Ultimate Savings Club Program

MVP – Maximum Value Plan

**Date: October 13th, 2017**

**To: Service Department**

**From: Gary Elekes**

**Subject: Extended Warranty Product Exclusions**

Beginning Monday October 15th, ABC Heating will begin offering to its service customer base a product featuring extended warranty coverage.

This product is a 1-year full coverage agreement. The price is $ 399 for 1 year. It includes the 1 year full coverage PLUS the standard USA benefit package including two tune-ups for that year in the USA. It truly is a great value and provides protection.

The Ultimate Savings Club MVP plan covers the diagnostic fee, all repairs, parts and labor - on equipment only. Humidifiers, air cleaners, filters etc. are not covered.

Special order parts are covered.

Each system (furnace, A/C, Heat Pump) in the home is $ 399.

We are offering customers the option of a monthly credit card transaction if they like, or a discount for prepayment. The prepayment discount is $ 10.00, or a price of $ 389.

Please read and familiarize yourself with the agreement. There are certain conditions that apply.

**Example:**

ABC must remain the sole provider of the system for service and maintenance or the agreement is void. We cannot warranty another company’s work.

Also, the costs of filters or humidifier pads are billable on the maintenance calls.

**There are exclusions to this program. They are as follows:**

1. This is a residential product only. Commercial applications need to be quoted.
2. Equipment must be 153 years of age or less to qualify. Any equipment older than 13 years may not be covered. The basis for this is it simply at its useful life cycle and will be prone to excessive failures based on wear and tear.
3. All equipment must be brought up to factory specification, with the diagnosis and repairs being a billable service call to the homeowner prior to extend this product. This is very fair and non-negotiable so the company is protected for offering the extended protection.
4. The form must be completed and filled out, with a copy to the homeowner and a copy to the service record files.
5. Exclusions are for any recalled product line.
6. Exclusions of types of equipment are as follows:
* All Compressors
* All Heat exchangers
* Boiler Systems
* Oil Furnaces
* Lennox Complete Heat Combination Systems
* Apollo Combination Systems
* Arkla – Preway Furnaces

These products can be offered the standard USA program, but not the MVP program.