



828-667-8743

STAYEXCELLENT.COM/CLUB

THE EXCELLENCE CLUB.

Three ways to protect your heating and cooling — every one includes two seasonal tune-ups, priority scheduling, and a credit that grows toward your next system. Pick the level that fits your home.

ESSENTIAL	MOST POPULAR	TOP TIER
EXCELLENCE CARE	EXCELLENCE TOTAL	EXCELLENCE ELITE
\$24/mo	\$34/mo	\$48/mo
PLUS TAX	PLUS TAX	PLUS TAX

WHAT WE DO AT EVERY VISIT

Seasonal tune-ups Full cleaning & testing, spring and fall	2 per year	2 per year	2 per year
Condensate drain treatment Prevents the clogs that cause water damage	✓	✓	✓
Air filters included We bring them and change them for you	—	Standard	4" premium
Indoor air quality diagnostic Checked at each of your service visits	—	✓	✓

WHEN SOMETHING GOES WRONG

Priority scheduling Where you sit in line on the busiest days	Standard	High	VIP
Diagnostic fee What we charge to diagnose (normally \$129)	1/2 off	\$0	\$0
After-hours & holiday premium The premium on labor for nights, weekends, holidays	—	—	Waived
Repair discount Off every repair — parts and labor	10%	15%	20%
2-year warranty on repairs Our standard repair warranty is 90 days	—	✓	✓

WHAT YOU GET BACK

Loyalty credit toward a new system Banked every year you stay	\$50/yr	\$50/yr	\$100/yr
Health & safety credit Toward safety and air quality upgrades	—	—	\$100/yr
Transfers with your home Goes to the new owner with its records	✓	✓	✓
Each additional system	\$16/mo + tax	\$22/mo + tax	\$30/mo + tax

READY TO JOIN?

Your membership starts today.

Ask your technician to enroll you before they leave, or call the office. Your membership starts right away — so today's visit already gets member pricing.

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