I would like to join the Daflure Comfort Club. I agree to the terms of the Membership.

X_____

Customer Signature

X_____

Terms of Enrollment:

This is a planned safety and efficiency inspection program provided to you by Daflure. Annual maintenance is a condition of your manufacturers warranty. Your agreement will automatically renew on the yearly anniversary. Comfort Club Memberships are non-refundable. Discounts on additional systems/ years available. Additional charges may apply if located outside local area or if unit has not been properly maintained.

Unit Type:			**Unit Type Selected:**
Air Conditioning Only		$169.00	
Heat Pump & Air Handler		$169.00	
Gas Furnace	(includes AC)	$169.00	
Gas Boiler	(includes AC)	$284.00	
Oil Furnace	(includes AC)	$226.00	
Oil Boiler	(includes AC)	$284.00	

Extras:			**Extras Selected:**
Humidifier	(includes 1 pad)	$46.00	
1 Media Filter		$40.00	
2 Media Filters		$74.00	
Attic/Loft Location		$40.00	

Total Cost of 1 Year Agreement

*Oil Furnaces or Boilers are cleaned only once annually, this includes nozzle and oil filter cartridge.
**Multiple year agreements are available - contact our office for details.
***Additional charges may apply if located outside local area or if unit has not been properly maintained.

Credit Card # _____

Expiration Date: _____

I authorize my credit card to be charged for the initial club membership and for the automatic annual renewals.

X_____

Customer Signature

DAFLURE®

HEATING & COOLING

Welcome to our Comfort Club!

22 8th St., New Cumberland, PA 17070 (717)774-9480 Fax: (717)774-9586

Daflure is proud to invite you to join our Comfort Club. This is one club you'll never be sorry you joined! The best part is, you don't have to lift a finger to see the benefits, as we do all the work! As a member of our exclusive Comfort Club, we'll keep your system up and running in tip-top shape.

Who is Daflure? Daflure, formerly the David F. McClure company has been a family owned business since 1979. Daflure is one of the area's leading HVAC companies, we specialize in residential, lite commercial, and new construction installation and service. We are leading the industry in leveraging technology to enhance the service and support we offer our customers.

What is the Comfort Club? The Daflure Comfort Club was formerly offered as our Residential Energy Savings Maintenance Agreement. We have changed a few things, to benefit our members and make our program more user friendly.

What do I get as a Comfort Club Member?

- 2 free safety & efficiency inspections
- 15% discount on parts & labor (service dept. only)
- 24 hour emergency service, with no OVERTIME rate year-round
- Priority customer service, with a 24-hour response guarantee.

What will be done during the safety and efficiency inspections?

We make sure your equipment runs at peak efficiency and effectiveness by performing our inspections. A complete list of the tasks our technicians perform is on page 3.

When will my inspections be performed? We will provide you with 2 visits each year, approximately every 6 months.

Comfort Club Membership Application

Member #

Name:_____

Street:_____

City: _____**State/Zip:** _____

Phone (daytime): _____

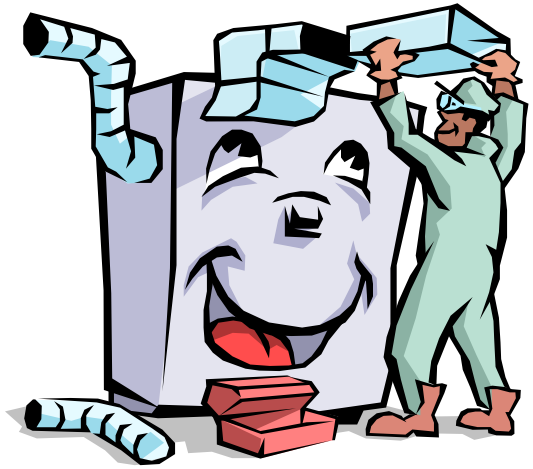
Additional Phone (cell, etc): _____

E-Mail: _____

We will only use this email address for communication purposes associated with Daflure's services. We will not give or sell your email address to anyone else.

Equipment Information

Equipment	Brand	Model #	Serial #



We provide you with a complete factory precision tune-up and professional cleaning as described below for your Heating and/or Cooling equipment.

- **Inspect and Clean (if necessary) Condensing Coil**
- **Verify Operating Pressures**
- **Test Starting Capabilities**
- **Check and Adjust Blower**
- **Ensure Proper Functioning of Safety Controls**
- **Clean Filters**
- **Clean Condensation Drain**
- **Check Voltage on Motors**
- **Check AMP Draws on Motors**
- **Lubricate Necessary Moving Parts**
- **Inspect Thermostat**
- **Check for Proper Air Flow**
- **Check Expansion Valve**
- **Check in Heat Cycle**
- **Inspect Heat Exchanger**
- **Inspect Evaporator Coil**

How do I schedule my visits? You don't need to, we do all the work for you. We will set up an appointment for you and mail out a "save the date" card. We will also give you a call 2 days before your appointment to remind you. If the appointment we set up does not work for you, please call or email us and we can arrange a different date/time.

Why do I need safety and efficiency inspections? These inspections are essential to the proper functioning of HVAC equipment. If inspections are not performed regularly, the equipment will require extensive and costly repairs at a later date. All mechanical equipment is designed to operate within certain limits. HVAC equipment is no exception, and if not properly maintained, the equipment will exceed it's design limitations with the result being equipment failure. Regularly scheduled inspections, in addition to lowering overall annual HVAC service costs and reducing the number of emergency calls due to failures, will result in lower utility costs. Many manufacturer's require that the system be maintained in order for any warranty to remain valid.

What if my system breaks down? Even with regular inspections, things can break. We protect our Comfort Club family from the whims of nature by guaranteeing same day service when you call before noon and no later than next day service when you call after noon.

In extreme weather conditions, heating and cooling systems are worked their hardest and are therefore most likely to fail at the worst time. Calling around for service at these times can be frustrating because everyone's work load is full and delays can be from 3-4 days to 1-2 weeks.

How do I sign up? All you need to do is complete the application on the last page and return to our office with your payment. Don't worry if you don't know the brand, model #, or serial #, our technicians can gather that information for you on your first visit.

How do I renew my membership? You don't need to! Our Comfort Club is an automatic renewal program. We will automatically continue your membership each year, and mail you a bill/statement. If you have paid by credit card, we will charge your card the appropriate amount. We will mail or email you with 30 days notice before your membership would expire. If you choose not to renew, please contact our office at your convenience.

FAQ's

Why must we replace air filters?

Air conditioning equipment is designed to operate with a specific quantity of air passing over its indoor coil surface. When air filters are not replaced, they clog and become coated with dirt. Similarly, the indoor coils get coated with dirt. This dirt reduces the amount of air through the unit below the design limit, leading to catastrophic failure.

In the cooling mode, if there is not enough air over the indoor coil, the coil temperature drops. When it drops below the freezing point, ice forms on the coil, which further reduces the airflow, which further reduces the coil temperature.

The compressor within the unit is a pump, which is designed to pump a vapor. As the airflow through the indoor coil drops, there isn't enough heat being removed from the air passing over the coil to vaporize the liquid refrigerant inside the coil. Thus, instead of receiving a vapor, the compressor receives liquid refrigerant. This is called "liquid slugging". As liquids are not compressible, cylinder pressure exceeds the design limits, of the cylinder, and the valves, connecting rods, pistons, or other internal components are destroyed.

In heating mode, low airflow causes the heat exchanger to overheat. Heat exchangers are designed to operate at temperatures between 120°F and 200°F. At higher temperatures, the heat exchanger oxidizes, it's life-span is reduced, or it cracks and breaks. This can cause carbon monoxide to spread throughout your home. It makes far more sense to replace air filters regularly than to replace a heat exchanger, costing far more and endangering your family.

Why inspect Relays and Contactors?

Electrical relays are designed to open and close a certain number of times with a particular current load, before the contact points are damaged and relay requires replacement. If more than the design current is passed through this relay due to a motor working too hard, or low voltage conditions, the contact points overheat and become damaged. If the electrical contact in a contactor (large relay) begin to get pitted, and the contactor is not replaced, eventually the compressor motor or the fan motor controlled by the contactor will burn up and require replacement. Once again, if we exceed the design limitations of the device, or its anticipated life span, additional damage is caused.

Why must we clean condenser coils?

If the finned surfaces of the outdoor coils are fouled with dirt, the ability of these coils to transfer heat is reduced and the airflow through the condenser coil is reduced. When the ability to transfer heat is reduced, the operating temperatures and pressures of the unit increase. A unit, designed to operate at ambient temperatures of 115°F or more, may stop operating at an outdoor temperature of 90°F. Due to the reduced heat transfer capability, the operating temperatures and pressures within the unit exceed the manufacturer's safe limit and the unit shuts down. If the unit does not exceed the manufacturer's limits by enough to shut down, it will continue to run at reduced capacity and efficiency, and at an increased rate of wear due to the increased work load.

Why must we lubricate Bearings and Rotating Components?

Bearings and other rotating parts are designed to have a useful life span of hundreds of thousands of hours, provided they are lubricated at appropriate intervals and are not overloaded due to vibration from defective drive belts or dirty blower wheels. If bearings are not lubricated regularly, they will overheat and seize. When this occurs, the bearings fall apart, and the blower wheel, shaft, and housing are destroyed.

Why must we check the refrigerant charge on a regular basis?

A unit operating with insufficient refrigerant charge can ruin its compressor via two scenarios. The unit icing up due to a low-pressure condition causes the first type of failure, causing the compressor to fail due to liquid slugging. The second type of failure is due to the fact that the compressor requires a certain quantity of cool refrigerant vapor to cool its motor windings. If the refrigerant charge is not sufficient, the motor within the compressor will overheat and burn up.