

# Your Complete Guide to Care Plans

Everything you need to know about protecting your heat pump investment with GreenPump Care.

★★★★★ 5.0 | "Best cleaning service in Halifax" -- Google Review

● BBB A-RATED ● LICENSED #4615849 ● ECO-FRIENDLY PRODUCTS ● 100% SATISFACTION

## WHAT'S INSIDE

### This guide covers everything about our Care Plans

**1**

#### How Care Plans Work

Understand the basics of your monthly subscription, what's included, and how scheduling works.

**2**

#### Choosing the Right Plan

Compare Essential, Comfort, and Complete tiers across ductless, ducted, and HRV/ERV systems.

**3**

#### Plan Benefits & Savings

Learn about service discounts, priority booking, price lock guarantees, and more.

**4**

#### Frequently Asked Questions

Get answers to the most common questions about Care Plans, billing, and cancellations.

## SECTION 1

# How Care Plans Work

A GreenPump Care Plan is a monthly subscription that keeps your heat pump system running at peak performance. Instead of remembering to book cleanings yourself, we handle everything -- automatic scheduling, priority service, and exclusive discounts on every service we provide.

## Getting Started Is Simple

1

### Book an Initial Cleaning

Every Care Plan starts with a professional deep cleaning of your system. This establishes your system's baseline condition and ensures everything is running properly before we begin regular maintenance.

2

### Choose Your Plan

Select the tier that matches your needs -- Essential, Comfort, or Complete. We offer separate plans for ductless mini-splits, ducted systems, and HRV/ERV units so you only pay for what you need.

3

### We Handle the Rest

Once enrolled, we automatically schedule your maintenance visits throughout the year. You'll receive reminders before each appointment, and your Care Plan discount applies to every service from day one.

4

### Enjoy the Benefits

Priority booking means your jobs go first. Every visit includes before-and-after photo documentation and a written service report. Your monthly rate is locked for 12 months -- no surprise increases.

#### Good to Know

Your Care Plan discount (10%, 15%, or 20% depending on tier) applies to ALL services we provide -- including one-time cleans, repairs, and diagnostics. The savings often pay for the plan itself.

SECTION 2

# Choosing the Right Plan

We offer three tiers for each system type so you can match coverage to your needs and budget. Every tier includes priority booking, price lock guarantee, before-and-after documentation, and our satisfaction guarantee.

## Ductless Mini-Split Plans (per indoor head)

**Essential**  
**\$22/mo**  
 10% off

- ✓ 1 service cleaning per year
- ✓ 10% off all services
- ✓ Priority booking
- ✓ Price lock 12 months
- ✓ Before & after photos

**Comfort**  
**\$35/mo**  
 15% off

- ✓ 2 service cleanings per year
- ✓ 15% off all services
- ✓ Priority booking
- ✓ Price lock 12 months
- ✓ Before & after photos
- ✓ Service reports

**Complete**  
**\$55/mo**  
 20% off

**BEST VALUE**

- ✓ 4 service cleanings per year
- ✓ 20% off all services
- ✓ VIP priority booking
- ✓ Price lock 12 months
- ✓ Before & after photos
- ✓ Detailed service reports

## HRV/ERV Plans

**Essential**  
**\$15/mo**  
 10% off

- ✓ 1 service cleaning per year
- ✓ 10% off all services
- ✓ Priority booking
- ✓ Price lock 12 months

**Comfort**  
**\$25/mo**  
 15% off

- ✓ 2 service cleanings per year
- ✓ 15% off all services
- ✓ Priority booking
- ✓ Price lock 12 months

**Complete**  
**\$40/mo**  
 20% off

- ✓ 4 service cleanings per year
- ✓ 20% off all services
- ✓ VIP priority booking
- ✓ Price lock 12 months

## Ducted System Plans (includes filter replacement)

**Essential**  
**\$35/mo**  
 10% off

- ✓ 2 service cleanings per year
- ✓ Filter included
- ✓ 10% off all services
- ✓ Priority booking

**Comfort**  
**\$50/mo**  
 15% off

- ✓ 2 service cleanings per year
- ✓ Filter included
- ✓ 15% off all services
- ✓ Priority booking

**Complete**  
**\$75/mo**  
 20% off

- ✓ 4 service cleanings per year
- ✓ Filter included
- ✓ 20% off all services
- ✓ VIP priority booking

## SECTION 3

# Frequently Asked Questions

**Do I need an initial cleaning before starting a Care Plan?**

Yes. Every Care Plan begins with a professional deep cleaning to establish your system's baseline condition. This ensures your system is in optimal shape before we start the regular maintenance schedule.

**Can I cancel my Care Plan at any time?**

Yes -- there is no cancellation fee. You can cancel your plan at any time with no penalty. We believe in earning your business through great service, not contracts.

**Does the Care Plan discount apply to repairs too?**

Absolutely. Your tier discount (10%, 15%, or 20%) applies to ALL services we provide, including one-time cleans, diagnostic calls, and repair work.

**What if I have multiple systems?**

We offer separate plans for each system type (ductless, ducted, HRV/ERV). You can mix and match plans to cover all your systems. Multi-head ductless systems can add extra heads from +\$10/mo.

**How does priority booking work?**

Care Plan members get their jobs scheduled before non-members. Complete tier members receive VIP priority, which means same-day or next-day scheduling when available.

**Is my monthly rate guaranteed?**

Yes. Your rate is locked for 12 months from enrollment. Even if our prices change, your Care Plan rate stays the same until your annual renewal.

**What happens during a deep clean?**

Our technicians perform a comprehensive cleaning of your system including coils, filters, blower wheels, drain lines, and all internal components. Every visit includes before-and-after photo documentation and a written service report.

**How do I get started?**

Call us at (782) 830-5900, text (902) 710-7424, or visit [greenpumpcare.ca](https://greenpumpcare.ca). We'll schedule your initial cleaning and help you choose the right plan for your system.

## Ready to Protect Your Investment?

Call, text, or visit us online -- free estimates on all services

**(782) 830-5900 | [greenpumpcare.ca](https://greenpumpcare.ca)**