



# Worry-Free Home Comfort Delivered!

Welcome to the Premier Program!  
No program on the market today delivers all the benefits of the Premier Program!

## The Premier Program includes the following:



<b>No hassle, worry-free service</b> Everything your system needs, worry-free!	✓	×
<b>No charge annual maintenance</b> Keep your system running at peak efficiency.	✓	×
<b>No charge covered repairs</b> If it breaks, 24/7 priority scheduling and repairs (parts & labor) are included.	✓	×
<b>No charge consumable parts</b> U/V bulbs and air filters are included.	✓	×
<b>No hidden charges or fees</b> No trip, diagnostic, or overtime fees.	✓	×
<b>No large up-front payment</b> Everything included for a predictable, low monthly payment.	✓	×
<b>Most advanced home comfort systems</b> HVAC, water heaters, and whole-home water filtration systems.	✓	✓

## Enroll with Contractor today!

Here's how to enroll:



### Apply with Contractor

Applications are completed through our secure online portal or via phone.



### Sign Premier Program Agreement

Sign your agreement in our secure online portal or via email.



### Schedule installation date

Pick your home comfort system and schedule your installation.



### Enjoy Worry-Free Home Comfort for years to come!

Without the traditional risks and burdens of ownership.



**PremierProgram®**  
WORRY-FREE HOME COMFORT

# Frequently Asked Questions

## If my home comfort system breaks down, how fast will you service it?

As a Premier Program member, you can expect priority service should your home comfort system ever need servicing. Please contact Contractor Name and one of their qualified service technicians typically will be dispatched to your home within 24 hours.

## What is the installation process and how long does it take?

The installation is performed by Contractor Name. Installations in most cases take about a day. Contractor Name will set up a time and day for the installation that is most convenient for you and fits with your schedule.

## Will someone show me how to work the home comfort system and the controls for it?

Yes. Contractor Name will answer all your questions concerning how the home comfort system works, walk you through how to properly operate the new system controls or thermostat and show you how to change the air filters.

## What brands of home comfort equipment do I get with the Premier Program?

Contractor Name works with several quality, nationally recognized HVAC, plumbing, and electrical manufacturers. Based on your specific home comfort needs, Contractor Name will recommend the best options for you to consider.

## What happens to my old home comfort system?

Contractor Name will safely remove and dispose of your old home comfort system in an environmentally friendly manner.

## How do I schedule maintenance of the home comfort system?

Contractor Name will contact you to schedule the annual heating, cooling, or electrical system maintenance. Plumbing maintenance is scheduled on an as-needed basis. However, if you must reschedule that appointment, contact Contractor Name to do so, at your earliest convenience.

## Are there additional costs, other than the Premier Program monthly payment?

With the Premier Program, and pursuant to the type of home comfort system Contractor Name installs, all system maintenance, consumable parts, and covered repairs are included per the terms of your Premier Program agreement.

## Who do I contact with questions about the home comfort system?

For questions concerning the home comfort system, contact Contractor Name. Contact information is included in your Premier Program agreement.

## How long does this Premier Program service last? What happens when it ends?

The standard term for the Premier Program is 8 years. At the end of the standard term, you may elect to do any of the following (subject to the terms and conditions of your Premier Program agreement): 1) upgrade to a new system, 2) extend your Premier Program agreement, 3) exercise your purchase option, or 4) return the system.

## What if I sell my house?

If you sell your home, you have a couple options with the Premier Program:

**Option 1:** Contact us to apply to transfer the service to the new homeowner; upon the new homeowner being approved for the Premier Program and executing required documentation, they will assume responsibility for any remaining payments.

**Option 2:** Contact us to exercise your purchase option, as detailed in your Premier Program agreement. Under this option, you will take ownership of the system and program benefits will cease upon your exercise of the purchase option.

## Who do I contact with questions about my bill or making a payment?

For billing questions, please contact Comfort Connect and one of our dedicated customer service team members will answer your questions. You can contact us via email at [inquiries@comfortconnect.com](mailto:inquiries@comfortconnect.com) or call us toll-free at (888) 342-7005.

## Who do I contact if I want to transfer the Premier Program service?

If you wish to transfer your Premier Program agreement, please contact Comfort Connect, and one of our dedicated customer service team members will review your options with you. You can contact us via email at [inquiries@comfortconnect.com](mailto:inquiries@comfortconnect.com) or call us toll-free at (888) 342-7005.

## Still have questions?

## Call us (Contractor) today!

Contractor Name

1st Address Line

2nd Address Line

Phone Number



**PremierProgram®**  
WORRY-FREE HOME COMFORT