 10 calendar days before the next scheduled billing date to prevent that payment from being charged. If notice is received fewer than 10 calendar days before the billing date, the upcoming payment may process and cancellation will apply after that billing cycle. Cancellation does not waive amounts still due under the 12-month commitment or the benefit reconciliation described above. Benefits end when cancellation is effective. Hometown may cancel for nonpayment, abuse, unsafe conditions or material misrepresentation. This agreement does not automatically renew; renewal requires the member's affirmative acceptance of a new term.

I received all three pages, selected the plan on page 2, authorize the chosen payment method, and agree to these membership terms and exclusions.

MEMBER SIGNATURE _____ DATE _____

HOMETOWN REPRESENTATIVE _____ DATE _____