

OUR STORY

Mi Mamita was a woman who cared with her whole heart.

If you were sad, she'd make you smile.
If you were hungry, there was always something to eat. She instinctively understood the importance of nurturing the soul and body.

OUR NAME

Her name was Aurora, and I named my business as an honor to her memory.

She taught me to have faith in the Lord, and to always treat neighbors as family. I try to live each day in a way Mamita would expect, and to be sure your home is always nurtured to be safe and comfortable.

GRANDMA AURORA'S TOTAL HOME CARE

With Mamita in mind, we have created Grandma Aurora's TOTAL Home Care.

Regular checks and maintenance of your entire home. Not just one part. From the top of the roof to the plumbing in your basement, this is TOTAL Home Care.

THAT'S IT.

Your home will have TOTAL preventative maintenance.

We will find things long before they become a problem You don't have to spend time doing it yourself (home should be family time). You'll have one company caring for your TOTAL home.



GRANDMA AURORA'S TOTAL HOME CARE

YOUR PRICE

TOTAL VALUE OF ALL SERVICES = \$3180

\$ _____ /MONTH OR \$ _____ (WHEN PAID ANNUALLY)

TERMS & CONDITIONS: Nope. Nothing to see here.

MEMBERSHIP BUYOUT: We are happy to buy out any competitor's membership, applying the entire balance toward our more comprehensive club membership. For example, If you have paid for a 1-year membership in advance and have a balance of 11 months remaining at \$19.99 per month, you will receive \$219.89 credit on our club membership.

MAINTENANCE PROTECTS WARRANTY:

If you have a new product that requires regular maintenance, we are happy to offer you multi-year maintenance to match your manufacturer's warranty.

*Grandmother
Approved!*



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YOUR ROOF & OUTSIDE THE HOME

Our goal is to keep the outside outside, and your home comfortable inside.

VALUE = \$795

- Once a year.
- We will check your roof, including shingles, masonry, gutters, flashings, and chimney caps to make sure there's no chance of leaks or failure.
- If a nail has popped up, we'll pop it back down.
- If we see minor cracks, we will close them with silicone.
- We'll tidy up your gutters, and clear your roof of debris, tennis balls, and frisbees.
- We'll check for animal intrusion or insect infestation.
- Your downspouts will be free from blockage.
- Your windows will be checked for a tight seal and fix minor things before they become a big problem.
- We'll check your siding and/or bricks, and evaluate your foundation for cracks where water can get in.

ELECTRICAL

Our goal is to make sure you have safe electricity whenever and wherever you need it.

VALUE = \$795

- Once a year
- Our Certified Electrician will check your switches and outlets to make sure they are working properly and safely.
- We'll replace the batteries in your smoke alarms and CO detectors.
- Your electric panel will get a full inspection to make sure the circuit breakers and fuses are doing their jobs properly.
- If you have a generator, we'll start it up and make sure it's ready to go to work if the power goes out.
- We'll check those wires you can't touch. Like the service line from the pole to house and the big wires connected to your main panel.

PLUMBING

Water is life and we want to make absolutely sure your water is clean, healthy, and available.

VALUE = \$795

- Once a year.
- A Certified Plumber will check and tighten your faucets so they don't leak, squeak, or dribble.
- We'll check your drains to make sure water is flowing without obstructions.
- If we find something minor, we'll take care of it on the spot (no extra charge!).
- We will completely drain and flush your water heater.
- We'll do a pressure and temperature test.
- Then we test your water to make sure it is safe and clean.
- Finally, we will check that your sump pump is good and ready to jump into action when needed.

HEATING & COOLING

We believe your home should be comfortable, no matter the season, no matter the room.

VALUE = \$795

- Twice a year.
- Early spring, we will clean, inspect, and tune up your air conditioning and make sure it's ready to take on summer.
- In the fall, we'll make sure your furnace is fully inspected and tuned up for whatever winter weather North Carolina has planned.
- If you have filters on hand, we'll be sure those are replaced.
- We'll check all vents and ensure each room in your home has balanced heating and cooling.
- And we'll make sure the insulation and ventilation are adequate for your home.

SENIORS & MILITARY

VALUE = \$270

For my grandmother, I'm also going to take care of the people who have taken care of us: Our military and our elders. If you're a senior citizen over 65, or active military member or veteran (including spouses), you get 50% off the membership.

FOR FAMILY

I've included everything I could think of so that you can enjoy your home without worrying about anything.

But then I remembered Mamita. My grandmother said to treat neighbors like family. If you're a customer of our company, I consider you part of my family.

So this is what we do for family:

- We give a 100% satisfaction guarantee. Don't look for small print or exceptions. There aren't any. We want you to have a 100% satisfactory experience.
- We will double our 1-year workmanship guarantee and make it TWO years for you. If we failed to do something right, we will fix it for free. If it's a manufacturer defect, that will be covered under their warranty and we'll help you claim that, if needed.
- You receive PRIORITY scheduling. Members get service first. Period.
- If you need service for anything we take care of, you will get a reduced diagnostic fee of \$49 (regularly \$125). If you choose us to do the repair, the diagnostic fee is waived.
- What about maintenance? It's included!
- As a member you'll received 10% off all Service and Repairs. No caps, no exclusions.
- Each year, we'll put \$100 in Mamita's Cookie Jar for you. It's credit you can use toward large jobs for every year of concurrent membership. Large jobs include water heaters, electric panel upgrades, new heating or cooling systems, and new roofs. It's \$100 for you every year you're a member!

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