



HOME SERVICES
Extra Mile Service Agreements

Discount Plan

\$100 Annually

Benefits:

- Priority Emergency Service Within 24 Hours
- Reduced Dispatch Fee to \$50
- Reduced Emergency Fee to \$150
- Seasonal Emailed Maintenance Reminders
- Flat Rate Discount on Annual Maintenances
- 15% off HVAC & Plumbing Repairs
- 5% off HVAC & Plumbing Equipment Installs

Agreement Details:

1. Chesapeake will provide guaranteed priority service within 24 hours **ONLY** for emergencies.
 - *Examples:*
 - Sewer back-up in entire home
 - Active leak that cannot be isolated
 - Gas leak
 - No water
 - No heat or A/C
2. A \$50 dispatch fee will be applied to all service calls during normal business hours.
3. There will be a \$150.00 dispatch fee for afterhours and same day emergency service that **DOES NOT** include diagnosis.
4. There will be an \$89 diagnostic fee applied during normal business hours and will be credited upon completion of the repair.
5. Seasonal maintenance reminders will be sent via email.
6. Maintenances will be flat rate discounted as follows:
 - \$145 for water heater flushes (\$95 for each additional unit)
 - \$145 performance tune-up on 1 HVAC unit (\$95 for each additional unit)
 - \$45 maintenance on dehumidifiers & humidifiers
7. For all plumbing and HVAC repairs, a 15% discount will be applied to the total of the invoice.
8. For all plumbing and HVAC equipment installs, a 5% discount will be applied to the total of the invoice.
9. Agreement covers one residence and is nontransferable.

Plumbing Plan

\$285 Annually

Benefits:

- Membership Fee Buy Back Guarantee
- Priority Emergency Service Within 24 Hours
- Reduced Dispatch Fee to \$50
- Reduced Emergency Fee to \$150
- Seasonal Emailed Maintenance Reminders
- Visual Whole House Plumbing Inspection
- Water Heater Flushing (\$95 each additional unit)
- 15% off Plumbing Repairs
- 5% off Plumbing Equipment Installs
- Transferrable to New Owner

Agreement Details:

1. ~~If you are not satisfied with your agreement, Chesapeake offers a buy back guarantee. If prepaid services are completed, the difference in the agreement will be refunded.~~
2. Chesapeake will provide guaranteed priority service within 24 hours **ONLY** for emergencies.
 - *Examples:*
 - Sewer back-up in entire home
 - Active leak that cannot be isolated
 - Gas leak
 - No water
3. A \$50 dispatch fee will be applied to all service calls during normal business hours.
4. There will be a \$150.00 fee for same day emergency service that **DOES NOT** include diagnosis.
5. There will be an \$89 diagnostic fee applied during normal business hours and will be credited upon completion of the repair.
6. Seasonal maintenance reminders will be sent via email.
7. Maintenances included in price of agreement:
 - Water heater flush on 1 unit (additional unit is \$95)
 - Visual Whole house plumbing inspection
8. For all plumbing repairs, a 15% discount will be applied to the total of the invoice.
9. For all plumbing equipment installs, a 5% discount will be applied to the total of the invoice.
10. Agreement covers one residence and is transferable to the new owner of the residence.

Home Maintenance Plan

\$435 Annually

Benefits:

- Membership Fee Buy Back Guarantee
- Priority Emergency Service Within 24 Hours
- Reduced Dispatch Fee to \$50
- Reduced Emergency Fee to \$150
- Seasonal Emailed Maintenance Reminders
- Visual Whole House Plumbing Inspection
- Water Heater Flushing (\$95 for each additional unit)
- 2 Yearly HVAC System Tune up on 1 System (\$95 each additional system)
- 15% off Plumbing & HVAC Repairs
- 5% off Plumbing & HVAC Equipment Installs
- Transferrable to New Owner

Agreement Details:

1. ~~If you are not satisfied with your agreement, Chesapeake offers a buy back guarantee. If prepaid services are completed, the difference in the agreement will be refunded.~~
2. Chesapeake will provide guaranteed priority service within 24 hours **ONLY** for emergencies.
 - a. *Examples:*
 - i. *Sewer back-up in entire home*
 - ii. *Active leak that cannot be isolated*
 - iii. *Gas leak*
 - iv. *No water*
 - v. *No heat / A/C*
3. A \$50 dispatch fee will be applied to all service calls during normal business hours.
4. There will be a \$150.00 fee for same day emergency service that **DOES NOT** include diagnosis.
5. There will be an \$89 diagnostic fee applied during normal business hours and will be credited upon completion of the repair.
6. Seasonal maintenance reminders will be sent via email.
7. Maintenances included in price of agreement:
 - a. Water heater flush on 1 unit (additional unit is \$95)
 - b. Visual Whole house plumbing inspection
 - c. 2 Performance tune-ups on 1 HVAC unit (\$95 for each additional unit)
8. For all plumbing and HVAC repairs, a 15% discount will be applied to the total of the invoice.
9. For all plumbing and HVAC equipment installs, a 5% discount will be applied to the total of the invoice.
10. Agreement covers one residence and is transferable to the new owner of the residence.

Exclusions & Disclaimers:

- This agreement is subject to changes and/or updates to details and coverage.
- It is the responsibility of the homeowner to schedule all maintenances. During our busiest months, June-September, maintenances are limited and are first come, first service. Scheduled maintenances are subject to rescheduling due to emergencies that take priority.
- 15% discount is not applied to diagnostic fees.
- For missed appointments, there will be an \$89 fee charged.
- It is preferred that customers be on site at the time of their service. However, we understand if that is not possible. In this case, please have a remote keyless entry in place. In the event that we must retrieve a key from another location and return it when done, there will be a \$50 fee.

Option chosen: *Discount Plan* *Plumbing Plan* *Home Maintenance Plan*

Signature: _____ Date: _____

