



Powered By : Total Plumbing and Heating

TOTAL COMFORT CLUB RESIDENTIAL MEMBERSHIP AGREEMENT

Customer Information

Customer Name:		
Email:		Phone Number:
Service Address:		

Membership Plan

Please choose one of the following options.

Total Comfort	Maintenance Membership	\$11.99/Month+GST Additional Unit \$7.99/Month+GST
Total Comfort Plus	Protection Membership	\$16.99/Month+GST Additional Unit \$5.99/Month+GST
Total Peace Of Mind	Combined Maintenance & Protection Membership	\$23.99/Month+GST Additional Unit \$8.99/Month+GST
Total Fee		

Equipment Information

Make	Model	Serial Number	Age





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Terms and Conditions

Membership Benefits

Depending On The Selected Plan, Membership Benefits May Include:

- Priority Scheduling For Service Calls
- Reduced Or Waived Diagnostic Fees During Regular Business Hours
- Annual Preventative Maintenance Inspections/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

Covered Equipment

- Coverage Applies Only To The Specific Residential Hvac Equipment Listed In This Agreement And Located At The Registered Service Address.
- Equipment Must Be Safely Accessible, Installed To Applicable Code Standards, In Serviceable Condition, And Free From Severe Neglect Or Unauthorized Modification.
- Total Plumbing & Heating Reserves The Right To Decline Or Limit Coverage On Unsafe Or Non-serviceable Equipment.

Membership Activation

- Membership Benefits Become Active 21 Days After Enrollment Unless Otherwise Approved In Writing By Total Plumbing & Heating.
- Maintenance Visits Are Subject To Scheduling Availability And Seasonal Demand.





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Repair Coverage

- Repair Coverage Applies Only To Eligible Components And Approved Repair Tiers As
- Determined By Total Plumbing & Heating's Current Flat-Rate Repair Structure.
- Repair Coverage Does Not Include Full System Replacement.
- Coverage 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.

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.

Priority Service

Priority Service Provides Preferred Scheduling Priority For Total Comfort Club Members Based On Technician Availability, Weather Conditions, Safety Considerations, And Call Volume.

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.





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Cancellation

- Membership May Be Cancelled By Either Party With Written Notice.
- If Cancellation Occurs After Significant Membership Benefits Have Been Used, Total Plumbing & Heating Reserves The Right To Invoice The Difference Between Member Pricing And Standard Retail Pricing.

Limitation Of Liability

- Total Plumbing & Heating Is Not Liable For Incidental Or Consequential Damages, Including Water Damage, Loss Of Use, Spoilage, Delays Caused By Parts Availability, Weather, Or Supplier Shortages.
- This Membership Program Is Not An Insurance Policy Or Home Warranty Product.

Changes To Terms

Total Plumbing & Heating Reserves The Right To Modify Membership Pricing, Benefits, Terms, Conditions, And Coverage Structures With Written Notice.

Customer Authorization

By Signing Below, The Customer Acknowledges That They Have Reviewed And Understand The Terms Of This Agreement And Authorize Total Plumbing & Heating To Process Recurring Membership Payments According To The Selected Membership Plan.

Customer Name (Printed):			
Customer Signature:		Date:	
TPH Representative (Printed):			



Thankyou for Trusting Total Plumbing & Heating



TOTAL COMFORT CLUB

Frequently Asked Questions

Q. Is this a contract?

A. No. This is a month-to-month membership program that can be cancelled at any time by either party.

Q. Does the membership renew automatically?

A. Yes. Memberships continue until cancelled.

Q. What happens if I move?

A. Contact us and we will review transferring your membership to your new home, subject to equipment eligibility and inspection.

Q. Can I add more than one furnace, air conditioner, or appliance?

A. Yes. Additional equipment can be added for the applicable monthly rate.

Q. Does repair coverage include replacing my furnace or air conditioner?

A. No. Repair coverage applies to eligible repairs only and does not include full system replacement.

Q. What does Priority Service mean?

A. Members receive preferred scheduling priority over non-members whenever possible.

Q. Do I still have to pay for repairs?

A. Depending on your membership level, eligible repairs may receive discounts or repair coverage benefits. Coverage varies by plan.

Q. Do I receive annual maintenance?

A. Total Comfort and Total Peace of Mind memberships include annual preventative maintenance.

Q. What if my equipment is already broken?

A. Existing failures and pre-existing conditions are not covered under the membership program.

Q. What if I miss a payment?

A. Membership benefits may be suspended until the account is brought current.

Q. Can I cancel anytime?

A. Yes. Memberships may be cancelled with written notice.

Q. Can I transfer my membership to someone else?

A. No. Memberships are intended for the registered customer and covered equipment.

Q. Is this an insurance policy or warranty?

A. No. The Total Comfort Club is a preventative maintenance and membership savings program and is not an insurance or warranty product.

Q. Why should I join?

A. Members receive priority service, reduced diagnostic fees, maintenance benefits, repair savings, and peace of mind knowing their home's comfort equipment is being maintained by Total Plumbing & Heating.

