

WHO WE ARE...

We have been setting the standard for professional service in the metro Detroit area since 1937. We have built our reputation on always looking to do the right thing for our customers, our company, and our community. Our team of heating, cooling, and plumbing experts continuously train to ensure that we solve our customers' problems in a timely manner, offering great options - and extending a **REAL** 100% Satisfaction Guarantee.

WE PROMISE...

- To treat you with respect
- To respect your time
- To have professional, clean, polite, uniformed, skilled, educated, & trained technicians
- To drug test and background check all employees
- To respect your home by wearing shoe covers, using work mats, and thoroughly cleaning our work spaces
- To follow up and ensure your complete satisfaction. If you're not 100% happy, we'll make it right

CALL US
(248) 644-7810

BENEFITS

- Extended Warranty on All Repairs
- Discounts On Repairs
- Priority Service When You Need It
- 100% REAL Satisfaction Guarantee
- Discounts On Filters & Humidifier Pads
- Save Money On Energy Bills
- Professional Advice On Heating, Cooling, & Plumbing Systems
- Written Condition Report
- Peace Of Mind
- Longer Equipment Life
- T&G Bucks for System Replacement
- Manufacturer Recommended Maintenance
- Transferrable
- We Schedule
- We Track
- We Call



ThorntonAndGrooms.com

100% SATISFACTION GUARANTEE

We will provide professional service and will do everything in our power to ensure you receive the best for your family, your home, and your budget.

We will provide complete, accurate and concise information in a timely manner and answer your questions so you may make informed decisions.

We will respect you, your family, and your home.

When you do business with Thornton & Grooms, you are doing business with people that care and are dedicated to addressing your needs. We take personal pride in everything that we do and stand behind our work.

If you feel we haven't provided this level of service, we welcome your call at any time to remedy the situation to your satisfaction. You are very important to us and we appreciate each call you make to our company and every opportunity to serve you.



Comfort Protection Plan



(248) 644-7810
ThorntonAndGrooms.com

Choose Your Level of Comfort

Plumbing Protection Plans

	PLATINUM PLUS \$298 \$26.49/monthly
Parts & Labor Warranty - Plumbing ¹	LIFETIME
4 Hour Emergency Service Guarantee	YES
Water Heater Flush - as needed (\$164 value) ²	FREE
Standard Toilet Rebuild (\$269 value) ³	1 PER YEAR
Unclog Any Drain - (\$99 value) ⁴	2 PER YEAR
Standard Faucet Cleaning & Flush (\$141 value) ⁵	1 PER YEAR
Service Call Fee - (\$69 value) ⁶	FREE
T&G Bucks Sewer Repairs & Replacement ⁷	50 T&G BUCKS/YEAR
Water Filters & Conditioning Salt Discount	\$10 OFF
BioClean, RootX, or Grease Treatment	\$10 OFF
Plumbing Repair Discount	10% OFF
Drain & Sewer Maintenance Discount	10% OFF
Plumbing Safety Inspection Visits	1 PER YEAR
Backflow Test (as required by local municipality - \$99 value)	1 PER YEAR

Heating & Cooling Protection Plans

Parts & Labor Warranty - Heating/Cooling ¹	LIFETIME
4 Hour Emergency Service Guarantee	YES
Pick Your Day & Time System Check	YES
Common Maintenance Repair Discount ⁸	50% OFF
Air Filters & Humidifier Pad Discount	50% OFF
Refrigerant Discount ⁹	FREE
Common Refrigerant Leak Search ¹⁰	FREE ELECTRONIC
Service Call Fee - (\$69 value) ⁶	FREE
T&G Bucks Furnace, Boiler or A/C Replacement ⁷	50 T&G BUCKS/YEAR
Heating/Cooling Repair Discount	10% OFF
Humidifiers, Air Cleaners, Air Purifiers, WiFi Tstat	10% OFF
Heating/Cooling Safety Check Visits	2 PER YEAR
Manufacturer Maintenance Verification	YES
Additional Systems	\$139 OR \$12.49/MONTH
Add Plumbing Protection Plan (same level only)	INCLUDED

PLATINUM \$179 \$15.89/month	GOLD \$139 \$12.49/month	SILVER \$109 \$9.99/month
LIFETIME	2 YEARS	1 YEAR
YES	NO	NO
FREE	\$59	\$99
1 PER YEAR	FLAPPER ONLY (\$44 value)	NO
2 PER YEAR	1 PER YEAR	1 PER YEAR
1 PER YEAR	1 PER YEAR	NO
FREE	\$49	\$59
50 T&G BUCKS/YEAR	50 T&G BUCKS/YEAR	50 T&G BUCKS/YEAR
\$10 OFF	\$10 OFF	\$10 OFF
\$10 OFF	\$10 OFF	\$10 OFF
10% OFF	10% OFF	10% OFF
10% OFF	10% OFF	10% OFF
1 PER YEAR	1 PER YEAR	1 PER YEAR
1 PER YEAR	1 PER YEAR	1 PER YEAR

PLATINUM \$209 \$18.49/month	GOLD \$169 \$14.89/month	SILVER \$139 \$12.49/month
LIFETIME	2 YEARS	1 YEAR
YES	NO	NO
YES	NO	NO
50% OFF	25% OFF	10% OFF
50% OFF	25% OFF	10% OFF
FREE	FREE	10% OFF
FREE ELECTRONIC	FREE BUBBLE TEST	10% OFF
FREE	\$49	\$59
50 T&G BUCKS/YEAR	50 T&G BUCKS/YEAR	50 T&G BUCKS/YEAR
10% OFF	10% OFF	10% OFF
10% OFF	10% OFF	10% OFF
2 PER YEAR	2 PER YEAR	2 PER YEAR
YES	YES	YES
\$139 OR \$12.49/MONTH	\$129 OR \$11.49/MONTH	\$99 OR \$8.99/MONTH
SEE PLATINUM PLUS	\$99 YEAR OR \$8.99/MONTH	\$99 YEAR OR \$8.99/MONTH

1. Lifetime warranties valid if plan level paid continuously. 2. For tank style heaters only; can apply \$99 to tankless maintenance. 3. Rebuild is based on a Fluid Master Pro Fill Valve & Flapper replacement for 2-piece toilets. Unique toilet repairs beyond this scope will result in additional costs. 4. \$99 Unclog can be used for slow, backed up, or clogged drains only. The value of the unclog service can be used toward any drain maintenance cost. Homeowner must be present at time of service to receive discounted price. 5. Flush is based on a standard faucet. Additional fees incurred beyond this repair. 6. Listed Service Call Fee during regular business hours (Mon-Fri 7am-8pm; Sat 8am-4pm) only. Service requested after regular business hours is subject to a \$145 Service Call Charge. 7. T&G Bucks are earned and accumulated every full year as a member. Must be a member at time of redemption. Valid on Furnace, Boiler, A/C or Sewer replacement. 8. Maintenance repairs include hot surface ignitor, flame sensor, capacitor, fuses & contactor. 9. Recommended repairs required prior to qualifying for free refrigerant. 10. Bubble test of common accessible areas. Electronic leak search using refrigerant gas sensing tool in accessible areas. If these leak search methods are unsuccessful, additional methods & charges will apply.