

Point's Preventative Maintenance Plans

At Point Heating & Air, LLC, we strive to serve our community well by providing continued support to keep your heating and cooling systems running when it matters most. We know the unexpected happens, that's why we offer a variety of plans to help your equipment stay in top notch shape and extend the life of your system, as well as ensure you're prepared for the unexpected.

You can depend on us, for the systems you depend on.

Plans

→ -All discounts and warranties apply to preventative maintenance visits AND service calls!

| Basic Plan \$120/year \$10/per month +Tax & Filter Service Ad-On | Premium Plan \$169/year \$18/per month +Tax & Filter Service Ad-On | Premium Plus \$299/year \$26/per month +Tax & Filter Service Ad-On |
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| <ul style="list-style-type: none">→ 1 Preventative Maintenance Per Year (Spring or Fall)→ 5% discount on all parts, labor, & refrigerant→ 60-day extended warranty for all labor and parts→ 5% discount on future installations | <ul style="list-style-type: none">→ 2 Preventative Maintenances Per Year (Spring & Fall)→ 10% discount on all parts, labor, & refrigerant→ 90-day extended warranty for all labor and parts→ 5% discount on future installations→ No service call charge within 30-days of the PM→ Priority Scheduling; You'll have a service tech at your house by the next business day. | <ul style="list-style-type: none">→ 2 Preventative Maintenances Per Year (Spring & Fall)→ 15% discount on all parts, labor, & refrigerant→ 180-day extended warranty for all labor and parts→ 10% discount on future installations→ No service call charge within 60-days of the PM→ Priority Scheduling; You'll have a service tech at your house by the next business day. |

What is a Preventative Maintenance?

In order to keep your unit running efficiently and to catch any issues early, our professional service technicians will evaluate the following

- System Charge
- All Electrical Connections
- All Electrical Components
- Voltages
- AMP Draw
- Condensation Drainage
- Drain Line

We will also

- Wash out the coil on the outside unit with water only*
- Change filter (by selecting a filter ad-on)
- Inspect for wear and possible failure on parts
- General cleaning of the outside and inside unit (to reduce wear and tear on the unit and any blockages or debris that could interfere with pressures and system performance)

*Any parts that are weak or may need changed will be a separate charge with the discount applied. This includes the cleaning of a heavily soiled evaporator coil or condensing coil if a chemical coil cleaner is needed.

Filter Service Ad-Ons

Did you know if a filter isn't changed regularly, it can force your system to work harder, leading to higher energy bills, restricted airflow, potential damage of components, and reduced air quality? You mean just changing a filter brings higher efficiency, lower energy bills, reduces the risk of repairs, and extends the life of the system? Sign us up!

Basic Plan

1 filter change

1-inch filter: \$1.25/mo or \$15/yr

2-inch filter: \$2.00/mo or \$24/yr

4-inch filter: \$3.50/mo or 42/yr

Aprilare Filter: \$5.50/mo or \$66/yr

Customer provided filter: \$0 to change

Custom or unknown: We'll check, and update your plan accordingly.

Premium & Premium Plus

1 filter change per visit

1-inch filters: \$2.50/mo or \$30/yr

2-inch filters: \$3.00/mo or \$36/yr

4-inch filters: \$5.50/mo or 66/yr

Aprilare Filters- Only 1: \$5.50/mo or \$66/yr

Customer provided filter: \$0 to change

Custom or unknown: We'll check, and update your plan accordingly.

Basic Plan

- 1 Preventative Maintenance Per Year. One of our heating and cooling professionals will come and check the basic operations of your heating and cooling system, either in the spring/summer (AC) or the fall/winter (furnace/heating). Spring is recommended.
- Includes a **5% discount** on all parts, labor, & refrigerant needed if we find a problem while completing the preventative maintenance, as well as for service calls.
- Includes a 60-day extended warranty for all labor (if it is the same issue) and parts 60 days after we complete the preventative maintenance or service call.
- Also includes a 5% discount on future installations during the duration of this plan.

Premium Plan

- 2 Preventative Maintenances Per Year. One of our heating and cooling professionals will come and check the operation of your heating and cooling system in the spring/summer (around April/May) and the fall/winter (around October/November) to keep your unit running smoothly.
- Includes a **10% discount** on all parts, labor, and refrigerant needed if we find a problem while completing the preventative maintenance, as well as for service calls.
- Includes a 90-day extended warranty for all labor (if it is the same issue) and parts 90 days after we complete the preventative maintenance or service call.
- Includes a 5% discount on future installations during the duration of this plan.
- If a service call is needed within 30 days of the preventative maintenance, there will be no service call charge (does not include any parts needed).
- Program participants will also be able to take advantage of our priority scheduling; we will arrive at your house for any service calls needed by the next business day.

Premium Plus Plan

- 2 Preventative Maintenances Per Year. One of our heating and cooling professionals will come and check the operation of your heating and cooling system in the spring/summer (around April/May) and the fall/winter (around October/November) to keep your unit running smoothly.
- **15% discount** on all parts, labor, and refrigerant needed if we find a problem while completing the preventative maintenance, as well as for service calls.
- A 180-day extended warranty for all labor (if it is the same issue) and parts 180 days after we complete the preventative maintenance or service call.
- If a service call is needed within 60 days of the preventative maintenance, there will be no service call charge (does not include any parts needed).

→ Program participants will also be able to take advantage of our priority scheduling. We will arrive at your house for any service calls needed by the next business day.

Frequently Asked Questions

- Does my preventative maintenance have to be in April or October?
 - A preventative maintenance is best done before you switch to cooling mode for the summer, or heat mode for the winter. Scheduling sometime in the spring before it gets too hot or the fall before it gets too cold is best, but your system will still benefit from a PM event if you already switch over the system for the season.
- Can I add or take off a filter ad-on later?
 - Absolutely! You can add a filter ad-on at any time. If you've already paid for the filter service, you can remove it at the next renewal period.
- Do I have to pay by credit card?
 - If you sign up for the monthly plan you will need to pay by credit card, but if you pay for the yearly plan then we can accept cash or check in the office or on site with a service tech.
- What happens if I need a service call on a Friday?
 - As a priority scheduling participant, we will do our very best to get you on our schedule the same day. If we are unable to do so, we will try to do a weekend service if our techs are available, or we will put you on our schedule for Monday. We greatly value our service techs and want to respect their time and work life balance, so weekend service calls are optional.