



Honest A/C Care Club

Residential HVAC Membership & Preventive Maintenance Program

Stay Comfortable. Stay Assured.

Quick Overview

Intended for homeowners seeking fewer breakdowns, enhanced comfort, and genuine preventive maintenance instead of temporary fixes.

Service Windows: Spring (Mar-May) and Fall (Sep-Nov). Members are scheduled before non-members during peak demand.

Membership: No age limit to enroll. Select benefits (90-day warranty & capacitor benefit) are inspection-eligible and require safe/serviceable condition - see Eligibility.

Membership Plans	Annual	Monthly Option*	Value/ Best for
Bronze (per system)	\$165 / year	\$19 / month	<i>Basic cleaning, and drain protection</i>
Silver (per system)	\$225 / year	\$28 / month	<i>Real maintenance, report, and \$25 off diagnostic + discounts</i>
Gold (per system)	\$360 / year	\$36 / month	<i>2 visits + deeper measured diagnostics + waived diagnostic + discounts</i>

*Monthly option requires a 12-month membership commitment.

THE HONEST DIFFERENCE

- **Real diagnostics – Not quick tune-ups**
 - Clear recommendations, No pressure
- **Service based on condition, Not upsells**
- Silver includes service reports for your records
 - **Focused on Members' ROI**

Louisiana reality: humidity, drain clogs, and comfort complaints

High humidity and long run-times make drainage, airflow, and coil cleanliness matter more here than in dry climates. Care Club focuses on those fundamentals so your home stays comfortable - and you avoid surprise shutdowns.

Why Membership Beats "Call Once a Year"

Most HVAC failures don't happen suddenly. They develop gradually from restricted airflow, drain buildup, electrical wear, and coil contamination. In Louisiana, these problems appear quicker because systems run longer and handle more humidity. The Care Club helps keep your system running smoothly and detects issues early before they become costly repairs.

What Members Receive Year-Round

- Priority scheduling during peak season (members scheduled before non-members).
- After-hours and emergency access with reduced member fees (subject to availability).
- Ventilation and airflow evaluations included during maintenance visits.
- Clear photo documentation and maintenance notes (Gold includes expanded performance reporting).
- Eligibility for the 90-Day No-Fail Labor Warranty on qualifying systems.

What Is Included in Each Preventive Maintenance Visit

Indoor Unit	Outdoor Unit	Drain and Performance
<ul style="list-style-type: none"> • Inspect and tighten electrical connections and controls. • Check the thermostat calibration and overall function. • Inspect the coil and blower condition; clean accessible components as needed. • Evaluate filter condition and airflow indicators. • Inspect for corrosion and airflow restrictions, then drain and check performance. Drain and Performance 	<ul style="list-style-type: none"> • Clear debris and wash the condenser coil. • Inspect the fan motor and blades for damage or imbalance. • Verify safety controls and voltage levels. • Assess performance with superheat/sub-cooling and Delta T. • Inspect the outside unit for water damage, corrosion, or signs of organic growth. Drain and Performance 	<ul style="list-style-type: none"> • Inspect for corrosion and airflow restrictions. • Measure Delta T and key airflow indicators. • Pressurize and sanitize the main condensate line using a CO2 flush. • Check drainage thoroughly; inspect secondary pan (if available) • Use cleaner and deodorizer tablets as needed.

Gold Plan - Enhanced System Inspections (Included)

Gold includes internal video inspection (where accessible) and thermal imaging to identify airflow, moisture, insulation, and electrical issues sooner. You receive photos, notes, and prioritized recommendations as part of the Gold report.

Customer Summary After Each Visit

You receive a detailed service report with photos and performance notes, including maintenance recommendations. Gold members get an expanded performance report (RH, SH, SC, static, wet/dry bulb as applicable).

Silver vs Gold - Full Plan Comparison (Per System)

Service Feature	Silver	Gold
Preventive maintenance visits	Once a year (Spring or Fall)	Twice a year (Spring and Fall)
Full system tune-up	Included	Included with enhanced diagnostics
Indoor/outdoor coil cleaning	Deep cleaning (without removal)	Deep cleaning (non-removal) + coil brightener as needed
Drain line service	CO2 Flush and Deodorizer Tablet	CO2 flush, deodorizer tablet, snake cleaning; 1 kill switch as needed.
Refrigerant Evaluation	Cooling efficiency inspection	Full evaluation (SH/SC) plus up to 1 lb of free refrigerant refill (as needed)
Electrical and mechanical inspections	Standard Inspection	Enhanced inspection and thermal scan
System performance data	Airflow and Delta T baseline	Performance report (RH, SH, SC, static, wet/dry bulb)
Internal video inspection	Not included.	Included (where accessible)
Thermal imaging scan	Not included.	Included.
Digital report and photos	Service summary	Digital report and photos
Standard diagnostic fee (normal hours)	Standard rates; \$25 off diagnostic.	Waived (Gold Members) \$100 Valve
Repair discount	10% off the repair invoice total.	20% off on invoice total for repairs
Full system replacement discount (labor only)	10% off labor	20% off labor
Capacitor benefit	Free capacitor replacement (eligibility requirements apply).	Free capacitor replacement (eligibility requirements apply).
Priority scheduling	Included.	Front-of-line priority
After-hours and emergency access	Reduced member fees; \$10 discount on after-hours fee.	Reduced member fees; \$20 discount on after-hours fee.
Ventilation and airflow assessment	Included (observational)	Included (observational + balancing focus)
Room-by-room air balancing	Not included.	Included (basic)
Air purification tips	Recommendations	Recommendations plus member pricing on add-ons
90-Day No-Fail Labor Warranty	Eligible (qualifying systems)	Eligible (qualifying systems)

Important:

- Preventive maintenance agreement only. Repairs, parts, refrigerant, and replacements are quoted separately. Equipment and materials are excluded unless specified in writing.
- Emergency services are separate and do not replace scheduled maintenance.

Bronze membership

Bronze is our basic maintenance option, recommended for newer systems (1-5 years) or systems with good airflow that need routine cleaning and drain protection, without inspections or performance reporting.

Prepay & Pause Billing

The Prepay & Pause Billing option allows you to begin your Care Club membership now without making monthly payments right away.

In plain terms:

You pay a set amount up front. During that time, your monthly billing is paused. Once that prepaid amount is used, normal monthly billing begins automatically.

How You Get the Prepay & Pause Option

1. Select your Membership plan
2. Select Monthly Billing
3. Select the Prepay & Pause option during enrollment.
4. Pay the minimum activation fee.

Minimum Activation Payment (Required)

Plan	Activation Payment	What it does
Silver	\$138-\$168	Membership activation, priority scheduling, and access to enhanced benefits.
Gold	\$179-\$216	Membership activation, priority scheduling, and enhanced benefits eligibility.

What This Means for Service

Preventive maintenance is carried out during seasonal service windows. Monthly billing may start before the service is finished.

Before scheduling a system service, the minimum activation fee must be paid. Any remaining balance must be settled before the service. Service will not be performed if there is an outstanding balance.

Simple Example

You join in "month" and choose to prepay the minimum activation amount. Your monthly billing is paused. Your system is serviced during the next service window. After the prepaid amount is used, monthly billing resumes automatically.

Prepaid amounts are non-refundable and can only be used for the enrolled system. Monthly memberships require a 12-month commitment with automatic billing.

Multi-System Pricing

<u>System Count</u>	Bronze	Silver	Gold
1 System	\$165 / yr \$19 / Mth*	\$225 / yr \$27 / Mth*	\$360 / yr \$36 / Mth*
2 Systems (per system)	\$155 / yr \$18 / Mth*	\$215 / yr \$26 / Mth*	\$335 / yr \$33 / Mth*
3 Systems (per system)	\$145 / yr \$17 / Mth*	\$205 / yr \$25 / Mth*	\$320 / yr \$32 / Mth*
4 Systems (per system)	\$135 / yr \$16 / Mth*	\$195 / yr \$24 / Mth*	\$305 / yr \$30 / Mth*
5 Systems+ (per system)	\$125 / yr \$15 / Mth*	\$185 / yr \$23 / Mth*	\$295 / yr \$29 / Mth*

Quick Notes (Residential)

- The discount applies when multiple systems are enrolled for the same customer or address unless requested and approved otherwise.
- Pricing is per system, annually. A monthly plan is available with a 12-month commitment.
- Repairs, parts, refrigerant, and replacements are quoted separately unless specified in writing.
- **Members receive special care:** minor repairs and quick fixes are free, including battery replacements, adhesive reapplication, and more.

Filter Program

Premium 90-day filters: \$9 each, includes shipping.

Default: 4 filters per year (approximately one every 90 days).

Homeowners can replace filters themselves. Optional technician installation costs \$25 for the first filter, plus \$10 for each additional filter installed during the same visit.

Quick Notes Before You Enroll

- All pricing and benefits apply per system. Multi-unit accounts receive coverage for each individual system.
- Discounts and capacitor benefits begin after paying the activation fees for that system (monthly dues or prepaid amount).
- Full replacements: discounts only apply to labor.
- Add-ons can be selected during enrollment or added later through text or email (see Enrollment Form).
- Service Windows: Spring: March-April-May | Fall: September-October-November. The activation fees for that system have been paid.
- **Members receive special care:** Minor repairs and quick fixes, such as battery replacements and adhesive reapplication, will not be charged.
- Repairs, parts, refrigerant, and replacements are quoted separately unless specified in writing. Equipment and materials are excluded unless explicitly stated in writing.

Terms and Conditions (Summary)

<ul style="list-style-type: none"> • Membership term is 12 months, and monthly memberships also require a 12-month commitment. • Honest A/C schedules preventive maintenance visits during Spring and Fall based on availability and route efficiency. • Prepaid membership credits can be applied at enrollment toward future monthly dues; billing begins once credits are used. Credits are non-refundable. • Honest A/C reserves the right to determine eligibility based on inspection findings and documented exclusions. 	<ul style="list-style-type: none"> • The program includes only listed maintenance services. Repairs, replacement parts, refrigerant, and upgrades are quoted separately. • Discounts and capacitor benefits begin after the activation fees for that system have been paid, whether they are monthly dues or prepaid amounts. (Silver: 10% off repairs Gold: 20% off repairs; replacements: labor-only discounts). • Service area is within 50 miles of New Orleans. Access must be provided at the scheduled time; missed appointments may be rescheduled based on availability. • Cancel with 30 days' notice. No refunds for services already rendered.
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Eligibility, Warranty Coverage, and Exclusions

Warranty eligibility: The 90-Day No-Fail Labor Warranty applies when the system is deemed serviceable and safe at the time of maintenance. Exclusions apply.

Discount Timing: Repair discounts, replacement labor discounts, and the capacitor benefit begin after the activation fees for that system have been paid (monthly dues or prepaid credits). If membership is canceled, eligibility resets upon re-enrollment.

Capacitor eligibility benefits: Free capacitor replacement is available when failure results from normal wear. This does not apply if the root cause is restricted airflow, documented high static pressure, design or installation defects, visible neglect, or other conditions likely to damage the capacitor. Verification readings and inspection findings may be required.

90-Day No-Fail Labor Warranty (Labor Only)

If a qualifying covered component fails within 90 days after a Care Club maintenance visit, Honest A/C will return and perform eligible repairs at no labor cost. Parts, refrigerant, and replacements are quoted separately unless written otherwise. Equipment and materials are not included.

Not covered (examples):

- Oversized systems or wrong equipment choices
- Improper installation, design flaws, duct leaks, or unsafe wiring can cause issues.
- Pre-existing issues identified during inspection or service.
- Refrigerant leaks caused by installation defects, line-set damage, corrosion, or contamination
- Visible signs of neglect, abuse, or contamination beyond normal wear.
- Systems that are beyond the normal service life or not economically repairable.

After-Hours and Emergency Service (Reduced Member Fees)

After-hours and emergency services are available to Care Club members, subject to availability. Members receive priority access and lower after-hours fees compared to non-members. After-hours service does not replace scheduled preventive maintenance visits and does not guarantee same-day service.

Ventilation and Airflow Evaluation

Maintenance visits include an observational assessment of ventilation and airflow to identify comfort and efficiency issues, such as restricted airflow, signs of heat retention, humidity problems, and basic duct connection concerns. This evaluation is non-invasive. Corrective work is quoted separately upon approval.

Enrollment Form (Per System)			
Customer Name: _____			
Service Address: _____			
City / State / ZIP: _____			
Phone: _____	Email: _____	Number of systems covered: _____	
Selected Plan:	Bronze	Gold	Billing:
Additional Info for Mix Plan: _____	Silver	Mixed Plan	Annual Monthly

Filter Program Selection (Optional) To add later: text "Filter size" + Qty + address + option to (504) 516-5105.

Premium homeowner filters (90-day value): \$9 shipped each; default: 4 per year.

Yes, ship the filters to my house.

No - I use my own filters.

Filter Size/Quantity: _____

Optional Add-Ons (Optional) To add later: text "ADD-ON" + address + option to (504) 516-5105.

Mini-Split Snapshot (Optional Add-On)

Mini-Split Add-On (2 visits annually per outdoor unit): Visit 1 - comprehensive service (cleaning the indoor head, cleaning the outdoor heat pump, and inspection). Visit 2 - filter cleaning and observation.

Mini-split Maintenance	Bronze Pricing	Silver & Gold Membership Pricing
1 Inside head	\$135/yr	\$115/yr
2 Inside heads	\$205/yr	\$170/yr
3 Inside heads	\$260/yr	\$220/yr
4 Inside heads	\$290/yr	\$265/yr
5 Inside heads	\$350/yr	\$305/yr

High access points over 10 ft may incur an additional \$10 per head.
 Deep disassembly cleaning quoted separately.

High access (over 10 ft): Yes
No

Outdoor mini split systems installed 4 feet above the ground qualify for a \$75 discount.

System is above ground (over 4 ft): Yes
No

Additional Notes / Additional Addresses:

Customer Signature: _____	Date: _____
Honest A/C Rep: _____	Date: _____

Next step: Send your system count and addresses via text or email. We will confirm pricing and schedule within one business day. Return by email: Honestcareclub@gmail.com | Return by text: (504) 516-5105. If you have any questions or need assistance filling out this form, please call or email us. Thank you!

Addendum: Updates, Add-Ons, and Clarifications (Effective Today)

<p>Key Updates</p> <ul style="list-style-type: none"> • Service Windows: Spring is March-May. Fall is September-November. • Discount Activation: Repair and free capacitor replacement discounts start after the activation fees for that system are paid, whether through monthly dues or prepaid credit. • Repair Discounts (Repairs Only): Silver 10% off the invoice total; Gold 20% off the invoice total. • Full System Replacement Discount (Labor Only): Silver 10% off labor; Gold 20% off labor. Equipment and materials excluded. • Diagnostic Fees (Normal Hours): Silver members receive a \$25 discount on the diagnostic fee; Gold members have the diagnostic fee waived. 	<p>Residential Add-Ons</p> <ul style="list-style-type: none"> • Filters Program (Premium filters 90-day value): \$9 each, shipped. Default is 4 annually. • Optional Technician installation available (quoted separately). • Mini-split add-on (2 visits/year per outdoor system): Visit 1 includes full service; Visit 2 involves filter cleaning and observation. • High access (heads above 10 ft) may incur an additional \$10 per head. Deep disassembly cleaning is quoted separately.
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Footnote: Equipment and materials are not included. All benefits and pricing apply to each system. For multi-unit accounts, each system has its own coverage and service.

Loyalty Credits and Long-Term Member Incentives

Residential loyalty credits reward consecutive enrollment in the covered system beginning 01/01/2025. Credits apply to labor only, with equipment and materials excluded.

After 12 consecutive months (Year 1)	After 24 consecutive months (Year 2)
<ul style="list-style-type: none"> • \$1,000 labor credit toward a full system replacement • \$500 labor credit for ductwork replacement • \$300 labor credit for a new mini-split installation or replacement (per outdoor system) 	<ul style="list-style-type: none"> • \$2,000 labor credit toward a full system replacement. • \$1,000 labor credit for replacing ductwork • \$600 labor credit for installing or replacing a mini-split (per outdoor unit)

Rules and Limitations

- Credits apply only to labor costs. Equipment and materials are not included.
- Credits can be used once every 24 months per system.
- Credits cannot be combined with other replacement discounts; Honest A/C applies the higher benefit.
- Membership must be active and in good standing at the time of redemption. Cancellation or lapse resets eligibility.
- Transfer is only permitted with written approval from Honest A/C.
- Membership must remain active and paid without any gaps (missed payments or cancellations reset the timer).
- Maintenance must be performed as scheduled for the system to qualify.

How you earn Loyalty Credits:

How you earn Loyalty Credits:

Loyalty Credits are earned automatically by maintaining an active, paid membership with the same system for 12 or 24 consecutive months and completing all scheduled maintenance visits during that period.