



## LOYALTY MEMBERSHIP PROGRAM

### Your Loyalty Membership includes the following Benefits:

- ✓ **27-Point Furnace Precision Tune-Up and Professional Cleaning\*:** Your Loyalty Membership includes, at no cost, a thorough 27-Point Furnace Precision Tune-Up and Cleaning, to keep you warm during those chilly winter nights.
- ✓ **23-Point A/C Precision Tune-Up and Professional Cleaning\*:** Your Loyalty Membership includes, at no cost, a thorough 23-Point AC Precision Tune-Up and Professional Cleaning of your air conditioning system to keep you cool during those hot summer days.
- ✓ **11-Point Plumbing Safety Inspection\*\*:** Upon request, your Loyalty Membership includes, at no cost, a thorough 11-Point Plumbing Safety Inspection to inspect for water leaks, ensure drains are flowing properly and to check all gas and venting components. This service also includes a tanked water heater flush.
- ✓ **Attic/Crawlspace Efficiency and Safety Analysis:** Your Loyalty Membership includes a thorough attic analysis to inspect your insulation levels and check all systems for leaks.
- ✓ **24-Hour Emergency Repair Response Time\*\*\*:** As a Loyalty Member, upon request, we guarantee 24-hour non-operational HVAC and plumbing system and water leak repair response time during normal business hours. If we are unable to accommodate your request and repair(s) is needed during the visit, we will cover the cost of the repair up to \$500.
- ✓ **Priority Installation:** As a Loyalty Member, upon request, if your A/C and/or Furnace system needs to be replaced, we will provide you with priority install scheduling.
- ✓ **Guaranteed HVAC Service Window:** As a Loyalty Member, we know your time is valuable, so we'll guarantee our arrival to service your HVAC system within a 2-hour window.

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- ✓ **Transferable Plan:** As a Loyalty Member, we are here to serve you. If you move, you can transfer your membership to your new home (if in our service area) or you can transfer your payment credits to the new home owner—a nice “extra” to offer prospective buyers!
- ✓ **Trip and Diagnostic Charge:** As a Loyalty Member, the trip and diagnostic fee will only be \$19. **\$71 savings!**
- ✓ **After Hours Trip and Diagnostic Charge\*\*\*\*:** As a Loyalty Member, the overtime diagnostic fee will only be \$180. **\$90 savings!**
- ✓ **Drain Clearing\*\*\*\*\*:** As a Loyalty Member, the Drain Clearing fee will only be \$59.
- ✓ **Repair Discounts\*\*\*\*\*:** As a Loyalty Member, you're guaranteed 10% off all HVAC, plumbing and electrical service repairs!
- ✓ **Insulation Discount:** As a Loyalty Member, you're guaranteed 10% off all attic insulation installations.
- ✓ **Additional Product Discount:** As a Loyalty Member, you're guaranteed 5% off all indoor air quality products and water heaters purchased from M and M.
- ✓ **100% of Loyalty Payments Credited\*\*\*\*\*:** As long as you remain an uninterrupted Loyalty Member, 100% of your membership fees accumulated on a pro rata basis at the time of service may be applied towards the cost of a M and M complete HVAC system replacement. 50% of your Loyalty membership fees accumulated on a pro rata basis at the time of service may be applied towards the cost of a M and M partial HVAC system only replacement.

\* If you decide not to take advantage of this benefit, the Precision Tune-up and Professional Cleaning has no monetary value. Limited to 1 Tune-Up and Professional Cleaning per 6-month season. Furnace only memberships are limited to 1 Furnace Tune-Up and Professional Cleaning per year. For Furnace and AC memberships, benefits must be redeemed before the end of each applicable season (summer and winter). Does not include blower pull and clean, indoor coil cleaning or secondary heat exchanger cleaning. These deep cleaning services will be quoted separately.

\*\*If you decide not to take advantage of this benefit, the Plumbing Inspection has no monetary value. Limited to 1 Plumbing Inspection per year. Tanked water heater flushes are performed based on equipment condition, which will be determined at the time of the appointment.

\*\*\* Standard service charges apply. Service on Saturday, Sundays and company observed holidays excluded.

\*\*\*\* Overtime charge applies before 7:30am and after 5pm Monday - Friday. Overtime charge is also applied Saturday, Sundays and company observed holidays.

\*\*\*\*\* Accessible cleanout necessary. Excludes: Area Drains, Roof Drains, Main Line and removal of fixtures or toilets.

\*\*\*\*\* Excludes excavation, main line replacement and repairs, remodels and electrical panel upgrades.

\*\*\*\*\* Loyalty Membership must stay current through date of service. Offer applies to complete or partial HVAC system purchased from M and M.

These benefits are not for resale and are not redeemable for cash. Any unused portion of these benefits is not refundable. We will attempt to contact you via e-mail, mail or telephone to schedule your free maintenance or you can contact us directly anytime to schedule your appointment. Discount benefits received prior to the end of the first six months of membership may be subject to charge-back in the event of membership cancellation.

The Company reserves the right to change these terms and conditions at any time without prior notice. Any change will be posted on the Terms and Conditions on the website link to follow. See all terms and conditions at [MandMhvac.com/LoyaltyMembership](http://MandMhvac.com/LoyaltyMembership).