

TEC MECHANICAL

- PRIORITY PLANS -

Benefits

1. **Right to Cancel**
You have the right to cancel at any time for any reason while in a Priority Plan.
2. **Reduced Hourly Rates**
We provide special, reduced hourly pricing to our Priority Plan customers.
3. **Guaranteed Maintenance Rates**
We guarantee your quarterly maintenance rates for your plan-year.
4. **Trip Charge**
We waive our \$50 trip charge on all trips for our Priority 1 customers and reduce it by 50% for our Priority 2 customers.
5. **Priority Service**
In a Priority 1 Plan, your service needs will be placed ahead of other customers, even if they call first.
6. **5% Universal Rebate**
All purchases paid in full under the Priority 1 Plan will earn a 5% Universal Rebate. This rebate, which will display as a credit on your account, will start immediately when you sign up for the Priority 1 Plan. All credit earned this plan-year will be available to use next plan-year in any way you want with no restrictions, limits, or blackout dates.

Category	Industry Standard	TEC No Plan	TEC Priority 2 Plan	TEC Priority 1 Plan
Regular Hourly Rate	\$155	\$150	\$125	\$140
Overtime Hourly Rate	\$230	\$200	\$165	\$180
Average Response Time	1-2 Days	1 Day	8 Hours	4 Hours
Work Day Length	8 hours	17 hours	17 hours	17 hours
Trip Charge	\$75	\$50	\$25	No Charge
30 Day Service Warranty		X	X	X
60 Day Install Warranty		X	X	X
Guaranteed Maintenance Rates			X	X
Right to Cancel			X	X
5% Universal Rebate				X
Priority Service				X

Conditions

1. Your Priority Plan is void if you use another contractor for HVAC-R service, maintenance, repair, or install.
2. Your Priority Plan is void if a payment becomes past due.

Service Hours

5AM	6AM	7AM	8AM	9AM	10AM	11AM	12AM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM
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- Regular Hours: 8:00am - 5:00pm
- Overtime Hours: 5:01pm - 7:59am
- Holidays and weekends are billed as Overtime Hours
- Calls placed between 9:01pm and 4:59am will be scheduled for the next service period.

"We are proud to provide our customers the right to cancel at any time, for any reason. Our customers choose TEC as their service provider because, as a veteran owned and operated company, no one knows service better than we do."

Max Francis, CEO
TEC Mechanical