



Cozy Comfort Maintenance Subscription

Each year in Chicagoland, **thousands** of homeowners end up desperate for **heat** during the **coldest days of the year** or **air conditioning** when it's the **hottest**. After all, your equipment only breaks when you **use it**, and we put our HVAC equipment through its paces during all four seasons in our volatile Midwest climate.

At **TRG** we know the way to get the most out of your HVAC equipment. Everyone has dealt with **old systems** that seem to stick you with **unexpected costly repair bills** or **perform poorly** overall, leaving you shivering in the winter or sweating in the summer. You don't have to live with a **lackluster system** or one that **fails you and your family every year**. We strive to put an end to the uncertainty to keep you **cool in the summer and cozy in the winter** with our **Cozy Comfort Maintenance subscription**.

Preventative Maintenance includes **ONE** maintenance visit for each piece of HVAC equipment!

- Qualified NATE Certified Technicians
- Preventative Maintenance for **HEATING** and **COOLING** Seasons
- Full Diagnostic Checkout w/Full Before and After Photos and Detailed Report Provided
- State of the Art HVAC Tools Used for In-depth Accurate Tune-ups

Priority Service **Cozy Comfort Members go first!**

- Members-only Discounted Service Fee
- First in Line over Non-Members for Service Calls
- Dedicated Account Manager for your home and **Customer Service Available 24/7**

Member Discount/Fees **Special Rates for all Cozy Comfort Members**

- All Repairs Automatically Discounted 25%
- New Equipment/Accessory Installations Automatically Discounted 5%
- No Upfront Large Annual Fee Agreement Payment - we do small monthly payments like a subscription to your favorite streaming service!
- Friends and Family Program - Referrals Get Member Discounts for Their First Service Call
- Referral Points Program - Referrals Earn Points for Future Accessories or Installs

Cozy Comfort Members receive one (1) maintenance visit each year for each piece of HVAC equipment; **one for your air handler/furnace/boiler** and **one for your AC/Heat Pump** . These visits include a **thorough cleaning** of your equipment to **prevent nuisance calls** as well as a **full diagnostic check-up** during which our technicians will **analyze the vital signs** of your system w/the **state-of-the-art HVAC tools** and provide a **detailed report with photos**. Think of our technicians as your furnace and AC doctors! We can observe several failure points **BEFORE** they happen, avoiding an expensive emergency service call when you need your equipment most.

In the unfortunate event that a **Cozy Comfort Member** does require an emergency service call, you are our **top priority**. You will be placed at the top of the service list over non-members.

We also offer a **25% discount** on all repairs to our **Cozy Comfort Members**. As an added **bonus**, we extend the **friends and family** referral discount; all your friends or family members have to do is **mention** your name and they will receive the same **discounted rate** that you do for their **first** service visit.

TRG will provide a qualified technician each season, to clean and inspect your heating and air conditioning system; the following procedures are in place to ensure equipment is in the best possible condition for the applicable season:

GAS FURNACE INSPECTION

- a. Vacuum combustion cabinet/burners and blower compartment.
- b. Replace air filter (w/customer supplied).
- c. Check for gas leaks and CO leaks.
- d. Check all safeties and controls.
- e. Inspect all electrical wiring.
- f. Check appropriate ignition components (i.e. hot surface ignitor, flame sensor, pilot, thermocouple, spark ignitor, etc.).
- g. Visual inspection of heat exchanger for stress fractures. (when cabinet allows).
- h. Check all motors and bearings; lube (when housing allows) if necessary.
- i. Check for proper mounting, wiring & operation of thermostat.
- j. Visual inspection of blower housing and assembly to ensure proper mounting and balance.
- k. Monitor system for any unusual noise or vibrations.
- l. Check draft and inducer motor to ensure proper venting.
- m. Put humidifier into service for the winter season.
- n. Turn furnace on using thermostat and verify all diagnostic readings are within specification.

HEAT PUMP INSPECTION

- a. Vacuum out cabinet.
- b. Replace air filter (w/customer supplied).
- c. Flush condensate drain line if accessible; recommend a solution if it cannot be cleaned.
- d. Check all safeties and controls.
- e. Inspect air-to-air coil and clean if necessary.
- f. Check for proper thermostat mounting, wiring & operation.
- g. Inspect all electrical wiring and connections.
- h. Check motors and bearings and lube (when housing allows) if necessary.
- i. Visually inspect blower assembly to ensure proper mounting and balance.
- j. Winter Procedures – check reversing valve, defrost system and auxiliary heat.
- k. Monitor system for any unusual noise or vibrations.
- l. Turn humidifier on/off appropriately during each season.
- m. Turn heat pump on using thermostat and verify all diagnostic readings are within specification.

AIR CONDITIONER INSPECTION

- a. Clean and flush condensing coil (outdoor unit) with water to safely remove all debris, check condition of coil.
- b. Replace air filter (client must provide unless specifically stated otherwise in the member agreement).
- c. Flush condensate drain line if accessible; recommend a solution if it is not able to be cleaned.
- d. Check thermostat mounting, wiring & operation.
- e. Check all motors and bearings, lube if necessary.
- f. Take humidifier out of service for the cooling season.
- g. Check all safeties and controls.
- h. Check all electrical components including amperage draw and voltage supply.
- i. Check all electrical connections and wiring.
- j. Verify refrigerant pressures are correct (recharge if necessary; client will be billed for refrigerant used).
- k. Check compressor operation.
- l. Monitor system for unusual noise and vibrations.
- m. Check refrigerant (freon) pressures.
- n. Verify proper temperature drop on A/C system (delta T).
- o. Turn system on using thermostat and verify diagnostic readings are within specification.

BOILER INSPECTION

- a. Vacuum combustion chamber and clean burners thoroughly.
- b. Check for gas leaks and CO leaks.
- c. Check all safeties and controls & inspect all electrical wiring.
- d. Verify proper thermostat mounting, wiring & operation.
- e. Inspect and clean all ignition components.
- f. Visual inspection of heat exchanger for stress fractures.
- g. Check for proper draft and/or inspect inducer motor for proper operation.
- h. Check all circulation pumps.
- i. Inspect pressure relief valve, pressure reducing valve and backflow preventer to ensure leak-free operation.
- j. If applicable, verify zone valves are operating properly.
- k. Check water pressure and temperature gauge for accuracy.
- l. Inspect bladder expansion tank or drain gravity expansion tank.
- m. Verify aqua-stat operation if applicable.
- n. Monitor system for unusual noise and vibrations.
- o. Turn boiler on using thermostat and verify diagnostic readings are within specification.

As a Cozy Comfort Member you will enjoy the following benefits:

- Service within 24 hours of your phone call
- Service priority over non-members
- Reduced repair costs and longer equipment life
- Pre-season preventative maintenance for the heating and cooling seasons included with your membership
- Included, domestic standard (tank) water heater cleaning/inspection during your Fall visit. (Tankless water heaters are an additional small charge per month)
- Included, air filter change during each visit (customer supplied filter, filters also sold by TRG)
- Included, By-Pass or Power humidifier inspection and pad replacement (customer supplied pad or canister, pads and canisters also sold by TRG, steam humidifiers are an additional small charge per month, please inquire)
- Included, condensate pan treatment tablet and spray provided during cooling visit (providing there is access to evap. coil)
- Included, courtesy thermostat battery changeout during maintenance visit. (thermostat must be showing low battery on display during visit)

- Included, winterization of your AC where we cover your AC for you (customer supplied covers, covers also sold by TRG)
- Included, courtesy combustion analyzation test on any equipment over 20 years of age (at customer request, during a maintenance visit)
- If you have an ERV/HRV, Dehumidifier or Generator, you can add those to your maintenance subscription for an additional small charge, please inquire.
- Prescheduled maintenance visits to ensure our members will have an appointment and tech of their preference (given tech is available on same day as appointment)
- Looking for additional discounts and options? Ask about our **PLATINUM MEMBER PROGRAM**
- Lastly, take advantage of **5% off** our Plumbing, Electric and HandyMan services! Exclusively for Maintenance Subscription Customers only. Yes, we do it all! 😊

EXCLUSIONS

1. All equipment must be "Tuned Up" and deemed to be in good working order prior to the membership agreement going into effect. The Rayes Group (Seller) reserves the right to refuse any equipment coverage for any reason, including, but not limited to the age, condition of equipment, availability of parts, system design, original installation, or quality/workmanship of previous repairs.
2. Note – the membership agreement benefits can apply to one piece of equipment, but be denied for another piece of equipment (i.e. membership agreement may be purchased for the heating portion of the system, but denied for the cooling portion due to an existing refrigerant leak or other problem).
3. If a technician identifies deficiencies in the equipment or system design prior to a maintenance and/or recommends a repair, that piece of equipment (and potentially the associated systems) may not be covered under the membership agreement until repairs are accepted by customer, performed by The Rayes group and paid for by the customer.
4. If technical recommendations are made and customer does not proceed with said recommendations, future labor and materials of the repair will be customer's responsibility and not part of this agreement.
5. Pre-existing deficiencies in the equipment, system design, original installation, or quality/workmanship of previous repairs that may not have been identified during the initial inspection.
6. Problems resulting from disruptions, leaks, or breaks in water, gas, or electrical service to the equipment from building and/or service provider.
7. Plugged or leaking building main drain lines.
8. Repairs to and/or because of deficiencies in the associated ductwork and/or system piping is not included.
9. Associated accessories that are not specifically included in the agreement (i.e. an agreement covering the furnace would not cover humidifier repairs unless the agreement specifically includes the humidifier).
10. Compressor replacements. This type of repair does not fall under the 25% service repair discount and is only entitled to a 15% discount.
11. Heat Exchanger or coil replacements or repairs. This type of repair does not fall under the 25% service repair discount and is only entitled to a 15% discount.
12. Refrigerant (Freon) reclaiming costs (required by EPA law).
13. Repair of refrigerant (Freon) leaks. Leaks MUST be repaired as REQUIRED by EPA law. Topping off is not an option.
14. Leak find and repairs are billed on T&M basis (time and material). This type of repair does not fall under the 25% service repair discount and is only entitled to a 15% discount
15. The Rayes Group shall not be required to replace parts or components permanently unavailable or listed as obsolete by the manufacturer or to repair units that are beyond repairs in Seller's judgment. Replacement or substitution for parts that require excessive labor shall be billed as a non-contract service repair, less the SERVICE charge.
16. Repairs necessitated by malicious acts, acts of God, or work performed by others not employed The Rayes Group (other people, other contractors, homeowner etc.). This would include damage to wiring, piping, ductwork etc. as a result of construction, remodeling, hanging pictures etc.
17. Service repairs required due to dead batteries, dirty filters, dirty coils, blown fuses, off switches, or improper thermostat programming.
18. Service-related repairs totaling over \$1,500.00 will only be entitled to a 15% Repair Discount versus the 25%.

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MAINTENANCE SUBSCRIPTION IS NOT IN EFFECT UNTIL FIRST MONTHLY SUBSCRIPTION PAYMENT IS MADE OR FIRST MAINTENANCE VISIT HAS BEEN COMPLETED. MAINTENANCE SUBSCRIPTION DISCOUNTS ARE NOT IN EFFECT UNTIL FIRST MONTHLY SUBSCRIPTION PAYMENT IS MADE AND CUSTOMER ACCOUNT MUST BE IN GOOD STANDING THE SAME DAY OF COMPLETED SERVICE/INSTALL. ALL SUBSCRIPTIONS REQUIRE A DIGITAL ACCEPTANCE OF THIS AGREEMENT VIA THE EMAILED BY OUR SYSTEM. ALL AGREEMENTS TO BE AUTOMATICALLY RENEWED AT THE END OF EACH ANNUAL PERIOD.