Assured Comfort Heating & Cooling
231-744-7571
1275 Holton Rd. | Muskegon, MI 49445

ASSURED COMFORT VIP

CUSTOMER CARE PLAN

KEEPING YOUR HOME COMFORTABLE

Peace of mind starts with regular maintenance. Our VIP Customer Care Plans make it easier to stay ahead of breakdowns, protect your investment, and keep your home comfortable year-round.

RECOMMENDED CARE FOR YOUR HVAC EQUIPMENT

To support your system's efficiency, service life, and applicable manufacturer warranty requirements, follow the instructions for your equipment, including these general maintenance steps:

1. **Air filters:** Check and clean or replace air filters every season. However, homeowners may need to change their filter more often as needed. The more activity in the home the more frequently the filter should be replaced.
2. **Blower motor and wheel:** Inspect for dirt and build up each heating and cooling season; clean as needed.
3. **Electrical connections and controls:** Check connections and operation each heating season; service as necessary.
4. **Burner compartment:** Inspect before each heating season for rust, corrosion, soot, or excessive dust. Having a qualified service professional address safety concern.
5. **Heat Exchangers:** Check safety, check CO levels, you always want 0ppm in breathing zones.

CHOOSE YOUR VIP MAINTENANCE PLAN

EQUIPMENT PLAN	PER YEAR	MONTHLY ACH
Forced-Air Furnace + Air Conditioning	**$325.00**	**$27.10**
Furnace Only	**$162.50**	**$13.55**
Boiler (High Efficiency)	**$225.00**	**$18.75**

Payment note: Monthly payments are charged through ACH. Credit and debit card payments will add a 4% convenience fee.

YOUR FORCED-AIR VIP PLAN INCLUDES

Prescheduled Annual Visit
We call each year to schedule your maintenance appointment. We schedule AC appointments beginning once the weather is consistently 65 degrees through August. We schedule furnace appointments beginning August - February

Filters Included
One or two standard 1" or 2" filters, or one regular 4" filter, depending on size. Specialty filters will come with additional cost.

15% VIP Discount
Save 15% on additional service outside your annual tune-ups on equipment regularly maintained

Preferential Scheduling
Usually same-day service for VIPs during regular hours, sometimes depending on temperatures next-day service; a loaner heater available for you to pick up, if needed

Automatic Renewal
Your maintenance agreement is renewed annually automatically.

Convenient Payment
Choose annual or monthly ACH; card payments available with a 4% convenience fee.

HVAC Replacement Rewards
Earn $30 per year toward a new HVAC installation, up to $500.

Tailored to Your Home
We can help customize a maintenance plan for the HVAC equipment in your home.

THE BENEFITS OF PREVENTIVE MAINTENANCE

Fewer unexpected breakdowns • Peak system performance • Cleaner indoor air • Longer equipment life • Greater peace of mind for your family

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ADDITIONAL OPTIONS

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Customize your VIP plan with add-on services for other equipment in your home. These options can be included with your maintenance agreement.

OPTIONAL VIP MAINTENANCE ADD-ONS

The prices below are for each listed service or piece of equipment.

SERVICE & WHAT'S INCLUDED	YEARLY	MONTHLY ACH
Generator Maintenance Oil change; replace oil filter, air filter, and spark plugs; inspect battery; check battery status in the control system; reset time and date.	**$246.00**	**$20.50**
Tankless Water Heater Flush Circulate a specialized cleaning solution through the water heater heat exchanger.	**$195.00**	**$16.25**
Humidifier Service (Pad #10 or #35) Replace pad; regulate water; check drain and damper; set humidity between 35% and 45%.	**$55.00**	**$4.60**
Water Heater Inspection Check carbon monoxide (CO) levels, burners, and flame to assess operation.	**$45.00**	**$3.75**
Mini-Split: Outdoor Unit + One Indoor Head Clean coil and indoor filter; check refrigerant levels; inspect evaporator coil and fan for buildup.	**$162.50**	**$13.55**
Each Additional Mini-Split Indoor Head Add-on for each indoor head beyond the first.	**$45.00**	**$3.75**
Additional Furnace or Air Conditioner Add-on for each additional piece of equipment.	**$100.00**	**$8.35**

PAYMENT OPTIONS All regular charges are made via ACH. Credit and debit card payments add a 4% convenience fee.

PREVENTIVE MAINTENANCE IS A SMART INVESTMENT

Heating and cooling repairs can be expensive. Having a trained service technician maintain your equipment helps identify concerns early, supports efficient operation, and may reduce repair costs over the life of your system.

A LOCAL FAMILY BUSINESS YOU CAN COUNT ON

Assured Comfort Heating & Cooling is family-owned and operated by Chris and Julie Voorhies. We are licensed and insured (License #7113157). Our friendly, professional team is committed to dependable products, honest service, and lasting relationships with our West Michigan neighbors.

Our goal is to WOW our customers with complete customer satisfaction.

We look forward to serving you! Call 231-744-7571