



# HONEST ABE HOME SERVICES

WE LIVE UP TO OUR NAME



**ONE PLAN  
ONE PRICE  
ONE COMPANY**

## HONEST ABE ONE ESSENTIAL BENEFITS

One Annual Comprehensive Boiler Check-up	•
One annual check up in the Fall OR Spring, to check both the heating AND cooling functions.	•
Our plan covers ALL of the forced-air or Mini-Split systems in your home!	•
One Annual Whole House Plumbing Safety Inspection	•
One Annual Chimney/Dryer Vent safety Inspection	•
Priority Service: Scheduling precedence over Non-Plan members	•
Older equipment is no issue; Zero Age Restrictions	•
No Trip Charges for the length of your membership	•
Sign up and start saving - No wait period! 15% Off, Up to \$500 discount Per Job	•
Includes Repair, Services, Upgrades and full installations for all divisions - Plumbing, Boiler, HVAC, Chimney/Hearth, and dryer vents.	•

### PLUMBING:

Battery backup & sump pumps & pits, areaway drains, well pumps, well pump pressure tanks, water heaters - gas and electric and tankless, garbage disposals, instant hot water dispensers, toilets, exterior hose bibs, whole house shut off valves, sinks and faucets, toilet repairs/replacement, clogs or slow draining or stoppages inside house, sewer line inspection, sewer & water line replacement, interior water lines repairs/replacement, gas line repairs/replacements.

### BOILERS:

Standard & high efficiency boiler replacement, combination high efficiency systems (boiler and water heater), steam or hot water boiler repair/ replacement, circulator pumps, zone valves, expansion tanks, heat exchanger cleaning, radiator bleeding, thermostat replacement, zone control panels, and much more.

### HVAC:

Forced air equipment, natural gas furnaces, propane furnaces, heat pumps with auxiliary heat, mini split systems, hydronic air handlers, thermostats – including WiFi enabled, outside condensers including single, two and multi-stage compressors, evaporator coil, refrigerants (R22/ 410-A/ R-32 & R454-B) bypass humidifiers, steam humidifiers, filtration systems including 1" standard, media filters, and electronic filters. U.V lights, zoning, ductwork modifications and installation, duct insulation & more.

### CHIMNEY & HEARTH:

Visual and video chimney inspections, chimney cleanings, gas fireplace inserts, crown repair/replacement, chase top replacements, brick rebuild and complete chimney teardowns and rebuilds, stainless steel chimney (appliance and fireplace) liner replacements, mortar collar replacement, wood, pellet and gas fireplace installation/repairs, and so much more!

# HONEST ABE ONE MEMBERSHIP: FEATURES

HONEST ABE HOME SERVICES OFFERS UNBEATABLE VALUE IN OUR MAINTENANCE AGREEMENTS. PLUMBING, HEATING/COOLING SERVICE AND INSTALLATION, BOILER SERVICE AND INSTALLATION, AND CHIMNEY & HEARTH ARE OFFERED UNDER ONE ROOF! AND NOW, THERE IS ONE PLAN TO RULE THEM ALL!



## HONEST ABE ONE MEMBERSHIP: ESSENTIALS



### COMPREHENSIVE CHECK-UPS:

- One (1) annual plumbing Home Safety Inspection - Your tech will look over everything water related from faucets and toilets to pipes and pumps, and offer suggestions on anything in your home that might need repair or isn't up to code.
- ONE (1) annual check-up on your forced-air heating and cooling system. Our guys show up in the Spring OR Fall, inspect all relevant equipment to ensure your units are running well, with a focus on repairs to reduce the chance for breakdowns.
- One (1) annual boiler check-up on your standard or high-efficiency boiler system. We ensure your circulators, zones, valves and burners are performing at peak levels, with suggestions on improvements or repairs.
- One (1) annual chimney, hearth and dryer vent inspection. This includes both visual and video inspections of your chimneys as well as an inspection of your dryer vent. With a focus on safety and preventative maintenance, we will keep you informed of any recommendations and provide you with a discounted proposal for our plan members.



### NO AGE LIMITS:

- No fine print or bait and switch. As long as the system is up and running, your equipment does not need a technician inspection, pre-inspection, or any other verification process.



### 15% OFF ALL REPAIRS/UPGRADES:

- For the length of the plan, clients will receive a 15% price reduction on all plumbing, heating and cooling, and chimney & services. This covers everything from equipment breakdowns, installing HVAC accessories, replacement of fixtures, or even a preemptive repair before you need it. How about some upgrades? Add a comfort height toilet, touchless faucet, UV light or air scrubber! Use the discount every time, all year long. MAX DISCOUNT \$500 PER JOB.



### TRIP CHARGES WAIVED:

- Most service companies charge their customers a trip fee just to come out, on top of repair costs. No matter how many times a year we visit, our plan members never pay to see our technicians' sweet faces.



### PRIORITY SERVICE:

- Clients who have our One Plan receive this courtesy. Instead of scheduling clients in the order that they come - we guarantee when you call in, that we will prioritize scheduling you over nonplan members. You trust us with your Home, we reward that trust by getting out to you as soon as possible.

# TERMS AND CONDITIONS AND EXCLUSIONS SUMMARY

We know what you're thinking, "there's a LOT of fine print here!" Most of this is simply common sense, a way for us to cover our rears, and probably won't apply to you dear reader, but just in case, you should take a look. These terms and conditions cover our maintenance agreements (known as the Honest Abe One plan) offered through Honest Abe Home Services (hereafter, the "company")

## TERMS & CONDITIONS

All annual home inspections and check ups are to be performed during regular business hours Monday through Friday, 8 AM to 4 PM. Plans listed are for residential homes and systems.

Commercial properties are excluded. Commercial systems inside of a residential home are excluded.

Plan length is one calendar year, from date of signing, billed monthly.

Clients who sign up for the plan, have discounted work or check ups performed, and then cancel, will be charged the full amount left on their yearly plan.

Clients who engage in such shenanigans may not be eligible to sign up for the plans again, and/or be placed on a "Do Not Service" list.

Contract starts on enrollment date, for a period of 1 year, with monthly automatic payments, and auto renewal on yearly anniversary.

Plan pricing has not changed in years, but is subject to small increases periodically.

Clients may choose to not renew contract agreement by providing notice (phone, email, letter or text) before their yearly renewal date.

Priority Service is a guarantee that we will schedule you over non-plan members. However, we can never guarantee how many plan members called that day, in which case it still is a first-call basis.

We do NOT guarantee same-day service.

We currently do not offer after-hours or emergency service.

We do reach out to all clients to schedule the check ups, if a client is unavailable at the time we have agreed upon, rescheduling the inspection/check up is the responsibility of the client.

If after numerous attempts clients do not answer/return our calls/texts, the company is not accountable for missed appointments, or client unavailability.

If a client moves to a new residence during the plan term, the plan moves with them, providing the client remains in the service area, and the overall number of systems have not exceeded the scope of the plan.

The company may refuse to offer any of the plans or our services if we deem circumstances to be unfavorable to either party due to equipment condition or environment. The company may cancel the agreement with the client at any time. Clients understand that the company is not an insurer, and the Honest Abe One plan is not an insurance policy.

Clients understand that even with frequent preventative maintenance and repairs, parts or systems can fail or break without warning, and maintenance cannot in all cases prevent this. This maintenance plan does not imply protection against failures or breakdowns, water leaks or emergencies.

## EXCLUSIONS

Any shipping charges incurred for faster supplier delivery (like overnight, or next day air etc.) is not covered by the plans, and clients will be responsible for these charges.

Company is not responsible for situations beyond our control; shipping delays, unavailable parts, client unavailability, unsafe working conditions, weather delays, failure to service, labor difficulties, and other circumstances beyond our ability to predict.

Company is not responsible for any damages, direct or indirect, or losses, injury, illness or equipment damage due to the above listed circumstances. Company is not responsible for parts and services that the client has had other parties provide (any individual or contractor other than employees of Honest Abe Home Services) If it is obvious that the systems covered under the plans have been modified, altered, repaired or serviced by persons other than company employees, plan coverage may be voided.

Excluded from coverage: Septic tanks and systems, sprinkler systems, fire suppression systems, generators, pool heaters, exterior storm drainage systems & interior or exterior waterproofing systems, removal of hazardous materials and/or products such as; asbestos, mold, infestations.

Window AC units & space heaters, and PTAC systems are not included in our coverage.

Does not cover oil products including furnaces and boilers, and oil tanks and lines, propane tanks, lines or outside equipment. We do not service high rises, or apartment complexes.

Tenants; plans must be purchased by the owner, landlord or management company.

Company is not required to perform plan services if the client has not provided a safe working environment. Asbestos or other health hazards, dangerous or unsanitary environments (poisonous plants or animal waste) need to be eliminated before we can return to do work.

Equipment, and home systems or fixtures need to be reasonably accessible. System or equipment must be in proper working order, installed correctly, and located in a safe, accessible location.

Residential equipment and plumbing needing access to the roof is not covered unless the client can provide SAFE and reasonable means to access equipment.

Client understands that an outstanding balance has to be paid within 10 business days.

All warranties are void for clients who have outstanding balances.

Maintenance agreements can no longer be honored until the client has a zero balance. Failure to pay the monthly plan fee, or any outstanding balance owed to the company, may result in a suspended membership and a "Do Not Service" on the client's account.

Client understands that repairs/components not covered under the maintenance plan are an additional charge. Maintenance plan coverage only extends to the specific equipment it was purchased for.

By signing the contract the client is stating they have read the full exclusions and understand and agree to them.

# HONEST ABE HOME SERVICES

## AUTHORIZATION FOR CREDIT CARD USE

Name on Card: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Service Address:  Check if same as above

Honest Abe One plan | Term of one year, to be billed: \$25.00/Month

Enrollment Date: \_\_\_\_\_

Total Monthly Charge: \_\_\_\_\_

Credit Card Type:  Visa  Mastercard  Discover  American Express

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ ZIP: \_\_\_\_\_ CVC: \_\_\_\_\_

(Last 3 digits located on the back of your credit Card, For Amex 4 digits on front)

By signing below, the client consents to the purchase of a one-year service agreement, to be billed monthly. Honest Abe One plan features automatic yearly renewal, until canceled in writing, text, email or phone by the homeowner prior to their yearly renewal date. By signing below the client is confirming they have read the plan details, terms and conditions, coverage and exclusion summary, and understand what is and is not included. By signing below, the client is authorizing Honest Abe Home Services to begin monthly billing of the yearly contractual plan.

Cardholder – Please Sign and Date

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Print Name: \_\_\_\_\_

**TECHNICIAN NOTES:**