



**Dedicated Member
Customer Service Number:**
(540) 389-6880

Exclusive Benefits:

- ✓ **Priority Scheduling:** Whether you are calling for routine or emergency service, you will receive the earliest available scheduling.
- ✓ **A Trusted Professional on Your Home Service Team:** Your technician is not only trained to care for your equipment; they are trained to care for you and your home. Take comfort in knowing our team members are drug-tested and background checked.
- ✓ **Relax!** We will contact you to schedule your system checks.
- ✓ **Member Newsletter:** We will email you safety and energy savings tips, product and service specials, plus seasonal maintenance tips.
- ✓ **100% Satisfaction Guarantee:** We guarantee your complete satisfaction. If you are not fully satisfied, let us know, and we will make it right.
- ✓ **Lifetime Workmanship Warranty:** We will warranty our workmanship on anything we install as long as you remain in the plan.
- ✓ **15% Discount:** You will receive a 15% discount on repairs.
- ✓ **3% Discount:** You will receive a 3% discount on electrical, plumbing, heating and cooling installations.
- ✓ **Transferable:** Your Sure Home Advantage agreement can be transferred to your new home.

** Appointment and system check reminders may be sent via text and/or email

Electrical & Plumbing Benefits

- ✓ **Service Call Fees:** Members never pay a dispatch fee for electrical and plumbing service calls.
- ✓ **Electrical Home Safety Promise:** We conduct an annual safety system check of critical electrical systems in your home to ensure you and your family are safe from the dangers of electrical fires, shock, and failures. Performing this valuable evaluation reduces the potential for unforeseen disasters in the future.
- ✓ **Plumbing Home Safety Promise:** Your peace-of-mind is our goal. We will assess your home's plumbing systems annually to ensure it is in safe operating condition. You will receive a detailed report of our findings and we will explain any concerns. We will also alert you to potential emergencies before they become disruptive problems.

Heating & A/C Benefits

- ✓ **Service Call Fees:** Members only pay \$49 for heating and cooling diagnostics.
- ✓ **Heating & Air Conditioning Check Up:** Recommended by manufacturers and utilities alike: regularly scheduled service can reduce breakdowns and lower utility costs. We will perform semiannual system checks on your equipment.
- ✓ **On-Going System Checks:** Your peace-of-mind is our goal. We will assess your home's heating and air conditioning systems to ensure it is in safe operating condition. You will receive a detailed report of our findings and we will explain any concerns. We will also alert you to potential emergencies before they become disruptive problems. We will even contact you to schedule your appointments so you won't have to worry about it!



(540) 389-6880 • OstromServices.com



Home Electrical System Check

The home electrical system check includes a comprehensive inspection of the components and wiring connections throughout your home. Important measurements are taken and monitored annually to uncover electrical concerns before they turn into major inconveniences or safety hazards. In addition, our expert technicians will keep you informed about new and exciting technologies so your home is always on the cutting edge of safety, efficiency, and convenience.

Visual System Check

We will visually check readily accessible areas of your home's wiring system and associated devices for the following conditions:

- ✓ Loose or damaged wiring connections.
- ✓ Abnormal wear and tear to wiring and point of use devices.
- ✓ Insecure mounting or attachment of electrical devices and equipment.
- ✓ Water infiltration in electrical enclosures and devices.
- ✓ Missing or improperly installed grounding systems.
- ✓ Outdated or missing fire and electrical safety devices.
- ✓ Expired or missing surge protection devices.
- ✓ Issues that do not meet or exceed minimum safety code requirements.

Diagnostic Measurements

Diagnostic measurements are taken at key points of your electrical system to monitor the following conditions:

- ✓ Abnormalities in voltage from the electrical service.
- ✓ Failure in critical safety devices such as GFCI or AFCI breakers or receptacles.
- ✓ Improperly wired point of use devices.
- ✓ Abnormal voltage due to loose connections in branch circuit wiring.



(540) 389-6880 • OstromServices.com



Home Plumbing System Check

The home plumbing system check includes a comprehensive inspection of your home's plumbing system. From supply piping to waste piping and all fixtures in between, we monitor key components annually to identify issues before they become big problems. Our expert technicians will keep you in-the-know as to the latest advancements in plumbing technology.

Visual System Check

We will visually check readily accessible areas of your home's plumbing system for the following conditions:

- ✓ Active or imminent leaks from pipe fittings, valves, and fixtures.
- ✓ Insecure mounting or attachment of plumbing fixtures and piping.
- ✓ Stop valves and emergency shut-offs worn, inoperable, or missing.
- ✓ Improper piping and performance of plumbing fixtures.
- ✓ Damaging or unhealthy levels of impurities in drinking water.
- ✓ Inadequate flow of waste piping systems.
- ✓ Unsafe or inefficient operation of water heating equipment.
- ✓ Issues that do not meet or exceed minimum safety code requirements.

Diagnostic Measurements

While the majority of your plumbing system check involves hands-on inspection of components and piping, there are a few diagnostic tests we administer during the visit. These measurements include:

- ✓ Testing water pressure for safe operating range.
- ✓ Toilet tank to bowl leak test.
- ✓ Basic water quality test.
- ✓ Electric water heater element test.



(540) 389-6880 • OstromServices.com



Heating & Cooling Semiannual System Check

The heating and cooling system check is performed twice per year to make sure your equipment is ready for the extreme conditions the seasons have to offer. We perform a comprehensive check of critical operating components so that you can be proactive about repairs. Our expert technicians will keep you up to date with the latest energy efficient equipment and air purification technologies.

Visual System Check

We will visually check each of your heating and cooling systems for the following conditions which could lead to unexpected failure:

- ✓ Dirty and clogged filters, heat exchangers, and blower compartments.
- ✓ Clogged, leaking, or improperly installed condensate systems.
- ✓ Insufficient airflow related to duct work issues.
- ✓ Refrigeration cycle performance issues.
- ✓ Evidence of refrigeration leaks.
- ✓ Damaged, worn, loose or failing electrical components.
- ✓ Inoperable or outdated humidification, dehumidification, or air purification systems.
- ✓ Missing, inoperable, or expired surge protection devices.
- ✓ Issues that do not meet or exceed minimum safety code requirements.

Diagnostic Measurements

Part of the heating and cooling system check includes measurements which help determine the overall health and efficiency of your equipment. These measurements are recorded and referenced each visit and include the following:

- ✓ Air temperature ranges in heating and cooling (depending on the season).
- ✓ Motor amperages under load.
- ✓ Starting capacity tolerance.
- ✓ Supply voltage on all equipment.
- ✓ Refrigerant line set operating temperatures.
- ✓ Carbon monoxide levels related to fossil fuel burning equipment.



(540) 389-6880 • OstromServices.com