

Snell Maintenance Program FAQs

Club Visit Calendar: There is limited availability for routine maintenance during the months of May, June and July, which are typically the busiest months for emergency 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 found on your Club application. We will notify you by phone, postcard and email at least 30 days prior to your visit month. If you know in advance that you have a particular 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.

24-Hour Priority Time Window: As a Snell Advantage Club Member, if your heating or air conditioning stops working, your call will move to the front of the line and we will be to your home within 24 hours.

Diagnostic / Repairs: When you schedule a **Snell Maintenance Program 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 resolve 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.

We look forward to providing you with the exceptional Priority Service that your Snell Maintenance Program membership guarantees. If you have any questions, please do not hesitate to contact us at 703-450-6300 or you may email us directly at info@snellheatingandair.com. We are here to help!

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

Sincerely,

Christine Vo

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Club Membership Director