

## Why do people buy **MELROY Comfort** Service Agreements?

- 1) To insure their **equipment will work**. So they will have heat when they need it, air conditioning when they want it and hot water all the time.
- 2) To maintain warranty coverage. Some manufacturers require evidence of maintenance for **warranty compliance**. Lack of maintenance voids the warranties.
- 3) To get preferential treatment. Policy holders get priority scheduling and service.
- 4) To **save money**, labor and/or parts are insured.
- 5) To help prevent or reduce nuisance breakdowns.
- 6) To help prevent or reduce and protect against unnecessary repairs.
- 7) Helps eliminate or reduce unexpected expenses.
- 8) Problems eliminated by having a service agreement:
  - a) Who to call when there is a problem
  - b) Who to trust – you are not pressured to choose someone because of a breakdown
  - c) Buyer does not need to make the call to **MELROY**; anyone in the family can call
  - d) Knowing the details of your equipment, contractor is familiar with the equipment, your service records are on file, and parts availability is established
  - e) Having a service policy means that credit is established and billing is available, so buyer does not need to be present for payment
- 9) Insures customer that a **contractor will be available** when a breakdown occurs. Most breakdowns occur during high demand conditions (extreme heat and cold) making it difficult to find a contractor who is available.
- 10) Prepays maintenance calls and **MELROY** automatically schedules maintenance visits.



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