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New 2024 Gold Membership Frequently Asked Questions

1. What is a Gold Membership Program?

- a. Our Gold Membership Program is half customer loyalty rewards program and half routine preventative maintenance program. It provides benefits to customers that routinely have their equipment maintained, and it provides a process or system that takes most of the burden off of customers to have their equipment maintained.

2. What is a routine preventative maintenance?

- a. A routine preventative maintenance is a service performed routinely to a piece of equipment to clean, inspect, adjust, and make necessary repairs to ensure it operates at its peak efficiency, safety, and effectiveness according to the manufacturer design. A routine preventative maintenance should prevent urgent failures and hazardous situations and maximize the life of a piece of equipment.

3. Why are you changing the Gold Membership Program?

- a. The original program was too complicated and didn't accurately account for the different types of equipment we service and the associated costs.

4. Can I keep my original membership pricing and benefits?

- a. No, we are transitioning all members to the new plan to avoid having to keep track of multiple different membership programs.

5. Is there still a membership fee?

- a. No, the only fees are the yearly maintenance visit fee plus the cost of any needed filters or replacement parts.

6. Is the service fee for urgent repairs still zero for Gold Members?

- a. No, the service fee will be discounted along with repairs, filters, replacement parts, and system enhancements. If a service call for an urgent repair finds the cause to be maintenance related, we won't charge for the repair or the service fee.

7. If I want to do the new Gold Membership program, but I'm not up for renewal yet, what happens to my 3 Year Gold Membership fee I've already paid?

- a. If you have remaining years on your current 3 Year Gold Membership, we will credit the 3 Year Gold Membership fee you've already paid towards the current year's maintenance visit fees.
- 8. If I have remaining years left on my 3 Year Gold Membership, and I don't want to transition to the new 2024 Gold Membership Program, what happens to my 3 Year Gold Membership fee I've already paid?**
- a. We will refund the 3 Year Gold Membership fee you've paid in full and remove you from our Gold Membership Program.
- 9. How do I join the new 2024 Gold Membership Program?**
- a. Contact our office at (707)445-1435 or <https://evansmechanical.com/contact/> or speak with your service technician.
- 10. If I need a maintenance and/or a repair, but I'm not currently a Gold Member, can I become a Gold Member and receive the discounts on the maintenance and repair?**
- a. No, Gold Membership benefits only start once a standard clean and check has been completed. You would need to have the system repaired, then have a standard clean and check completed, and then you could become a Gold Member and receive the benefits the rest of the year and on next year's maintenance visit. The exception to this is on new equipment that we've installed in the last two years.
- 11. Can I still be a Gold Member if I don't have my annual routine maintenance done?**
- a. No, if you fail to respond to 2 attempts to schedule your annual maintenance using all forms of contact information we have for you, your membership will be terminated, and you will have to start over again to become a Gold Member. There will be a 60 day grace period to respond and schedule the annual maintenance in order to maintain your Gold Membership status and benefits.
- 12. How do I remain a Gold Member and continue to receive all the benefits?**
- a. Simply respond to our communication to schedule your annual maintenance visit and pay your fees upon completion of the annual maintenance.
- 13. How much does being a Gold Member cost?**
- a. The only costs of being a Gold Member are the annual maintenance visit fees and needed filter and replacement parts costs which are discounted for Gold Members. See our Maintenance Pricing Menu and/or speak to an Evans Mechanical representative to determine which equipment type you have and what the associated yearly cost would be.