

COMPLETE CUSTOMER CARE

Maintenance Plan Customer Enrollment Form



Help ensure your Manufacturers Warranty stays in effect, maximize your systems performance and extend your Equipment's Life. These plans are transferable if you move*

Agreement to Receive Electronic Documents:

By providing my e-mail address, I request that I be e-mailed my current and future service agreements and any related documents, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling Arizona's Dukes of Air LLC dba Sterling Plumbing. I agree to notify Arizona's Dukes of Air LLC dba Sterling Plumbing of any changes to my e-mail address. The phone number and e-mail address provided below are good ways to reach me.

Customer Name _____ Address _____

City _____ State _____ Zip _____ E-mail _____

Phone (H) _____ (W) _____ (C) _____

By checking this box, I agree to receive auto dialed and recurring marketing text messages from Arizona's Dukes of Air LLC dba Sterling Plumbing and its affiliates to my cell phone provided above. I understand this consent is not required to make a purchase. For text messages, reply STOP to opt out and HELP for more info. Msg & Data rates may apply.

Technician Name		Phone Number		Contract Start Date	Term Length
		480-773-6565			
Equipment	Make	Model Number	Serial Number	Year	

COMPLETE CUSTOMER CARE ADVANTAGES

- Semi Annual Tune-Up** (Spring/Fall)
- Maximizes System Performance**
- Condenser Unit(s) Washed**
- Ensure Your Manufacturer Warranty stays in Effect with Regular Maintenance**
- Help Extend Equipment Life**
- One day PRIORITY Service** (no more than 24 hrs from when call is placed)
- Transferable if you move***
- Verify Condensate Line(s) Clear**

PLAN BENEFITS

BEST VALUE

Gold and Silver Plans must be paid in full; Bronze Plans can be paid in full or monthly.

HVAC PLANS

CCC GOLD (3 YR) \$324

- 6 Seasonal HVAC Tune Ups
- 20% discount on parts/services
- \$450 off new HVAC system
- Outdoor Coil Wash
- Yearly condensate drain flush
- 2-yr. guarantee on replacement parts

Yearly cost breakdown: **\$108**
Each add'l system: **\$270 (3 years)**

CCC SILVER (2 YR) \$264

- 4 Seasonal HVAC Tune Ups
- 15% discount on parts/services
- \$350 off of a new HVAC system
- Outdoor Coil Wash
- Yearly condensate drain flush
- 1-yr. guarantee on replacement parts

Yearly cost breakdown: **\$132**
Each add'l system: **\$230 (2 years)**

CCC BRONZE (1 YR) \$156

- 2 Seasonal HVAC Tune Ups
- 10% discount on parts/services
- \$250 off a new HVAC system
- Outdoor Coil Wash
- Yearly condensate drain flush
- 1-yr. guarantee on replacement parts

Monthly cost breakdown: **\$13**
Each add'l system: **\$11/month | \$132 (1 year)**

PLUMBING PLANS

CCC GOLD (3 YR) \$288

- 3 Whole Home Plumbing Tune Ups
- 20% discount on parts and labor for repairs/accessories
- Water Heater flush and refill**
- Water testing for hardness
- Gas leak check at all gas appliances
- Water Softener—\$10/bag at time of plumbing tune-up

Yearly cost breakdown: **\$96**

CCC SILVER (2 YR) \$216

- 2 Whole Home Plumbing Tune Ups
- 15% discount on parts and labor for repairs/accessories
- Water Heater flush and refill**
- Water testing for hardness
- Gas leak check at all gas appliances
- Water Softener—\$10/bag at time of plumbing tune-up

Yearly cost breakdown: **\$108**

CCC BRONZE (1 YR) \$144

- 1 Whole Home Plumbing Tune Up
- 10% discount on parts and labor for repairs/accessories
- Water Heater flush and refill**
- Water testing for hardness
- Gas leak check at all gas appliances
- Water Softener—\$10/bag at time of plumbing tune-up

Monthly cost breakdown: **\$12**

Subject to terms and limitations described in the attached Terms and Conditions. See back for Important Agreement Information.

HVAC \$ _____ + PLUMBING \$ _____ = TOTAL \$ _____

Number of HVAC units _____ Paid Monthly Paid in Full

PICK A PAYMENT METHOD AND SIGN TO ENROLL UNDER THE PAYMENT METHOD YOU CHOOSE:

CREDIT/DEBIT CARD

By signing below, I authorize Arizona's Dukes of Air LLC dba Sterling Plumbing to charge my first and future payments, plus any applicable taxes, for the Complete Customer Care Maintenance Plan(s) I have selected to my credit/debit card at the amount specified in the Plan Benefits. I understand this plan is based on an annual contract and, if I pay monthly (available for Bronze Plan only), will be *automatically renewed annually* on the same payment terms I selected at the then-current renewal price, plus any applicable taxes, unless I cancel. I can cancel the automatic payments and this contract(s) any time at no additional cost, without obligation to make future plan payments, by calling 480-773-6565. I confirm that I am the homeowner, have read the information in this package in its entirety, and understand there are limitations and exclusions. For sales made in home: In addition to my cancellation rights in the Agreement, I may cancel this transaction within 3 business days for a full refund by calling 480-773-6565.

VISA MASTERCARD AMEX DISCOVER

Expiration Date: / /
CVC Code:

Card Number:

Signature (required) _____

ONE-TIME PAYMENT (Customer can pay in full with Cash, Check or Credit Card)

I have enclosed my payment for the Complete Customer Care Maintenance Plan(s) I have selected. I confirm that I am the homeowner, have read the information in this package in its entirety, and understand there are limitations and exclusions. For sales made in home: In addition to my cancellation rights in the Agreement, I may cancel this transaction within 3 business days for a full refund by calling 480-773-6565.

Signature (required) PLEASE MAKE PAYABLE TO Arizona's Dukes of Air LLC dba Sterling Plumbing Check Number Cash

COMPLETE CUSTOMER CARE MAINTENANCE PLAN AGREEMENT

*CCC can be transferred to your new property if new property is in our service area.

**Tankless heaters require chemical flush for an additional fee of \$99.99 per system

Important Agreement Information. The Complete Customer Care Maintenance Plan begins and ends on the dates listed on your Customer Enrollment Form (Term) and, if you pay monthly (available for Bronze plan only) and unless you cancel, will automatically renew at the end of every term at the then-current renewal price. If you pay for the Term in full, this Agreement will not automatically renew. This Agreement covers only the HVAC and plumbing Equipment as specified on the Customer Enrollment Form and includes 2 tune-ups for your HVAC equipment, 1 tune-up for your plumbing equipment, and priority service. Your Equipment must be performing normally for all points of a tune-up to be provided. Discounts on parts, repair work, diagnostics, and new HVAC system installations are available as specified on the Customer Enrollment Form. This Agreement does not cover excluded damages, for example damages necessary to access the repair area; mold remediation, abatement, or notifying you of any mold in your home; supplying and/or replacing filters; or discounts for refrigerant. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms of Service. You may cancel any time by calling 480-773-6565. If you cancel within 30 days of your start date, you will get a full refund, less the cost of tune-ups or discounts on repairs. Cancellations after the first 30 days will result in a pro-rata refund, less the cost of tune-ups or discounts on repairs. You must be current with your fee to use this Agreement. Arizona's Dukes of Air LLC dba Sterling Plumbing is located at 6938 E Parkway Norte, Mesa AZ 85212. See full terms and conditions before enrolling by calling or visiting <https://thedukesofair.com/terms-of-service>. HVAC ROC #289250, Plumbing ROC#260843.

You have the right to file a complaint with the ROC at 602-542-1525 or at www.roc.az.gov.