



Total Home Care Club



853 NE Harlow Rd.
Troutdale, OR 97060
Portland 503-420-0953
Vancouver 360-326-0396
apolloservices.com

Family Owned & Operated
- Since 1984 -

Licensed & Bonded - CCB# 49418 WA LIC# APOLLDR995MP

TOTAL HOME CARE CLUB

SERVICES & BENEFITS	TOTAL HOME CARE CLUB	COMFORT CLUB HVAC	COMFORT CLUB PLUMBING
Discount on heating and cooling services	10%	10%	
Discount on plumbing and drain services	10%		10%
Loyalty discount on equipment/install	\$50, plus \$50 each year of continuous membership up to \$500		
Waived consultation for plumbing and drain cleaning	✓		✓
Waived diagnostic fee on heating and cooling services	✓	✓	
HVAC fall tune-up	✓	✓	
HVAC spring tune-up	✓	✓	
Yearly plumbing inspection	✓		✓
Priority service	✓		
Email reminders	✓	✓	✓
Dedicated members-only phone number	✓		
Monthly or upfront billing options	✓		
INVESTMENT	\$19.99/month	\$12.99/month	\$9.99/month

3 Years: \$499 upfront • 5 Years: \$699 upfront

Monthly billing options are for a 1 year commitment. Total Home Care Club is a \$199 cancellation fee if canceled before 1 year. Comfort Clubs are a \$99 cancellation fee if canceled before 1 year.

TOTAL HOME CARE CLUB MEMBERS

Being a part of our membership is a powerful tool in helping to maintain your home and comfort.



SERVICE REPAIR DISCOUNTS: Members will receive a 10% discount on standard repairs. (Water heaters, water treatment systems, HVAC systems, water service replacements and sewer repair are exempt from discount.)



PRIORITY SERVICE: Members will receive the first rights to available appointments when calling to schedule regular maintenance. Members calling for repair will be given first available appointment and priority to move up over non-members in the event of an opening in our schedule.



AFTER HOURS DISCOUNT: Customers will receive 10% discount on all emergency fees during after hours. After hours are Monday-Friday after 5pm, Saturday after 4pm and all day on Sunday.



CONVENIENT MONTHLY BILLING: Members will enjoy the benefit of automated convenient monthly billing. Depending on the day you sign up, payments will be processed on either the 16th or 28th of every month which will maintain your Membership status and benefits.



NO DIAGNOSTIC FEES: Customers enrolled in our Total Home Care Club or HVAC Comfort Club Membership will not be charged any fees for heating and cooling diagnostic work.



LOYALTY DISCOUNT: Members will receive a \$50 loyalty discount on new equipment and accumulate an additional \$50 per year of active membership, up to a maximum discount of \$500. New equipment is defined as, water heating systems, water treatment systems, heating and air conditioning systems, water service replacement and main sewer repair.



NO CONSULTATION FEES: Customers enrolled in our Total Home Care Club Membership or Plumbing Comfort Club will not be charged consultation fees for plumbing and/or drain services.



EMAIL REMINDERS: We will make reasonable attempts to reach members by email to provide favorable scheduling. It is the responsibility of the Member to ensure they schedule their maintenance visits. Credits/refunds will not be made in the event a Member fails to schedule a visit.



SYSTEM INSPECTIONS: Members will receive two HVAC inspections and one plumbing inspection per year of membership to ensure top performance for their heating, cooling and plumbing systems.



DEDICATED PHONE NUMBER: As a Total Home Care Club Member you will have a designated phone number. When the member calls Apollo for service that designated phone number will notify our CSR's that you are a Member and ensures that you will receive priority service in the event of an opening in our schedule.

SERVICES INCLUDED

PLUMBING INSPECTION

- Test all drains for proper flow.
- Perform dye test on all toilets to check for leaks.
- Inspect supply line to toilet for leaks/wear, toilet supply valve for leaks/wear, drain piping under sinks for leaks, water supply lines under sinks for leaks/wear, supply valves for all sinks for leaks/wear, washing machine supply lines, washing machine supply valves for leaks/wear, water heater strapping, home main water shut off (and tag if necessary).
- Ensure washer machine drain hose is secure, water heater is set to a proper and safe temperature, home water pressure is within a safe range.



HVAC SERVICES

GAS FURNACE INSPECTION

- Clean furnace cabinet.
- Perform test for carbon monoxide
- Test thermostat and adjust programming if necessary.
- Inspect exposed ductwork, air filter, blower wheel, fan blades and check amp draw, bearings, oil if accessible, exhaust venting and combustion air intake, wiring condition, control boards, heat exchanger, burners, pilot, ignition system, condensate lines, pneumatic ports and limit switches, flame rod/electrode.
- Check capacitors, check and adjust gas pressure.



ELECTRIC FURNACE INSPECTION

- Clean furnace cabinet.
- Inspect exposed ductwork, blower wheel, fan blades, and check amp draw, oil bearings if accessible, wiring condition, sequences, elements, relays, control board.
- Inspect air filters.
- Test the thermostat and adjust programming if necessary.
- Check and clean condensate lines if applicable.



AC/HEAT PUMP INSPECTION

- Non-chemical outdoor coil wash (if water is available).
- Test thermostat and adjust programming if necessary.
- Inspect air conditioner refrigerant charge, indoor evaporator coil, condensate lines, wiring condition, control board, blower wheel, fan blades, check amp draw in cooling mode. Inspect filters.
- Take indoor and outdoor temperature.
- Check amp draw of fan motor and compressor. Check and clean contactors.
- Oil motor bearing if accessible.

