



RESIDENTIAL MECHANICAL MAINTENANCE AGREEMENT: ESSENTIALS 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 & MAINTENANCE LABOR

Under the Essentials Plan tier, the Customer is entitled exclusively to the scheduling and performance of preventative maintenance, functional optimization, and standard operational repair labor for the following residential infrastructure components:

- Central Heating and Air Conditioning (HVAC) Systems: Limited to primary ducted central air conditioning units, heat pumps, furnaces, and standard digital thermostats. Labor includes two (2) scheduled seasonal calibrations, airflow testing, and component cleaning per year.
- Core Internal Utilities: Limited to visible, internal residential plumbing supply/drain lines and primary electrical distribution panels. Labor is restricted to one (1) annual safety evaluation, voltage profiling, and visual structural line integrity audits.
- Scheduling Matrix: Includes standard prioritized routing with a guaranteed 48-hour response window for all routine maintenance requests.

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, scheduled equipment calibration, and prioritized scheduling routing.

4. INITIAL BASELINE ELIGIBILITY & WEAR EXCLUSIONS

This agreement applies strictly to residential systems 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 an HVAC or utility system 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. 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.

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:** _____