

Why should I own a Service Partner Agreement?

This guide provides answers to common questions about the Service Partner Agreement and its potential benefits to you.

Research found increased efficiency due to annual maintenance saved an average operating cost of \$32.76 per month. Regular maintenance can pay for itself in operating cost savings alone.

Utility companies, do-it-yourself experts, the US Department of Energy, and ALL manufacturers recommend regular scheduled maintenance. In fact, manufacturers *require* it on new equipment for their warranties to remain in force.

Heating and air conditioning systems work *hard*. They constantly cycle on and off, starting up and shutting down between four and eight times each hour. Imagine operating your car that way, without tune-ups or oil changes.



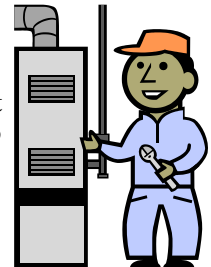
What's the difference between a Service Partner Agreement and an extended warranty?

Many products, like consumer electronics, make extended warranties available that they refer to as "service agreements". These are little more than insurance programs. RK Plumbing & Home Services Service Partner Agreement is something else entirely. It involves true maintenance work that equipment manufacturers require for their warranties to remain in effect. Without documented annual maintenance, manufacturers are under no obligation to honor their warranties. It

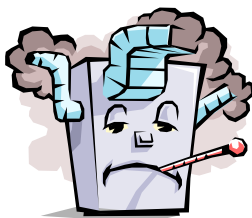
also involves system safety checks and combustion analysis that can, literally, save lives.

Do I need service more than once a year?

Plumbing inspections can be done during any season. For comfort systems, it's best to have service performed before the start of each cooling season, and before the start of each heating season. Different maintenance procedures are performed for each type of system. Because your comfort system works so hard during the year, its components need adjustment, calibration, lubrication and cleaning annually to maintain peak efficiency. A number of other checks are also made helping to identify small problems *before* they become big problems and to verify safe operation.



Does a Service Partner Agreement Save me money?



The short answer is "YES"! The Service Partner Agreement saves you money by restoring your comfort system's efficiency. Just a 10% undercharge in Freon in your air conditioner can add 20% to your operating costs. And as little as one-hundredth of an inch of buildup on an evaporator coil can reduce its efficiency by 5%. Are the evaporator, condenser and blower dirty? Expect your efficiency to drop by 50% or more.

It can save you money by preventing inconvenient breakdowns. For example, up to 80% of compressor failures in air conditioners and heat pumps could have been prevented, if the problems leading to failure were addressed in a timely manner.

Plumbing problems tend to crop up over time so identifying them early can save expensive repairs and avoid costly water damage to your home or business. You can get the same maintenance done without an agreement, but it usually costs more.

What are my other benefits as a Service Partner?

- Privilege. Service Partners' appointments take priority over others.
- Discounts. Save 15% on any work you have done.
- Peace. If an emergency requires an after-hours visit, you pay only standard rates. No emergency fees.
- Convenience. We call you when it's time for your service.

