



RESIDENTIAL MECHANICAL MAINTENANCE AGREEMENT: ELITE PLAN

1. AGREEMENT PARTIES, TERM, AND FINANCING STRUCTURE

This Agreement is a fixed-term, prepaid residential mechanical maintenance contract entered into between the Customer and Planet Home Care. This contract is established for a strict, non-renewing duration of twelve (12) consecutive months beginning on the date of purchase. It will automatically terminate upon expiration of the 12-month term. No automated recurring billing or unauthorized secondary charges will be processed against the Customer's original payment method or financing account. Financing provided via third-party point-of-sale platforms constitutes a single, fixed-amount transaction for the current term only. To maintain ongoing service benefits beyond the 12-month term, the Customer must manually purchase a new, standalone annual agreement.

2. SCOPE OF ELIGIBLE SYSTEMS, APPLIANCES, & AUXILIARY LABOR

Under the Elite Plan tier, the Customer is entitled to our highest tier of comprehensive property mechanical oversight, auxiliary system calibration, and emergency technician dispatch priorities, encompassing:

- **Central Heating and Air Conditioning (HVAC) Systems:** Central air conditioning units, heat pumps, furnaces, and thermostats. Labor includes two (2) scheduled seasonal calibrations and system adjustments per year.
- **Core Internal Utilities:** Primary visible internal plumbing supply/drain lines and main electrical panels. Labor includes one (1) annual safety evaluation.
- **Major Appliances:** Primary refrigerator, built-in oven/range, dishwasher, clothes washing machine, and clothes dryer, built in microwave, garbage disposal, ceiling fans and kitchen exhaust fan. Labor includes annual diagnostic evaluations and wear adjustments.
- **Auxiliary Equipment Expansion:** Includes annual preventative safety and operational maintenance labor for specialized auxiliary property systems, explicitly limited to: one (1) primary residential swimming pool/spa pump and filtration motor assembly, up to two (2) standalone auxiliary deep freezers or wine coolers, (1) well pump, (1) garage door opener, 1) ice maker and (1) septic system.
- **Emergency Service Dispatches:** Includes four (4) complimentary emergency dispatch credits per contract term. These credits waive the standard diagnostic and technician travel fees for unexpected operational wear issues.

- **Scheduling Matrix:** Includes elite prioritized routing with a guaranteed 12-hour response and technician dispatch window for all routine and emergency service requests.
- **Member Maintenance Discount:** Plan members receive an enhanced 20% discount on any additional retail parts or secondary labor required to complete repairs outside standard preventative care boundaries.

3. EXPLICIT NON-INSURANCE DISCLOSURE

This Agreement is NOT an insurance policy, a home warranty, a mechanical breakdown insurance plan, or a contract of indemnification. Planet Home Care does not underwrite financial losses, guarantee the infinite lifespan of mechanical systems, or insure against accidental property damage, component degradation, or acts of God. The fees paid under this agreement are exclusively for the upfront reservation of certified technician labor, specialized auxiliary system profiling, and prioritized service dispatch credits.

4. INITIAL BASELINE ELIGIBILITY & WEAR EXCLUSIONS

This agreement applies strictly to residential systems, appliances, and auxiliary pool/freezer equipment that are in safe, functional, and working order at the time of contract purchase. It explicitly excludes any pre-existing mechanical failures or broken components. An initial baseline evaluation will be conducted during the first scheduled technician visit. If a system, appliance, or pool component is found to be non-functional, unsafe, or failing, it will be deemed ineligible for plan benefits. The customer will be provided with a separate, standalone retail repair estimate to resolve the issue. Once independently restored to standard operational status, the component will be integrated into the maintenance plan for the remainder of the 12-month contract term. Plan benefits apply only to mechanical wear and tear occurring during active contract months.

5. CANCELLATION & PRORATED REFUNDS

Cancellations made within the first 30 days of purchase are eligible for a full 100% refund, provided no service dispatches have been completed and no emergency dispatch credits have been utilized. After 30 days, refunds are calculated on a prorated basis matching the remaining full months left on the 1-year contract, minus a standard \$125 administrative setup fee and the standard retail value of any completed technician hours or utilized dispatch credits.

IMPORTANT CONTACT INFORMATION:

CUSTOMER SERVICE - (848) 241-5001

SERVICE REQUESTS - www.planet-homecare.com/service-request-portal

EMAIL - info@planet-homecare.com



PLANET HOME CARE RESIDENTIAL SERVICE AGREEMENT SUMMARY

SECTION 1: PLAN MEMBER INFORMATION

Primary Account Holder Name:	
Authorized Service Address:	
Primary Telephone Number:	
Account Contact Email:	

SECTION 2: AGREEMENT DURATION SCOPE

Agreement Identification Number:	
Contract Start Date:	
Contract Expiration Date:	
Agreement Type:	Fixed 1-Year Prepaid Term (<i>Non-Renewing</i>)

SECTION 3: SELECTED MAINTENANCE TIER & ENHANCEMENTS

Active Service Plan Tier (Select One):

- ☐ Essentials Plan (\$599.00/yr)
- ☐ Premium Plan (\$999.00/yr)
- ☐ Elite Plan (\$1,499.00/yr)

Auxiliary Equipment Maintenance Add-Ons (Select Applicable):

- ☐ Swimming Pool/Spa Motor Upgrades
- ☐ Stand Alone Auxiliary Cold Storage Unit
- ☐ Well Pump
- ☐ Garage Door Opener Motor Upgrades
- ☐ Ice Maker
- ☐ Septic System
- ☐ Wine Cooler

SECTION 4: PRE-EXISTING CONDITION ACKNOWLEDGMENT

- **Initial Baseline Inspection Window:** Must be scheduled within thirty (30) days of the Contract Commencement Date.
- **Baseline Eligibility Status:** All systems and appliances must pass a functional and mechanical safety evaluation during the initial technician visit to qualify for active plan maintenance, adjustments, and labor discounts. Pre-existing system failures or broken components are explicitly excluded from routine plan benefits.

SECTION 5: ACCOUNT MANAGER SIGNATURE

By signing below, the Customer acknowledges that this is a **Fixed-Term Mechanical Maintenance Contract** for preventative technician labor and optimization, and explicitly confirms they have read, understood, and accepted the attached **Terms of Service** and **Explicit Non-Insurance Disclosures**.

- **Customer Signature:** _____ **Date:** _____
- **Planet Home Care Representative:** _____ **Date:** _____

