



EAST COAST MECHANICAL, INC.

AIR CONDITIONING



HOME WARRANTY PROTECTION PLANS



ABOUT US



Headquarters Boynton Beach, FL

69,000 Sq. Ft.

ECM Since 1985

What started with one man and one van in 1985 has grown to one of the largest privately owned air conditioning and home warranty companies in the State of Florida with more than 225 employees. To this day, Mr. Ramirez spends an average of ten hours a day in the office working with his elite team of twelve professional managers that handle every type of job imaginable. ECM is dedicated to hiring the best of the best technicians in order to provide fast, professional service with guaranteed total customer satisfaction no matter what.

Home Warranty Agreement

ECM is the largest privately owned extended service warranty provider in the State of Florida and ECM is licensed by the State of Florida Department of Insurance to sell home warranty protection plans. A home warranty agreement is similar to the warranty originally provided by the manufacturer of your air conditioning, appliance, plumbing and electrical systems. It acts like an insurance policy that protects you against unexpected repair bills or costly breakdowns on any covered equipment. Our first service contract was sold back in 1990 and through time we have formulated and engineered the absolute most organized and efficient service operations in the State of Florida.

Air Conditioning Service and Installations

East Coast Mechanical, Inc. (ECM) of Florida is a family owned business that provides Residential and Commercial Air Conditioning, Plumbing and Electrical service from Pembroke Pines to Vero Beach Florida since 1985. With a fleet of 127 trucks on the road seven days a week and a complete focus on total customer satisfaction, it's easy to see why we have grown to be one of the largest air conditioning, plumbing and electrical companies in South Florida.

Our air conditioning installations are designed and engineered for maximum performance. Our complete attention to detail, system design and engineering has made us extremely popular with consumers that understand that the installation of their new air conditioner has everything to do with the final SEER rating achieved. ECM installs over 3,000 air conditioners per year. We design and engineer more high efficiency systems than any company in Florida. Through our engineering principals, our customers save over \$5,000 more on energy costs.

Plumbing Services

ECM's plumbing & electrical division services both residential and commercial businesses. We are a full service plumbing & electrical business that provides service and installation of plumbing fixtures, faucets, toilets, tubs, shower pans, Jacuzzis, sewer line cleaning, drain line cleaning, leak detection, water heater replacement, electrical panel upgrades, wiring and lighting.



ECM's Exclusive Home Warranty Realtor Program



We would like to extend a formal invitation for you to become a part of our ECM Exclusive Realtor Program. Being a part of this program provides you with special access to our service contract pricing and online Realtor portal. This portal was specifically crafted with Realtors in mind in an effort to provide you, the real estate professional, with all the tools needed to help you sell more homes with the added peace of mind of a home warranty.

The Problem

Buying and selling a home comes with many risks, and as a real estate professional, this is something you've come to know and expect as a concern with potential home buyers. Previously owned homes will likely endure 4.3 mechanical system or appliance breakdowns during the first year of home ownership. This adds unexpected and unplanned costly expenses to the home buyers experience and this may ultimately reflect negatively on the Realtor involved in the sale process.

The Solution

With all that in mind, ECM has developed an exclusive program that aids to protect the Realtor from this specific type of liability. Essentially, the program offers the agent a way to safeguard their professional reputation and ensure their clients' peace of mind, by making sure every home they sell is covered by an ECM Home Protection Plan.

Did you know?

- Homes covered by Home Warranties sell an average of 11 days faster than those without Home Warranties.
- Home Warranties add \$1,000 to \$3,000 in additional value to the appraisal.
- Homes protected by a Home Warranty typically sell for 2.4% more than those not covered by a Home Warranty.
- Over two-thirds of all homes purchased have five major mechanical systems fail within the first year following the purchase of a pre-owned or new home.

The Plan

Being a part of ECM's Exclusive invite-only Realtor Program adds a very prestigious "stamp of approval" so to speak to your sales arsenal, aiding as a major differentiator when it comes to your potential prospect choosing whether to work with you or one of your competitors. Becoming a part of this exclusive program certainly has the potential of helping you secure more sales by avoiding last minute repair negotiations that can postpone a closing.

Simply put, our service contracts are custom tailored and cover mechanical breakdowns of covered major appliances, air conditioning, plumbing, and electrical systems of a property for one full year.



Real Estate Increase

ECM's Home Warranty Protection Plans distinguish your listings from other homes on the market. This value-added benefit protects you and your clients before, during and after the sale.

This means you and your clients can walk away from the closing knowing that a month or two down the road, the phone will not ring with a problem from the Buyers or their Real Estate Agent. The Buyer's coverage begins the day we receive and process the application.

- **Properties covered by warranties sell an average of 11 days faster.**
- **Properties covered by warranties add more value to the homes appraisal.**
- **Properties covered by warranties close, on average, for \$2,300 more.**
- **Over two-thirds of all homes purchased have three major mechanical system failures within the first, second or third year following the purchase of the home.**



Costs Associated with Home Up-keep - WITHOUT ECM

ITEM	SERVICE FEE	AVG. REPLACEMENT	AVG. REPAIR
Air Conditioner	\$120	\$5,200	\$375
Dishwasher	\$120	\$600	\$350
Washer/Dryer	\$120	\$600-\$800	\$225
Refrigerator/Icemaker	\$120	\$800-\$1,200	\$250

Professionals home sales & safeguard your clients



When a person buys a home, they take on the burden of maintaining a variety of systems and appliances. As you know, Sellers are required to disclose known problems but can't be blamed for passing along a dishwasher that conks out six months (or days) after the sale.

ECM's Home Warranty Protection Plan simplifies homeownership and eliminates costly repair bills. Normal wear and tear of everyday living will cause not only the best products to break down, but the newest ones as well - it just happens. Give your clients peace of mind, protect their home and your valuable reputation with an ECM Home Warranty Protection Plan.

ECM's Home Warranty Protection Plans offer valuable protection on a home's major mechanical systems, including air conditioning, water heater, plumbing, electrical, garbage disposal, refrigerator, washer, dryer and more! It doesn't matter whether the home is 2 years old or 30. ECM Home Warranty Protection Plans keep homes in working order, day in and day out, all year long. ECM Home Warranty Protection Plans cover mechanical breakdowns,

while insurance typically repairs the related damage. Think of it as a cause and effect relationship: If a hot water heater bursts and destroys a wall in your home, ECM's Home Warranty Protection Plan would repair the water heater and the homeowner's insurance would pay to fix the wall.

If your client called on us just once over a period of a year, chances are they would breakeven. But what if they call on us twice? Now, they're saving money!

The average homeowner calls ECM 4.3 times annually. You do the math and you'll see why it makes sense to protect your clients with an ECM Home Warranty Protection Plan.

**“Coverage
that pays
for itself.”**

They'll thank you for it.



NO REPAIR BILLS FOR ONE FULL YEAR - 100% PROTECTION

What is a Traditional Home Warranty?

A **Traditional Home Warranty** is a Service contract that covers unlimited **FREE SERVICE CALLS, LABOR and PARTS** for one full year. There are no Deductible or Trade Service Fees Ever!

WHAT'S COVERED?

A service contract covers mechanical breakdowns of your Home's major appliances, air conditioning, plumbing and electrical systems.

If your air conditioner breaks down today you'll appreciate the rapid response, the savings, and the peace of mind along with the total protection that only comes from ECM.



FAST DEPENDABLE SERVICE

When you call ECM for service it's as simple as 1-2-3. One simple phone call to our Corporate Headquarters in Boynton Beach Florida does it all. In less than five minutes you'll have a **GUARANTEED** same day or next day appointment scheduled with a Master Technician.

DO YOU REQUIRE AUTHORIZATION?

No, we're nothing like our National Competitors that sub out all of their work and require **PARTS** authorization numbers that delay most jobs by **FIVE DAYS**.

At ECM we perform all our own work, carry a vast inventory of parts in every truck and maintain a high same day completion rate. We maintain a 24,000 square foot warehouse of most needed parts.

UNLIMITED PROTECTION

ECM's Home Warranty Protection Plans - Service Contracts can be tailored to meet your specific needs and budget. You may choose to cover only your air conditioner or choose our Total Home Protection Plan, designed for total peace of mind protection.

UNLIMITED PARTS PROTECTION (OPTIONAL COVERAGE)

You may choose from our countless coverage options such as our Unlimited Parts Protection which provides unlimited parts cost protection and removes the limits on normally covered parts.

REPLACEMENT PROTECTION PLAN

Our Traditional Home Warranty Plan covers the following equipment for replacement. You're air conditioner, appliances, Water Heater and Garbage Disposal. Bottom line, if ECM cannot repair a covered product, we will replace it and pay you up to the covered replacement limit.

DEDUCTIBLE PLAN VS. TRADITIONAL PLAN

You may choose our Deductible Warranty Plan with a significant lower up front cost and a \$45 CO-PAY deductible fee per call or choose our Traditional Plan with no deductible fees. One very affordable annual price for protection and if something goes wrong (because usually does) you'll be covered **NOT JUST ONCE** - but every time you need to call on ECM for a needed repair.

NO SUB-CONTRACTORS

At ECM we never use any sub-contractors. We perform all of our own work and repairs. We've got Master A/C Technicians, Appliance Tech's Plumbers, Electricians, Refrigerator specialist, A/C Tune-up Techs, A/C Installers, Drain Rooter Specialist, and Leak Detection Specialist. In all there are 127 TRUCKS on the road daily to support your needs and 200 plus employees.

Home Protection

Traditional Plan - No Deductible

Annual Service Contract - Unlimited Service - Labor - Parts				
	A/C Plan	Systems Plan	Total Home Protection	Total Home Plus
	\$259 /Annual	\$359 /Annual	\$559 /Annual	\$659 /Annual
AIR CONDITIONING				
Central Air Conditioner - up to 5 tons	●	●	●	●
Compressor, motors, relays, contactors, thermostat	●	●	●	●
UNLIMITED FREON 410-A OR PURON	●	●	●	●
Replacement Air Conditioning (\$2,000 Limit)	●	●	●	●
Air Conditioner Replacement (\$3,000 Max)	●	●	●	●
PLUMBING & ELECTRIC				
Plumbing up to 3 baths		●	●	●
Major Plumbing (leaks behind walls)		●	●	●
Drain & Sewer Rooter Service		●	●	●
Electric		●	●	●
GFI Receptacles - Circuit Breakers - Fluorescent Light Fixtures		●	●	●
Water Heater up to 50 Gal.		●	●	●
Water Heater Replacement (\$500 Max)		●	●	●
APPLIANCES				
Refrigerator			●	●
Icemaker - Ice/Water Dispenser			●	●
Oven/Range/Cooktop			●	●
Dishwasher			●	●
Garbage Disposal up to 1/2 hp.			●	●
Microwave (built in only)			●	●
Washer / Dryer			●	●
Smoke Detectors (5 max)			●	●
Unlimited Parts Protection			●	●
Appliance Replacement			●	●
ADDITIONAL HOME SYSTEMS				
Garage Door Opener				●
Door Bell				●
Smoke Detectors				●
Ceiling Fans				●
Insta-Hot Water Dispenser				●

Trade Service Call Fee - No Deductible
 There is a Trade Service Call Fee per service trade (plumber, electrician, etc.) and this is typically less than standard service rates.



There's a 68% chance that three of these major systems will break down in your home this year!

Air Conditioner

- Air Handler
- Condenser
- Thermostat
- Humidistat
- Compressor
- Fan Blades
- Fan Motor
- Refrigerant R-410A
- Capacitors
- Relays
- Contactors
- Transformers
- Electronic Board



Plumbing Repairs

- Stoppages in interior of dwelling
- Flapper in two-piece toilets
- Ballcock in two-piece toilets
- Flush Valve
- Select Faucet Components
- Flex lines
- Tank bolts
- Toilet handles
- Wax seal (toilet)



Electrical Repairs

- Circuit breakers (excluding main or GFI)
- GFI wall outlet (bathroom)
- Wall switches
- Receptacles
- Fluorescent light ballasts (4', 6' and 8') in kitchen and bathrooms
- Fluorescent end clips



Microwave Oven

- (Built-in Only)
- Motors
 - Relays
 - Diode
 - Rectifier
 - Stirrer
 - Belts
 - Capacitors
 - Transformer
 - Magnetron tube
 - Electronic Boards



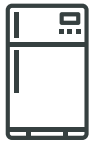
Oven / Range

- Bake element
- Broil element
- Coil burners
- Thermostat
- Burner Switches
- Bake switch
- Door latch mechanism
- Door springs
- Electronic boards



Refrigerator

- Compressor
- Thermostat
- Relays
- Overloads
- Defrost heater
- Timer
- Fan motors
- Fan switch
- Fan blades
- Light switch
- Electronic boards



Dishwasher

- Motor pump assembly
- Timer
- Door Switch
- Electrical Controls
- Float Switch
- Selector Switch
- Heater Assembly
- Electronic Boards
- Touchpads (built-in only)



Clothes Washer

- Motor
- Belts
- Timer
- Switches
- Water valves
- Transmission
- Pump
- Thermostats
- Electronic boards



Clothes Dryer

- Motor
- Belts
- Timer
- Switches
- Thermostat
- Heater Assembly
- Rollers
- Glides
- Relays
- Electronic boards



Water Heater

- Heating Element
- Thermostat
- Reset overload control
- Pressure relief valve



Garbage Disposal (1/2 HP)

- Switches
- Brushes



Home Protection

Deductible Plan

Annual Service Contract - Unlimited Service - Labor - Parts				
	A/C Plan	Systems Plan	Total Home Protection	Total Home Plus
	\$99 /Annual	\$199 /Annual	\$399 /Annual	\$499 /Annual
AIR CONDITIONING				
Central Air Conditioner - up to 5 tons	●	●	●	●
Compressor, motors, relays, contactors, thermostat	●	●	●	●
UNLIMITED FREON 410-A OR PURON	●	●	●	●
Replacement Air Conditioning (\$2,000 Limit)	●	●	●	●
Air Conditioner Replacement (\$3,000 Max)	●	●	●	●
PLUMBING & ELECTRIC				
Plumbing up to 3 baths		●	●	●
Major Plumbing (leaks behind walls)		●	●	●
Drain & Sewer Rooter Service		●	●	●
Electric		●	●	●
GFI Receptacles - Circuit Breakers - Fluorescent Light Fixtures		●	●	●
Water Heater up to 50 Gal.		●	●	●
Water Heater Replacement (\$500 Max)		●	●	●
APPLIANCES				
Refrigerator			●	●
Icemaker - Ice/Water Dispenser			●	●
Oven/Range/Cooktop			●	●
Dishwasher			●	●
Garbage Disposal up to 1/2 hp.			●	●
Microwave (built in only)			●	●
Washer / Dryer			●	●
Smoke Detectors (5 max)			●	●
Unlimited Parts Protection			●	●
Appliance Replacement			●	●
ADDITIONAL HOME SYSTEMS				
Garage Door Opener				●
Door Bell				●
Smoke Detectors				●
Ceiling Fans				●
Insta-Hot Water Dispenser				●

Trade Service Call Fee - \$75 Deductible

There is a Trade Service Call Fee per service trade (plumber, electrician, etc.) and this is typically less than standard service rates.

Placing a Service Call With



HEADQUARTERS IN BOYNTON BEACH, FL

STEP #1

Call CENTER in Boynton Beach

STEP #2

Appointment scheduled in less than 5 minutes

STEP #3

Guaranteed appointment same day or next day

STEP #4

ECM Master Technician shows up next day

STEP #5

ECM Contract (No-Deductible Required)

STEP #6

ECM Technician fully trained on coverage

STEP #7

ECM Truck fully stocked to complete repair

Placing a Service Call With

NATIONAL COMPETITORS

OUT OF STATE HEADQUARTERS

STEP #1

Call CENTER out of state

STEP #2

Call our of State for a service request

STEP #3

Service appointments can't be scheduled at call center

STEP #4

Return phone call from sub-contractor required

STEP #5

Unknown Sub-contractor

STEP #6

Sub-contractor has 24-48 hours to return call

STEP #7

Appointment date and time unknown

STEP #8

Sub-cotractor shows up to diagnose problem

STEP #9

\$75 OR \$100 Trade Service Fee Required

STEP #10

Sub-contractor needs to replace parts

STEP #11

Sub-cotractor does not know coverage

STEP #12

Pre-authorization required if any parts needed

STEP #13

Up to 5 Day delay to determine if repair is covered

STEP #14

Possible completion 7 to 10 days later

STEP #15

Possible claim denial - Repair Not Covered

REQUESTING SERVICE IS EASY!

1-2-3

1.



Call ECM - We're Local

When a covered item breaks down, simply call **561-586-3739** to reach our headquarters located right here in South Florida.

2.



Schedule Your Appointment

An ECM customer service representative will assign a certified technician to handle your covered request.

3.



Piece of Mind

An ECM technician will arrive to perform a scheduled repair. We never use subcontractors. All technicians are employed by ECM and undergo extensive training & background checks. You can rest at ease knowing who you'll have in your home.

Relax! **ECM**
EAST COAST MECHANICAL, INC.
has you covered.

A home warranty covers unlimited service calls*, labor and parts to repair any covered equipment. ECM makes it easy. No need to get stressed out trying to find a reputable company that will show up on time and do the job right the first time.

You can trust ECM,
the company that cares.

Fast Service.

Always on Time.

No Subcontractors.

No Repair Bills.

Complete Home Protection.

100% Peace of Mind.

* Per Trade Service Fee May Apply

Exclusive Realtor Plan

Pricing and Enrollment Application

Realtors can purchase online at realtors.ecmservice.com
or call 561-264-8099

1 Fill out the Enrollment form below

Property Information

Property Address to be Covered		
City	State	ZIP
Listing Expiration Date (if selling)		Home Sq. Ft.

Seller Information

First Name	Last Name
Phone Number	Email Address
Mailing Address	

Buyer Information

First Name	Last Name
Phone Number	Email Address
Mailing Address	

Real Estate Agency Information

Buyer ☐ Seller ☐

Real Estate Company Name	
Main Phone	Fax
Agent Name	
Agent Email	

Cooperating Real Estate Agency

Buyer ☐ Seller ☐

Closing Company Name	
Phone Number	Fax

Closing Company

Closing Company Name	
Phone Number	Fax
Closing Date	Closing Number
Closing Representative Name	Email Address

2 Select Buyer Coverage

Home Services Protection Plan	A/C PLAN	Systems Plan	Total Home Protection	Total Home Plus
Deductible (\$75 Per Call)	\$99	\$199	\$399	\$499
Home Services Protection Plan	A/C PLAN	Systems Plan	Total Home Protection	Total Home Plus
No Deductible	\$259	\$359	\$559	\$659

3 Seller Coverage

Elect Seller Coverage Option

☐ Yes, add seller coverage option to my "Buyer" Total Home Protection Plan.

4 Buyer Options

Additional Refrigerators*	\$15
Well Pump**	\$65
Sprinkler Pump**	\$65
Pool Pump	\$65
Spa Pump	\$65
Pool Heater (electric only)	\$65

Buyer Home Protection Plan \$ _____
 Buyer Options Total \$ _____
 Seller Coverage Option \$ _____
Grand Total \$ _____

5 Sign

NOTE: Unless otherwise noted, all prices shown are for a one-year Agreement Term for homes under 3,500 sq. feet, for guest unit pricing, multiple unit properties, and for 2-year pricing plans, please call 561.586.3739.

ECM may provide compensation to real estate brokers and their related companies for services provided in connection with its Home Warranty program. In connection with the program, a broker may provide information regarding you and your home to ECM. By submitting this application, you authorize the broker to share such information with ECM and authorize ECM to use such information in connection with its program. You are not required to buy a Home Warranty and, if you want one, you are not required to buy it through a broker or sales associate.

☐ I accept the benefits of the ECM Home Services Protection Plan coverage. I received a copy of the ECM Home Services Protection Plan Agreement and understand the key terms, coverage, limitations and exclusions, and I had the opportunity to ask questions regarding such coverage.

☐ I decline the opportunity to purchase the ECM Home Services Protection Plan coverage.

Signature

Date

Signature

Date

* Available only with Total Home Protection and Total Home Plus Packages.
 ** Not Available for Condo/Townhome/Mobile Home