Goodbye Surprises, **Hello Consistent Comfort**

DRAN'S HEATING & A/C

The Easiest Way to Upgrade Your Home's Heating & Cooling – With Everything Included!

PremierProgram®
WORRY-FREE HOME COMFORT



Ask Me About
WORRY FREE REWARDS

How It Works

The Premier Program provides homeowners with an all-inclusive, full service heating and cooling solution. Instead of worrying about surprise repairs and maintenance, enjoy a brand-new, high-efficiency system with all-inclusive coverage for one simple monthly payment. Your system is professionally installed and maintained to ensure optimal comfort and performance year-round.

Get Started

1. Apply with Dran's Heating & Air Conditioning
2. Sign Premier Program Agreement
3. Schedule Installation Date
4. Relax and Enjoy Life!

Watch Our Quick Explainer

What's included in Premier Program?

- New, high efficiency equipment
- Professional installation
- All required work and upgrades
- Preventative maintenance
- Filters and all consumables
- No trip or diagnostics fees
- No large upfront payment
- Predictable, low monthly payments
- Covered repairs for unexpected breakdowns
- Priority service for repairs
- Dedicated contractor support
- No hidden fess or costs
- Compatible with state tax programs
- Rewards for upgrades and new systems
- Autopay and account management

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Frequently Asked Questions

What brands of home comfort equipment do I get with the Premier Program?

Dran's Heating & Air Conditioning works with several quality, nationally recognized manufacturers. Based on your specific home comfort needs, we will recommend the best options for you to consider.

What is the installation process and how long does it take?

The installation is performed by Dran's Heating & Air Conditioning. Installations in most cases take about a day. Dran's Heating & Air Conditioning will set up a time and day for the installation that is most convenient for you and fits with your schedule.

Will someone show me how to work the home comfort system and the controls for it?

Yes. Dran's Heating & Air Conditioning will answer all your questions concerning how the home comfort system works, walk you through how to properly operate the new system controls or thermostat and show you how to change the air filters.

What happens to my old home comfort system?

Dran's Heating & Air Conditioning will safely remove and dispose of your old home comfort system in an environmentally friendly manner.

Are there additional costs, other than the Premier Program monthly payment?

With the Premier Program, and pursuant to the type of home comfort system Dran's Heating & Air Conditioning installs, all system maintenance, consumable parts, and covered repairs are included per the terms of your Premier Program agreement. Please review your agreement for any additional specifics.

How long does this Premier Program service last? What happens when it ends?

The standard term for the Premier Program is 8 years. At the end of the standard term, you may elect to do any of the following (subject to the terms and conditions of your Premier Program agreement):

1. Upgrade to a new system
2. Extend your Premier Program agreement
3. Exercise your purchase option
4. Return the system

If my home comfort system breaks down, how fast will you service it?

As a Premier Program member, you can expect priority service should your home comfort system ever need servicing. Please contact Dran's Heating & Air Conditioning and one of our qualified service technicians typically will be dispatched to your home within 24 hours.

How do I schedule maintenance of the home comfort system?

Dran's Heating & Air Conditioning will contact you to schedule the regular maintenance on your system. However, if you must reschedule that appointment, contact us to do so, at your earliest convenience.

What if I sell my house?

If you sell your home, you have a couple options with the Premier Program:

Option 1: Contact Comfort Connect to apply to transfer the service to the new homeowner; upon the new homeowner being approved for the Premier Program and executing required documentation, they will assume responsibility for any remaining payments.

Option 2: Contact Comfort Connect to exercise your purchase option, as detailed in your Premier Program agreement. Under this option, you will take ownership of the system and program benefits will cease upon your exercise of the purchase option.

Who do I contact with questions about my bill or making a payment?

For billing questions, please contact Comfort Connect and one of their dedicated customer service team members will answer your questions. You can contact them via email at inquiries@comfortconnect.com or call toll-free at (888) 342-7005.

Who do I contact if I want to transfer the Premier Program service?

If you wish to transfer your Premier Program agreement, please contact Comfort Connect, and one of their dedicated customer service team members will review your options with you. You can contact them via email at inquiries@comfortconnect.com or call toll-free at (888) 342-7005.



Still Have Questions?

Contact Us Today

(757) 975-8355

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