



RESIDENTIAL MEMBERSHIP AGREEMENT

Total Comfort Club — Membership Terms & Conditions

1. CUSTOMER INFORMATION

Customer Name	
Service Address	
Phone Number	
Email Address	
Notes	

2. MEMBERSHIP PLAN

Select one of the following membership plans. The Monthly Fee column reflects any applicable add-on units.

Plan Name & Description	Monthly Rate	Additional Unit Pricing	# of Units	Monthly Fee + GST
Total Comfort <i>Maintenance</i> – 1 HVAC inspection/tune-up per year – \$0 diagnostic fees – 10% off parts & services – Discounts on new equipment – Annual HVAC tune-up/inspection	\$11.99/mo + GST	Additional unit: \$7.00/mo + GST		
Total Comfort Plus <i>Protection</i> – Repair coverage up to \$1,000 – \$0 diagnostic fees – 10% off parts & services – Discounts on new equipment – Priority service	\$16.99/mo + GST	Additional unit: \$5.00/mo + GST		
Total Peace of Mind <i>Maintenance & Protection</i> – Priority service – Repair coverage up to \$1,000 – 1 HVAC inspection/tune-up per year – \$0 diagnostic fees – 10% off parts & services – Discounts on new equipment	\$23.99/mo + GST	Additional unit: \$8.00/mo + GST		

3. COVERED EQUIPMENT

Coverage applies only to the residential HVAC equipment identified below, located at the registered service address.

Item	Make / Model / Serial No. / Age
Equipment 1	
Equipment 2	
Equipment 3	
Equipment 4	

4. MEMBERSHIP BENEFITS

Depending on the selected plan, membership benefits may include the following:

- Priority scheduling for service calls
- Reduced or waived diagnostic fees during regular business hours
- Annual preventative maintenance inspections and tune-ups
- Discounts on eligible repairs, services, and equipment
- Access to qualifying repair coverage tiers
- Member-exclusive promotional offers
- Preferred customer status for seasonal scheduling

5. MEMBERSHIP ACTIVATION

- Membership benefits become active 21 days after enrollment, unless otherwise approved in writing by Total Plumbing & Heating Ltd..
- Maintenance visits are subject to scheduling availability and seasonal demand.

6. EQUIPMENT CONDITIONS

- Equipment must be safely accessible, installed to applicable code standards, in serviceable condition, and free from severe neglect or unauthorized modification.
- Total Plumbing & Heating Ltd. reserves the right to decline or limit coverage on unsafe or non-serviceable equipment.

7. REPAIR COVERAGE

- Repair coverage applies only to eligible components and approved repair tiers as determined by Total Plumbing and Heating's current flat-rate repair structure.
- Repair coverage does not include full system replacement, but may be applied as a credit toward larger repairs or replacement options.
- Coverage exclusions include: pre-existing failures, cosmetic damage, neglect, abuse, flooding, freezing, fire, power surges, unauthorized modifications, and non-covered accessories.

8. MAINTENANCE SERVICES

- Included maintenance services are preventative in nature and designed to support equipment performance and reliability.
- Maintenance services do not guarantee uninterrupted equipment operation or prevention of all future failures.
- Customers are responsible for scheduling annual maintenance appointments during normal operating hours.

9. PRIORITY SERVICE

- Priority service provides preferred scheduling for Total Comfort Club members, subject to technician availability, weather conditions, safety considerations, and call volume.

10. PAYMENT TERMS

- Membership fees are billed monthly using the payment method authorized by the customer.
- Failure to maintain current payment status may result in suspension or cancellation of membership benefits.

11. CANCELLATION

- Either party may cancel this membership with written notice.
- If cancellation occurs after significant membership benefits have been used, Total Plumbing & Heating Ltd. reserves the right to invoice the difference between member pricing and standard retail pricing.

12. LIMITATION OF LIABILITY

- Total Plumbing & Heating Ltd. is not liable for incidental or consequential damages, including water damage, loss of use, spoilage, or delays caused by parts availability, weather, or supplier shortages.
- This membership program is not an insurance policy or home warranty product.

13. CHANGES TO TERMS

- Total Plumbing & Heating Ltd. reserves the right to modify membership pricing, benefits, terms, conditions, and coverage structures upon written notice to the customer.

14. CUSTOMER AUTHORIZATION

By signing below, the Customer acknowledges that they have read, understood, and agreed to the terms and conditions of the Residential Membership Terms, and would like to proceed with membership enrollment.

Customer Name (Printed)

Customer Signature

Date

TPH Representative (Printed)



TOTAL COMFORT CLUB — MEMBER SUMMARY

Residential Membership Agreement — Quick Reference Guide

WHAT IS THE TOTAL COMFORT CLUB?

The Total Comfort Club is a residential HVAC membership program offered by Total Plumbing & Heating Ltd. It provides homeowners with preventative maintenance, priority service, and optional repair coverage for their home heating and cooling equipment — all for a low monthly fee.

MEMBERSHIP PLANS

Plan	Monthly Rate	Additional Unit Pricing	# of Units	Monthly Fee + GST
Total Comfort <i>Maintenance</i>	\$11.99/mo + GST	Additional unit: \$7.00/mo + GST		
Total Comfort Plus <i>Protection</i>	\$16.99/mo + GST	Additional unit: \$5.00/mo + GST		
Total Peace of Mind <i>Maintenance & Protection</i>	\$23.99/mo + GST	Additional unit: \$8.00/mo + GST		

KEY MEMBERSHIP BENEFITS

Total Comfort — *Maintenance Plan* | \$11.99/mo + GST

- 1 HVAC inspection/tune-up included per year
- \$0 diagnostic fees
- 10% off parts & services
- Discounts on new equipment
- Annual HVAC tune-up/inspection
- Each additional unit: add \$7.00/mo + GST

Total Comfort Plus — *Protection Plan* | \$16.99/mo + GST

- Included repair coverage toward qualifying repairs up to \$1,000
- \$0 diagnostic fees
- 10% off parts & services
- Discounts on new equipment
- Priority service
- Each additional unit: add \$5.00/mo + GST

Total Peace of Mind — *Maintenance + Protection Plan* | \$23.99/mo + GST

- Priority service
- Included repair coverage toward qualifying repairs up to \$1,000
- 1 HVAC inspection/tune-up included per year
- \$0 diagnostic fees
- 10% off parts & services
- Discounts on new equipment
- Each additional unit: add \$8.00/mo + GST

IMPORTANT CONDITIONS

Activation Benefits become active 21 days after enrollment. Maintenance visits are subject to scheduling availability.

Covered Equipment Coverage applies only to listed residential HVAC equipment at the registered address. Equipment must be code-compliant and in serviceable condition.

Repair Coverage Applies to eligible components only per flat-rate repair structure. Does not include full system replacement. Exclusions: pre-existing failures, neglect, flood, fire, power surges, and unauthorized modifications.

Maintenance Preventative in nature — does not guarantee uninterrupted operation. Members are responsible for booking annual appointments.

Payment Billed monthly to the authorized payment method. Missed payments may result in suspension or cancellation.

Cancellation Either party may cancel with written notice. If benefits have been significantly used, the difference between member and retail pricing may be invoiced.

Liability Total Plumbing & Heating Ltd. is not liable for incidental or consequential damages. This program is not an insurance policy or home warranty.

Changes to Terms Total Plumbing & Heating Ltd. may modify pricing, benefits, or terms with written notice.

Total Rep Name (Printed)

Date

Total Plumbing & Heating Ltd. — Edmonton, AB | Westlock, AB | Kelowna, BC

CUSTOMER COPY

This document is a preliminary summary for your reference only and does not constitute a binding agreement.

A Total Plumbing & Heating Ltd. representative will be in touch shortly to provide your official membership agreement and payment details.