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1. PROVIDER INFORMATION

This agreement is issued and administered by Vaughan Comfort Services ("Provider"), located at 212 Barrett Ave. Magnolia NJ 08049, 856-627-0303 For questions, call 856.627.0303 or visit VaughanComfort.com.

2. AGREEMENT OVERVIEW

This service contract ("Comfort Club Plan") is between Vaughan and the individual or entity listed on the membership agreement ("Contract Holder"). The Plan provides preventive maintenance, priority service, and discounts for residential HVAC and/or plumbing systems. It applies to eligible equipment located within Vaughan's service territory and is non-transferable outside this area.

3. COVERED EQUIPMENT AND SERVICES

Comfort Club coverage is limited to:

- ✧ HVAC Systems: Plan pricing is per unit. One plan covers one heating or one cooling system (e.g., gas/oil furnace, boiler, heat pump, ductless system, electric AC, tank/tankless water heater).
- ✧ Plumbing Systems: One plumbing system per single-family home.

4. HVAC PLAN BENEFITS

Maintenance Benefits

- **Energy-Saving Maintenance (25 Points):** Annual 25-point HVAC inspection per covered unit to ensure optimal energy performance.
 - ✧ *Inspection Task Lists: Available online at VaughanComfort.com.*
- **Reminder Service:** Annual reminders sent via personal letter, email, text, or phone call.
- **Repair Warranty**
 - ✧ *3-year warranty on repairs performed by Vaughan technicians. Warranty remains valid with uninterrupted coverage.*
- **Priority Service**
 - ✧ *Within 24-hour guaranteed response time for Comfort Club members.*
- **No Overtime Fee on Heating & AC Repairs**
 - ✧ *No additional charges for after-hours repairs (Mon-Fri, 4:30 PM-7:59 AM, Sat-Sun 24hrs).*
- **Diagnostic Fee Savings**
 - ✧ *Regular Hours: \$47 (save \$48 from standard \$95)*
 - ✧ *Overtime & Holidays: \$57 (save \$58 from standard \$115 rate).*
- **Monthly Payment Options**

✧ Automatic monthly billing available on credit or debit cards only. Discounts apply for annual, one-time payment.

• **Replacement Loyalty Credits**

✧ Earn \$50/year in credits toward qualifying equipment purchases (up to \$500), valid with active membership.

• **15% Discount on Heating & AC Repairs**

✧ Applies to all heating and AC system repairs. Not valid on new or replacement HVAC equipment.

5. PLUMBING PLAN BENEFITS

• **Plumbing Inspection**

✧ Visual inspection includes tagging the water main and water heater shut-off valves.

✧ Comprehensive review of accessible plumbing systems, fixtures, valves, drains, and pressure levels. Written recommendations provided.

Disclaimer: Courtesy inspection only. Vaughan is not liable for undetected issues or system damages.

Not valid for real estate transactions. Signature acknowledges information received, not a service request.

• **Reminder Service**

✧ Friendly reminders via letter, email, text, or phone call to schedule the annual plumbing inspection.

• **Priority Service**

✧ Within 24-hour guaranteed response time for plan holders.

• **No Overtime Fee on Plumbing Repairs**

✧ No additional charges for after-hours service (Mon-Fri, 4:30 PM-7:59 AM, Sat-Sun 24hrs).

• **Diagnostic Fee Savings**

✧ Regular Hours: \$47 (save \$48 from standard \$95)

✧ Overtime & Holidays: \$57 (save \$58 from standard \$115 rate)

• **Monthly Payment Options**

✧ Automatic monthly billing available on credit or debit cards only. Discounts apply for annual, one-time payment.

• **Water Heater Replacement Savings**

✧ Save 10% on water heater installation with active Plumbing Plan. Cannot be combined with loyalty credits, coupons or special offers unless explicitly stated.

• **15% Discount on Plumbing Repairs**

✧ Applies to all plumbing repairs during active membership.

• **Water Test**

✧ Verify test strip analysis for 16 water quality parameters; results provided to homeowner.

6. SERVICE REQUESTS & CLAIMS

To request service or file a claim, call 856-627-0303 number in your agreement. Claims must be submitted during the active contract term.

7. ADD-ON PROTECTION (ELIGIBLE WITH ACTIVE PLAN ONLY)

HVAC Add-Ons

• **Humidifier Add-On**

✧ Inspection during heater maintenance. Includes pad replacement, cleaning, testing, and adjustments.

✧ Note: Must be enrolled in a Comfort Club Plan. Coverage level matches plan held. Not sold separately.

• **Electronic Air Cleaner (EAC) Add-On**

✧ Inspected and cleaned during heater/AC visit.

✧ Note: Coverage level matches plan held. Not sold separately.

• **Standard Tank Water Heater Add-On**

✧ Includes flushing and burner operation check.

✧ Note: Tankless heaters = gas heater classification

- ✧ Oil heaters = oil furnace classification
- ✧ Inoperable equipment not eligible
- ✧ Subject to pre-inspection approval
- ✧ Note: Coverage level matches plan held. Not sold separately.

PLUMBING ADD-ONS

- **Camera Main Line Sewer**
 - ✧ Inspection of sewer line (up to 95 ft from street) via clean out. Includes video copy.
- **Tankless Water Heater Descale**
 - ✧ Includes cleaning solution, pump, and maintenance per manufacturer specs. Isolation/service valves must be pre-installed.
- **Chain Knocker Sweep**
 - ✧ Sewer line cleaning up to 70 ft using a Milwaukee chain knocker.
- **Tank Water Heater Flush**
- Flush to remove sediment buildup; discharge handled per customer approval.

8. PARTS AND EQUIPMENT USAGE

- Vaughan may use refurbished or non-OEM parts when necessary.

9. CONTRACT HOLDER RESPONSIBILITIES

The Contract Holder agrees to:

- Maintain equipment per manufacturer guidelines
- Provide safe and accessible service areas
- Take reasonable steps to mitigate damage after a failure

10. PLAN FEES & PAYMENT TERMS

- Routine maintenance has no deductible.
- Non-covered repairs are billed at standard rates.
- Monthly or annual billing options available. Annual payment discounts apply.
- Missed/late payments may result in plan suspension and loss of benefits.

11. LOYALTY CREDITS

- Earn \$50 per year (up to \$500 max) toward eligible equipment purchases. Must maintain continuous membership. Credits are non-transferable and not redeemable for cash.
- **Credit Limits by Equipment Type:**
 - ✧ HVAC: Furnace (\$350), Boiler (\$500), AC (\$250), Heat Pump (\$350), EAC (\$100), Humidifier (\$50)
 - ✧ Plumbing: Tank Water Heater (\$100), Tankless Water Heater (\$150), Renovation (\$350-\$500), Whole House Filter (\$100), Under-Sink Filter (\$50)

12. PLAN RENEWAL

- Plans renew automatically unless canceled. Renewal notices are sent in advance. Payment must be received within 30 days to avoid suspension.

13. CANCELLATIONS & REFUNDS

By Contract Holder:

- ✧ Cancel within 30 days for a full refund if no services were rendered.
- ✧ After 30 days: Prorated refund if no services performed.
- ✧ If services were performed, full annual plan cost is due.

By Provider:

- Vaughan may cancel with 5 days' written notice for:

- ✧ *Nonpayment*
- ✧ *Fraud or misrepresentation*
- ✧ *Breach of contract*
- ✧ *Ineligible equipment*
- **To Cancel:** Send written notice via:
 - ✧ *Mail: Vaughan Comfort Services, Attn: Service Billing, 212 Barrett Ave., Magnolia, NJ 08049*
 - ✧ *Email: Service@VaughanComfort.com*

14. TRANSFER OF MEMBERSHIP

- Plans may be transferred to a new homeowner (same address) or a new property (within Vaughan's service area) with 30 days' written notice, subject to equipment eligibility.

15. COMPLIANCE AND LEGAL DISCLOSURES

- All services performed by licensed NJ technicians or subcontractors.
- This agreement is not backed by reimbursement insurance but by Vaughan's full faith and credit.
- Contracts over \$500 comply with NJ Consumer Fraud and Home Improvement Practices regulations.

16. ENTIRE AGREEMENT

- This document represents the full agreement. No verbal or prior written communications are binding outside of this document.

17. COMFORT CLUB PLAN LIMITATIONS & CONDITIONS & EXCLUSIONS

- Vaughan is not liable for damages caused by equipment failure. Liability is limited to the amount paid for the plan.
- Equipment must be accessible during normal business hours (Mon-Fri 8:00 AM – 4:30 PM) and safe to service.
- Vaughan is not responsible for delays due to parts, part unavailability, labor shortages, labor disputes, or uncontrollable events or acts of nature.
- Comfort Club members receive priority response within 24 hours.
- Each unit (e.g., humidifier, air cleaner) must be enrolled under its own plan if multiple units exist.
- Defective or inoperative equipment is not covered until repaired.
- Replacement of parts/systems not listed
- Pre-existing conditions, misuse, improper installation
- Incidental/consequential damages
- Comfort Club HVAC Plan and Plumbing Plans protection DOES NOT include oil tanks (Aboveground Storage Tanks (AST) or Underground Storage Tanks (UST)). A Vaughan Comfort Services technician will assess the oil tank condition during the annual heater cleaning and will inform the customer of any recommended actions verbally and/or in writing. Vaughan Comfort Services, including its employees or agents, shall not be liable for any claims or damages, including but not limited to the remediation of contaminated groundwater or contamination on the customer's or neighboring properties, arising from leaks or failures of the customer's fuel oil storage tank or associated components. Not liable for oil tank failures or contamination.
- Septic System homes: Vaughan will include coverage on the indoor plumbing and mainline from home to septic tank only. Septic tank and leach/drain field is not covered.
- Sewer line replacement and bathroom remodels are not repairs and not eligible for repair discount.
- Homes with multiple systems require a separate plan per system
- Discounts cannot be combined with loyalty credits, coupons or special offers unless explicitly stated.
- Automatic monthly billing available on credit or debit cards only. Discounts apply for annual, one-time payment.

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