# 32Degrees
AC and Furnace Repair

THE 32 DEGREES MEMBERSHIP CLUB

# DESERT GUARDIAN

Seasonal care for both sides of comfort.

**$549 / YEAR** | **UP TO 2 SYSTEMS**

## YOUR MEMBERSHIP INCLUDES

- **2 annual maintenance visits**
  One spring cooling visit and one fall heating visit
- **15% off repairs and services**
  On eligible repairs and services. See terms.
- **$0 standard-hours service calls**
  $99 after hours
- **Highest member scheduling priority**
- **$249 per additional system**

**Extended Repair Warranty: 5 years on eligible repairs**
Standard hours: Mon–Fri 8–5 | Sat–Sun 8–4

32DegreesLV.com | 702-635-9505

NV License 88234

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## DESERT GUARDIAN MEMBERSHIP TERMS

$549/year | Up to 2 systems | Additional system $249/year

**NV License 88234**

### Plan at a glance

Standard call $0; after-hours call $99. Repair/service discount 15%. Highest member scheduling priority. Two seasonal visits: one spring cooling visit and one fall heating visit. Extended Repair Warranty on eligible repairs: 5 years. Warranty return visit: $0 standard hours, $49.50 after hours.

### Annual term and payment

Dues are paid in full in advance for a one-year term, or monthly with a 12-month commitment; no two-year commitment. Benefits begin after accepted enrollment and successful payment, including on the enrollment visit. Renewal occurs only with a separate recurring-payment authorization. Dues are nonrefundable once the term begins except where law requires otherwise or management grants a written exception.

### Monthly Membership Option

Each plan is also available monthly with a 12-month commitment: Desert Ready $27.99/month; Desert Ready additional system $12.99/month each; Desert Guardian $51.99/month; Desert Guardian additional system $23.99/month each. Monthly plans are offered by 32 Degrees AC & Furnace Repair, on these terms:
monthly payments are charged automatically to the card on file; membership fees are nonrefundable; member discounts apply only while the plan is paid in full; if a card payment fails, plan benefits are suspended, and the member has 5 days to update the card before the plan ends; to end a monthly plan before the 12-month commitment is complete, the member pays the lesser of the remaining monthly payments or the discounts received minus the fees paid; monthly plans renew automatically unless cancelled at least 30 days before renewal.

### Systems and service area

The base plan includes up to two conventional heating-and-cooling systems at one enrolled residence in the Las Vegas Valley service area. One matched indoor/outdoor system counts once. Mini-splits, boilers, commercial and specialty equipment require separate terms. Additional conventional systems are $249 per year each.

### Service calls and discounts

The member call fee includes dispatch and up to 30 minutes of initial diagnosis. Additional diagnosis and repairs require approval. Standard hours are Monday-Friday 8 a.m.-5 p.m. and Saturday-Sunday 8 a.m.-4 p.m., Las Vegas time; federal holidays and other times use after-hours rates. Included maintenance has no dispatch fee. The plan discount covers 32 Degrees repairs and services, including eligible replacement equipment installations starting in the member's second year on the plan, with no dollar cap. Installation quotes show the regular price, membership savings, and discounted total. Discounts do not stack and do not apply to dues, call fees, the $79 no-show fee, taxes, permits or third-party charges.

### Seasonal maintenance

Desert Ready includes one annual combined heating and cooling inspection, scheduled in spring or fall, with operational tests subject to weather and manufacturer limits. Desert Guardian includes one spring cooling visit and one fall heating visit. All included maintenance visits must be completed before May 15 or after September 15; no preventative maintenance visits are scheduled May 15 through September 15. The customer schedules visits and provides access. Unused visits expire except when 32 Degrees cannot accommodate a timely request.

### Access and missed visits

For a documented nobody-home visit, the technician waits 30 minutes and the office calls and texts. The first qualifying no-show costs $79 and may be rescheduled once. A second qualifying no-show costs another $79 and forfeits that visit. A late cancellation alone has no fee or forfeiture. No fee or forfeiture applies if 32 Degrees misses the agreed arrival window without the customer's acceptance of a new time.

### Referral Bonus

You can earn a referral bonus when you send a friend, family member or neighbor our way: $50 when your referral completes a repair, or $100 when your referral completes a new installation. After their job is done, we mail you a check. No codes to track and no extra forms to fill out. The referring person must let us know about the referral. Contact us anytime to check the status of a referral.

### Extended Repair Warranty

Members receive an extended parts and labor warranty on eligible repairs performed by 32 Degrees during an active, paid membership: 2 years with Desert Ready, 5 years with Desert Guardian, measured from the repair date. Eligible repairs: condenser fan motors, capacitors, contactors, PSC blower motors, flame sensors, igniters, and non-Wi-Fi thermostats supplied and installed by 32 Degrees. This warranty covers only our parts and workmanship on those repairs. It is not a home warranty or service contract and does not cover pre-existing conditions, other parts, or systems as a whole. Warranty return visits: $0 during standard hours; after hours $59.50 (Desert Ready) or $49.50 (Desert Guardian). The exclusions below apply.

### Warranty details

Eligible parts must be bought from and installed by 32 Degrees while the plan is active and paid. Replacement parts, associated labor, ordinary shipping and claim processing for an eligible repair are included. A warranty replacement never restarts the original warranty period. Pre-enrollment parts, existing failures, customer-supplied parts and unlisted parts are not eligible. Replacement systems are governed by their separate installation warranty.

### Warranty exclusions

ECM, variable-speed, communicating and inverter motors; refrigerant, leak search or leak repair; compressors, coils, heat exchangers, control boards, inverters, proprietary controls, Wi-Fi thermostats, zoning parts, pumps, valves, ducts, drains, filters, UV lamps, IAQ media and all unlisted parts are excluded. Manufacturer warranties follow their own terms. Damage is excluded only to the extent caused or worsened by surges, lightning, water, neglect, improper filters, unauthorized work, or a declined repair. Keep included maintenance current and provide reasonable filters, utilities, clearance and safe access. Maintenance does not guarantee against breakdown.

### Changes, lapse and relocation

A downgrade shortens the Extended Repair Warranty on existing eligible repairs, measured from the original repair date; a later upgrade does not extend the warranty on earlier repairs. New eligible repairs use the active tier. A failed renewal suspends benefits; notice goes by text and email, with five full business days to cure and preserve continuous history. After lapse, the extended warranty on past repairs and loyalty history do not automatically return. One move per term to another eligible residence transfers the remaining term and continuous history, but not the Extended Repair Warranty on repairs at the old property, and it does not extend to equipment at the new one.

### Renewal, cancellation and priority

Each term is a one-year term, prepaid annually or paid monthly with a 12-month commitment. 32 Degrees sends renewal notice by text and email 45 days before renewal to the contact information on file. To stop renewal, call or text 702-635-9505, email Office@32DegreesLV.com, or send notice by U.S. mail at least 30 calendar days before renewal. Applicable statutory rights control. Keep contact details current. Member priority is subject to safety, warranty duties, parts and technician availability; it does not promise a same-day visit or arrival time.