

# IF YOU TAKE CARE OF YOUR APPLIANCES, THEY'LL TAKE CARE OF YOU.

Chris'll Fixit is pleased to offer this unique service plan to residential customers (homeowners and renters) to help them manage appliance repair and maintenance costs.

## APPLIANCE MAINTENANCE YOU CAN AFFORD

For just \$50 a month\*, you can cover your **kitchen, laundry, and HVAC appliances** all year-round.

Our **PMP** (Preventive Maintenance Program) provides preventive maintenance services for **up to six appliances**. Additional appliances can be added to your program at a cost of \$50/year.

\*Please note: we require a \$150 advance deposit in order to set up the \$50/month payment plan. Payments can be made by credit card, Venmo, Paypal, or check.

## WE START OFF WITH AN APPLIANCE CHECKUP

When customers sign on to the PMP, they set appointments for an **initial** and **six-month follow-up** service calls.

During the **initial service call**, the Chris'll Fixit Tech will work with you to identify the appliances covered by the program, documenting their make, model number, serial number, and date of purchase. The tech will also **conduct a visual inspection** of the appliance to see if any physical damage, cleaning, or **obvious maintenance issues** need to be **immediately addressed**.

If repairs are required, the tech will diagnose the problem and estimate the repair cost. **Your authorization is required** to schedule the repair (which will be conducted under the discounted terms of the PMP).

## SIX MONTHS LATER

The **mid-year check-in** focuses on updating your records and checking **each covered appliance** to make sure it is still functioning correctly.

Maintenance and cleaning services may also be provided at the time of the appointment. The only costs to you would relate to cleaning materials required at the time or purchase for the future.

# WE MAKE IT EASY TO KEEP STUFF FIXED.

## NO ANNUAL RENEWALS

After the first year of participation in our PMP, you will **transition to a month-to-month basis**. You can continue to pay your monthly fee and experience no interruption in service or you can **cancel at any time**.

At the time of your cancellation, any outstanding charges (for parts or materials) will be paid out of your **advance deposit** and **the balance will be returned** to you.

## INITIATING A NEW CALL

You can **initiate a new service call** (for appliance repair, inspection, maintenance, or diagnosis) by calling us at 563-241-5030 or by using the **online appointment form** on our website.

Please make sure you **identify the appliance in need of repair** by its brand name. We'll look up the model number, serial number, and purchase date of the unit.

Once we receive your information, we will **schedule a prescreening call** (over the phone) to pre-diagnose the problem and identify what parts may be required to affect a speedy repair.

## IN-PERSON DIAGNOSTIC CALL

In some cases, an **in-person call may be required**. As a PMP subscriber, the cost for this service is \$0. Better yet, if our tech can make the repair at that time, he will, and there won't be any other charges incurred by you.

If the tech determines new parts are required, he will **review your options** with you and then order the parts while on-site (once you give the okay).

Once the parts are ordered, the tech will schedule a follow-up, installation/repair service call.

## THE INSTALLATION/REPAIR SERVICE CALL

**Regular service calls** (to install parts and repair appliances) usually take an hour or less to complete and are charged to PMP subscribers at a rate of \$40/half-hour (there is a **one-hour minimum charge**). This is a **20% discount** off our standard service rate.

When the appliance is repaired, the technician will test the unit to make sure it works. If there are still problems, he will re-diagnose the issue in an attempt to identify the problem, order the appropriate parts and schedule a follow-up service call.

**Sealed system repairs** (i.e. repairs made to cooling systems for refrigerators, ice machines, etc.) require additional tools and take longer (sometimes up to three hours) and are **charged at a flat rate of \$225** (10% off our standard rate).

## PARTS

All parts are charged to our PMP subscribers at **MSRP less 10%** (manufacturer's suggested retail price).

## BILLING AND PAYMENT

Unless otherwise agreed to, **payment is required** for services and parts **at the time the services are rendered/parts delivered**. Payments can be made via cash, credit card, or check.

