



SMITH'S
PLUMBING, HEATING & AIR

MEMBERSHIP HOTLINE: (901) 245-4525

WWW.SMITHSPLUMBINGSERVICE.COM

LICENSE #: P64564

TOTAL CARE CLUB *MAINTENANCE MEMBERSHIP*

Your Total Care Club membership qualifies you for two system-specific inspections and three precision tune-ups each year — covering both your plumbing and HVAC systems. From drain lines to ductwork, our experts keep your home running efficiently all year long. Plus, you'll always receive priority scheduling, no dispatch fees, and no after-hours charges — because being a member means you're always at the front of the line.

WELCOME TO THE CLUB!



Complete Plumbing Inspection + Water Quality Test

A full visual inspection of your home's plumbing system — including fixtures, water heater, exposed piping, and drains — plus a professional strip-style water quality test to check for chlorine, hardness, pH, and contaminants. You'll receive a summary of our findings so you can plan ahead and prevent costly surprises.

Plumbing Tune-Up (Your Choice!)

Choose ONE of the following each year to keep your plumbing system in top shape:

- Sewer Cam Inspection: Inspect your main line for clogs, cracks, or root intrusions before they cause backups.
- Water Heater Flush: Remove sediment buildup to extend lifespan and improve efficiency.
- Interior Drain Cleaning: Clear one slow or clogged drain (bathroom, tub, or kitchen line) using professional-grade tools.

Complete HVAC Inspection + Filter Change

Our certified technician will perform a detailed inspection of your heating and cooling systems, replace your 1" standard air filter, and check for proper operation, safety, and efficiency. (Media or specialty filters available at additional cost.)

A/C Tune-Up

Our Cooling Precision Tune-Up includes cleaning condenser coils, monitoring refrigerant pressures and temperatures, clearing condensate drains and pumps, checking for leaks, tightening electrical connections, lubricating moving parts, and applying protective coating to outdoor units.

Furnace Tune-Up

Our Heating Precision Tune-Up includes cleaning the heat exchanger and burner assembly, inspecting ignition components, monitoring flue draft, checking gas pressure, tightening electrical connections, lubricating moving parts, and verifying safe system operation.



Priority Emergency Service



No After-Hours Charges



10% off All Service Repairs



No Dispatch Fees



Monthly Raffle Entry

\$19.99

PER MONTH

This is a monthly subscription for a 12-month annual membership contract. A valid credit or debit card must be kept on file for automatic payments. Acceptance of this program — whether by invoice payment or completion of the digital enrollment form — constitutes agreement to all Total Care Club Terms & Conditions.



Smith's Plumbing Heating & Air Total Care Club Terms & Conditions

Smith's Plumbing, Heating & Air reserves the right to update or modify the terms, conditions, and benefits of the Total Care Club membership at any time. In the event of a material change, members will be notified via email, text message, or mail within 30 days of the change taking effect. Upon receiving notice of updated terms, you will have 30 days to cancel your membership with no penalty or cancellation fees if you choose not to accept the new terms. Continued use of the membership beyond the 30-day notice period constitutes acceptance of the revised terms.

Included Benefits & Warranty

All listed Total Care Club benefits are included, along with a lifetime labor-only warranty for the installation of eligible plumbing and HVAC fixtures, devices, and products supplied and installed by Smith's Plumbing, Heating & Air. This warranty covers workmanship defects for as long as the member remains enrolled in the Total Care Club and the membership is in good standing. This warranty does not cover the fixture, device, or equipment itself. All parts and materials are covered solely by the manufacturer's warranty, when applicable. This labor warranty excludes consumable items, motorized equipment, non-premier or third-party products, customer-supplied materials, ordinary wear and tear, cosmetic damage, mineral buildup, chemical damage, and any loss caused by misuse, neglect, vandalism, fire, flood, freezing, or other acts of God. Any modification, repair, or maintenance performed by another individual or company will void this warranty.

Tune-Ups, Inspections & Service Scheduling

All tune-ups and inspections included in this agreement — plumbing and HVAC — must be performed during normal business hours, Monday through Friday, 7:30 AM to 4:30 PM, excluding holidays. It is the member's responsibility to schedule and use all included annual benefits within their 12-month membership term. Unused benefits do not roll over. To receive membership benefits, members must contact our office during business hours. Appointment dates and time windows are based on availability. While members receive priority emergency service, availability is not guaranteed and will be scheduled according to technician capacity and service area coverage. Installations must comply with all local codes. Additional repairs may be required for safe and efficient performance of your plumbing and HVAC systems; these additional repairs will incur additional charges. Other conditions may be required for eligibility as determined by our technician.

Membership Term, Billing & Cancellation

All Total Care Club memberships are based on a 12-month contractual term and require recurring monthly payments. Lump-sum annual payments may be accepted at management's discretion. Members may submit written notice of cancellation at any time; however, cancellation applies only to the upcoming renewal period and does not terminate the current 12-month agreement early. No partial-month refunds will be issued. If a membership payment fails or is not received, all membership benefits will be suspended until payment is made and the account is returned to good standing. If unresolved for 90 days, the membership will be automatically cancelled, and reactivation fees may apply if the member chooses to re-enroll at a later date. Smith's Plumbing, Heating & Air reserves the right to change, add, or remove membership benefits, perks, or included services at any time and at our sole discretion. Benefit changes may be made without prior notice when not material. If pricing changes for a new membership term, a minimum 60-day notice will be provided. Members will have 30 days from the date of notice to submit written cancellation if they choose not to renew.

Eligibility

This membership is available exclusively for residential homeowners and private landlords. Property management companies and commercial properties are not eligible. Each membership must be purchased per service address, and benefits do not transfer across multiple properties. Residential homeowners may request to transfer their membership to a new address if they move; however, benefits may only be active for one property at a time.