

## Snell *Advantage Club* Membership FAQs

**Club Visit Calendar:** Blackout months of May, June, July are typically the busiest months for service. These months are reserved for you, our Club Clients that might be without heating or cooling. We have designed a Club Visit Calendar for the remaining nine months of the year. All Club visits are allocated at the time of enrollment, based on enrollment date. By allocating the visit months at Club sign-up we are able to determine technician availability and forecast your scheduling needs.

Please review the months assigned to you on the Club Visit Calendar on your Club application. We will notify you by phone, post card and email at least 30 days prior to your visit month. If you know in advance that you have a day available in either visit month, you are welcome to call and reserve your time window. If we have attempted to schedule your appointment and are unsuccessful, we reserve the right to combine both heating and cooling visits to be performed during your next scheduled appointment.

**48-Hour Priority Time Window:** As a Snell Advantage Club Member, if your heating or air conditioning stops working, your call would move to the front of the line and we would be to your home within 48 hours of your call.

**Diagnostic / Repairs:** When you schedule a **Snell Advantage Club diagnostic** for only \$79 you will receive a drug tested, background checked, knowledgeable, friendly, and professionally trained technician who will perform a thorough diagnostic to determine the problem and how best to solve it. Your technician will share the diagnosis with you and explain any suggested repairs before moving forward so you can decide how you want to proceed. In addition you will receive a **10% discount on any repairs** performed that are not covered under warranty. (Snell Bucks not valid toward repairs).

**Snell Bucks:** As a token of appreciation, at each anniversary of Club Membership enrollment we will send you a gift card for \$100 in Snell Bucks. Your Snell Bucks may be applied to any HVAC equipment installation (excluding maintenance, repair, and dispatch fees). If you find yourself looking at installing a water heater, furnace, A/C, or any indoor air purification products, simply present your Snell Bucks to your Snell representative at the time of sale or service. We will apply accrued Snell Bucks as a discount toward equal or greater value.

We look forward to providing you with the exceptional Priority Service that your Snell Advantage Club status promises. If you have any questions at all please do not hesitate to contact us at 703-450-6300 or you may email us directly at [info@snellheatingandair.com](mailto:info@snellheatingandair.com) and we will gladly assist you.

From the entire Snell family, thank you for allowing us the opportunity to serve you. We truly value your business!

Sincerely,

*Champ Boswell*

Champ Boswell

Club Membership Director