



Honest A/C Care Club

Commercial & Property Management HVAC Membership Program

Stay Comfortable. Stay Assured.

Quick Overview

Designed for landlords and property managers seeking predictable scheduling, fewer tenant complaints, and straightforward maintenance decisions across multiple systems at the portfolio level.

Service Windows: Spring (March–May) and Fall (September–November). Route-based scheduling reduces downtime and increases efficiency.

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

Membership Plan	Annual	Monthly Option*	Best Fit
Bronze (per system)	\$165 / year	\$19 / month	Budget-friendly and basic cleaning
Silver (per system)	\$225 / year	\$25 / month	<i>Real maintenance, report, and \$25 off 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 more important here than in dry climates. Care Club focuses on these fundamentals so your home stays comfortable—and you avoid surprise shutdowns.

Why Membership Beats "Call Once a Year"

Reactive HVAC service is the most costly way to manage rental properties. Most breakdowns develop over time due to restricted airflow, drain buildup, electrical wear, and coil contamination. Care Club standardizes the basics, reducing surprises across portfolios.

What Members Receive Year-Round

- Priority scheduling during peak season (members scheduled before non-members).
- After-hours and emergency access with discounted member fees (subject to availability)
- Route-based scheduling to reduce tenant downtime
- Silver: documented photos and notes after each visit (Bronze does not include reports)
- Discounts apply after the activation fees for that system are paid.

What Is Included in Each Silver Preventive Maintenance Visit

Indoor Unit	Outdoor Unit	Drain and Performance
<ul style="list-style-type: none"> • Inspect and secure electrical connections and controls. • Verify the thermostat's calibration and overall operation. • Inspect the coil and blower condition; clean accessible components as necessary. • Check the filter condition and airflow indicators. • Check for corrosion and airflow restrictions, then drain and evaluate performance. 	<ul style="list-style-type: none"> • Clear debris and clean the condenser coil. • Inspect the fan motor and blades for damage or imbalance. • Check safety controls and voltage levels. • Evaluate performance using superheat, sub-cooling, and Delta T. • Inspect the outdoor unit for water damage, corrosion, or signs of organic growth. 	<ul style="list-style-type: none"> • Check for corrosion and airflow obstructions. • Measure Delta T and essential airflow indicators. • Pressurize and sanitize the main condensate line with a CO2 flush. • Thoroughly check drainage and inspect secondary pan (if available). • Use cleaner and deodorizer tablets when necessary.

Silver Plan - System Inspections (Included)

Silver includes internal video inspection (where accessible) and thermal imaging to detect airflow, moisture, insulation, and electrical issues early.

Customer Summary After Each Silver Visit

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

Bronze vs Silver - Full Plan Comparison (Per System)

Service Feature	Bronze	Silver
Preventive maintenance visits	Once a year (Spring or Fall)	Once a year (Spring or Fall)
Full system tune-up	Not included	Included plus enhanced diagnostics
Indoor/outdoor coil cleaning	Light surface cleaning	Deep cleaning (without removal) plus coil brightener as needed.
System performance data	Not Included	Performance report (RH, SH, SC, static, wet/dry bulb)
Refrigerant evaluation	Basic calibration check.	Full evaluation (SH/SC) plus up to 1 lb of free refrigerant refilled (as needed)
Electrical and mechanical inspection.	Standard light inspection	Enhanced inspection + thermal scan
Drain line service	CO2 flush	CO2 flush + deodorizer tablet
Internal video inspection	Not included	Included (where accessible)
Thermal imaging scan	Not included	Included
Digital report and photos	Photos only (report when necessary)	Digital report + photos
Standard diagnostic fee (normal hours)	Standard pricing	Reduced \$35 (Silver members)
Repair discount	Not Included	15% off repairs (invoice total)
Full system replacement discount (labor only)	Not Included	15% off labor
Capacitor benefit	Not Included	Free capacitor replacement (eligibility applies)
Standard filters (optional program)	Requestable	Available right after sign-up
Priority scheduling	Not Included	Front-of-line priority
After-hours/emergency access	Standard pricing	Reduced member fees + highest priority
Ventilation and airflow evaluation	Not Included	Included (observational)
Room-by-room air balancing	Not included	Included (basic)
Air purification guidance	Not Included	Recommendations + member pricing on add-ons
90-Day No-Fail Labor Warranty	Not Included	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 plan, 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 the Silver 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
Bronze	\$120-\$168	Basic cleaning, and drain protection
Silver	\$156-\$228	Membership activation, priority scheduling, enhanced benefits eligibility

What This Means for Service

Preventive maintenance is performed during seasonal service windows. Monthly billing may begin before service is completed.

Before a system is scheduled for service, the minimum activation payment must be satisfied. Any remaining balance must be paid before service. Service is not performed with a balance due.

Simple Example

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

Prepaid amounts are non-refundable and apply only to the enrolled system. Monthly memberships require a 12-month commitment with automatic billing.

Multi-System Pricing

System Count	Bronze		Silver	
1-2 Systems (per system)	\$165 / year	\$14 / Monthly*	\$225 / year	\$19 / Monthly*
3-5 Systems (per system)	\$155 / year	\$13 / Monthly*	\$210 / year	\$18 / Monthly*
6-9 Systems (per system)	\$145 / year	\$12 / Monthly*	\$195 / year	\$16 / Monthly*
10-14 Systems (per system)	\$135 / year	\$11 / Monthly*	\$180 / year	\$15 / Monthly*
15-24 Systems (per system)	\$125 / year	\$10 / Monthly*	\$165 / year	\$14 / Monthly*
25-39 Systems (per system)	\$115 / year	\$10 / Monthly*	\$150 / year	\$13 / Monthly*
40+ Systems (per system)	Custom	Custom	Custom	Custom

Quick Notes

- The discount applies when multiple systems are enrolled under the same customer/address, unless requested and approved otherwise.
- Pricing is charged per system, annually. A monthly plan is available with a 12-month commitment.

Optional Add-Ons & Filter Programs

Filter Program (PM/Commercial)

Standard filters included at sign-up: Premium MERV 8, 90-day rated pleated filters (standard sizes).

Order more filters through the Supply Plan: office or maintenance-room delivery is preferred. Each additional filter costs \$10 (shipping included). The minimum order is 5 filters per delivery. Orders below the minimum are subject to a \$15 admin fee.

Door Delivery Options: \$6 per property per drop plus \$9 per filter

Technician installation: The installation option costs \$20 per system, plus \$10 for each additional filter installed during the same visit (filter change-out and verification).

Quick Notes Before You Enroll

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

Terms and Conditions (Summary)

<ul style="list-style-type: none"> • Membership term is twelve (12) months. Monthly memberships require a 12-month commitment. • Preventive maintenance visits are performed during Spring/Fall windows and scheduled by Honest A/C based on availability and route efficiency. • Prepaid Membership fees may be applied at enrollment toward future monthly dues; billing begins once credits are used. Credits are non-refundable. 	<ul style="list-style-type: none"> • The program covers only listed maintenance services. Repairs, replacement parts, refrigerant, and upgrades are quoted separately. • Discounts and capacitor benefits start after the activation fees for that system are paid, with Silver offering 15% repairs and labor-only discounts on replacements. • The service area is within 50 miles of New Orleans. Access must be provided at the scheduled time; missed appointments may be rescheduled depending on availability. • Cancel with a 30-day notice. No refunds for services already provided. • Honest A/C reserves the right to decide eligibility based on inspection results and documented exclusions.
---	--

Eligibility, Warranty Coverage, and Exclusions

Property management flexibility: No equipment age restriction for membership service. Warranty eligibility depends on inspection (system must be operational and safe). Exclusions apply.

Discount timing (Silver only): Repair discounts, replacement labor discounts, and the capacitor benefit start after (monthly dues or prepaid credit). If membership is canceled, eligibility resets upon re-enrollment.

Capacitor benefit eligibility: Free capacitor replacement is provided when failure aligns with normal wear. It is not offered if the root cause is restricted airflow, documented high static pressure, design or installation flaws, visible neglect, or other conditions likely to damage the capacitor. Verification readings and inspection results may be required.

90-Day No-Fail Labor Warranty (Silver Only — Labor Only): Warranty eligibility depends on inspection and requires the system to be in working condition and safe during the visit.

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

If a qualifying covered component fails within 90 days of a Care Club maintenance visit, Honest A/C will return to perform covered repairs at no cost for labor and most materials.

Parts, refrigerant, and replacements are quoted separately unless specified in writing. Equipment and materials are excluded.

Not covered (examples):

- Oversized systems or incorrect equipment choice, improper installation, design flaws, duct leakage, or unsafe wiring.
- Pre-existing issues documented during inspection or service.
- Refrigerant leaks resulting from installation defects, line-set damage, corrosion, or contamination.
- Visible signs of neglect, abuse, or contamination beyond normal wear. Systems beyond 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 get 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 ventilation and airflow assessment to identify comfort and efficiency issues, such as restricted airflow, heat retention signs, humidity problems, and basic duct connection concerns. This evaluation is non-invasive. Corrective work is quoted separately upon approval.

Enrollment Form

Customer / Company: _____			
Contact Name: _____			
Service Address: _____			
City / State / ZIP: _____			
Phone: _____	Email: _____	Number of systems covered: _____	
Selected Plan:	Bronze Mixed Plan Silver	Billing:	Annual Monthly
Additional Info for Mix Plan: _____			

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

Property filters plan (Premium filters 90-day value): Available immediately after sign-up.

Delivery to the office or maintenance room.
(\$9 per filter)

Resident door delivery: \$9 per filter,
plus \$6 per property

Tech installation fee: \$20 per system.
plus (\$10 per additional filter)

No Filter needed

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 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 occurs from March to May. Fall happens from September to November. • Discount Activation: repair discounts and free capacitor replacement begin after activation fees for that system have been paid (monthly dues or prepaid credit). • Repair Discounts (Repairs Only): Silver 15% off invoice total. • Full System Replacement Discount (Labor Only): Silver 15% off labor. Equipment/materials excluded. • Diagnostic Fees (Normal Hours): Silver receives \$35 off the diagnostic fee. • Property Management Flexibility: no equipment age limitation for membership service. Warranty eligibility is inspection-based (system must be serviceable and safe). 	<p>Property Management Add-Ons</p> <ul style="list-style-type: none"> • Filter Program (Premium filters) (90-day value): available immediately after sign-up. • Filter install fee (technician): \$20 per system. • Door delivery logistics fee: \$20 per drop (property-level). • Minimum quantity per delivery may apply; \$15 administration fee if minimum is not met. • Mini-split add-on (2 visits/year - per outdoor system): Visit 1 full service. Visit 2 filter cleaning + observation. • High access (heads above 10 ft) may add \$10 per head. Deep disassembly cleaning quoted separately.
---	--

Footnote: Equipment and materials are excluded. All benefits and pricing are based on each system. For multi-unit accounts, each system has its own coverage and service.

Loyalty Credits and Long-Term Member Incentives

Property Management loyalty credits reward consecutive enrollment in the covered system starting 01/01/2025. Credits apply to labor only; equipment and materials are 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 toward ductwork replacement. • \$300 labor credit toward 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 toward ductwork replacement. • \$600 labor credit for installing or replacing a new mini-split (per outdoor system).

Rules and Limitations

- Credits apply to labor charges only. Equipment/materials excluded.
- Credits can be used once per system every 24 months.
- Credits cannot be combined with other replacement discounts; Honest A/C gives the highest available benefit.
- Membership must remain active and paid without any lapse (missed payments or cancellations reset the clock).
- Transfer is only permitted with written approval from Honest A/C.
- Maintenance must be performed on schedule for the system to qualify.
- For Property Management accounts, filter compliance must be confirmed (filter program participation or photo/log proof).

How you earn Loyalty Credits:

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