No fear of the dark, **Just Bright Moments and Lasting Memories**

The Easiest Way to Upgrade Your Home's Generator – With Everything Included!



GENERATORS

How It Works

The Premier Program provides homeowners with an all-inclusive standby generator solution. Instead of worrying about power outages and disruptions, enjoy seamless back-up power with all-inclusive coverage for one simple monthly payment. Your system is professionally installed and maintained to ensure your home stays powered no matter the weather.

How to Enroll

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

WORRY FREE REWARDS

SCAN ME

What's included in Premier Program?

- **Annual maintenance and inspections**
- **No large upfront payment**
- **Covered repairs for unexpected breakdowns**
- **No hidden fees or surprise costs**
- **Rewards for future upgrades and buy-outs**
- **No trip or diagnostics fees**

- New standby generator
- Professional installation
- Required electrical work and permitting
- Routine load testing and performance checks
- Predictable, low monthly payments
- Priority service during outages or emergencies
- Autopay and account management
- Dedicated contractor support

Watch Our Quick Explainer

Comfort Connect

PremierProgram®
WORRY-FREE HOME COMFORT

Frequently Asked Questions

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.

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

Installation, all system maintenance, consumable parts, and covered repairs are included per the terms of your Premier Program® agreement. Any other costs outside these categories will be outlined in your agreement for review.

What brand of home standby generator is installed?

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

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

What happens to my old generator system?

If we are removing an old generator we will safely remove and dispose of your old equipment in an environmentally friendly manner.

If my standby home generator breaks down, how fast will you service it?

As a Premier Program member, you can expect priority service should your 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.

Will someone show me how to work the generator and the controls for it?

Yes. Dran's Heating & Air Conditioning will answer all your questions concerning how your standby generator works, walk you through how to properly operate the equipment and show you how to verify weekly run time.

How do I schedule maintenance for my stand-by generator system?

Dran's Heating & Air Conditioning will contact you to schedule your annual inspection, maintenance and/or tune-up. However, if you must reschedule that appointment, contact us directly 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

DRAN'S HEATING & A/C