

Sales and Service Guidelines

ComfortSure

USA



Welcome

SelecRate has been developed to make your business more profitable and less complicated. You and your customer receive all of the benefits of a comprehensive plan that offers fixed-cost solutions for future mechanical breakdowns.

Each service call starts with a call rate, then a pre-determined repair fee and a part allowance to cover the cost of handling parts in and out of warranty. You can select from four options depending upon the reimbursement schedule that best fits your business model.

Benefits include:

- Simple SelecRate reimbursement for no-hassle claims
- Profits on the initial sale
- Customer retention for future revenue
- Improved customer satisfaction
- Immediate approval allowing you to start today

Service Net, part of American International Group, Inc. (AIG), is a service management company that delivers a full range of industry-leading service solutions including warranty management administration, extended service programs, customer service support, service network management, claims processing services, and service contract underwriting.

As North America's largest provider of risk management programs for the HVAC/R industry, we are excited to provide you this unique user-friendly opportunity to take your business to the next level. The SelecRate plan significantly increases the value of your business. You will build your customer base and your service department. This allows you to raise valuable customer retention rates and grow your profits.

Key Features of the Warranty Division of AIG:

- U.S. based Customer Care Center
- Over 26 years of experience
- Presently servicing over 75 million active contracts
- Other clients include: Apple, Amazon, Best Buy, The Home Depot, Toshiba, Sharp & LG

Please take a moment to complete the Dealer Enrollment Form and get started today. We look forward to an opportunity to discuss any questions you may have.

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For questions or assistance with the program, please contact AIG Client Support.

AIG • Attention Client Support • PO Box 928 • Jeffersonville, IN 47130 USA
Tel 866-544-9928 • Fax 866-211-9259 • HVACSupport@sndirect.com

Letter of Confidentiality

Thank you for your decision to take advantage of the SelecRate Program administered by AIG.

In connection with our joint efforts, you will provide us with information including the names, addresses, and phone numbers of your customers. We understand that this information is confidential and is important to your current and future business. Therefore, AIG hereby agrees that any information received from your company will be deemed confidential and will not be disclosed to any person, firm, corporation or entity without your company's prior written consent, except that the information can be used by AIG's employees and/or other persons retained by AIG to process claims and accounting functions.

We are looking forward to a mutual and prosperous business relationship, with AIG working on your behalf.

Order Processing

Simply visit your dealer website www.ComfortSite.com or www.ASDealerNet.com for order entry and debit or credit card payment. The order must be received by AIG within thirty (30) days of sale. For assistance in placing your online order, contact AIG Client Support at 866-544-9928 or HVACSupport@sndirect.com.

Coverage can be offered to the consumer for residential installations up to five (5) years old and commercial installations up to one (1) year old. The contract will be retroactive to the date of installation.

ELIGIBILITY:

To be eligible for coverage, the product must be in good working order at time of contract purchase. If it is determined that a claim results from a pre-existing condition, the payment of claim may be denied. Information regarding the original install date of the product must be correct. Inaccurate information regarding install date may result in the product being ineligible for coverage. We reserve the right to inspect the product at any time to determine eligibility for coverage.

ANNUAL MAINTENANCE:

All products covered by contract require annual maintenance be performed by an authorized service technician as specified by the manufacturer. The contract does not cover normal, periodic or preventive maintenance or check-ups.

WAIT PERIOD:

The product you are purchasing from AIG is an extended service agreement contract. The contract start date begins, depending on the coverage you purchase, the later of either thirty (30) days or three hundred sixty-five (365) days from contract purchase or upon expiration of the dealer's labor warranty, whichever is later. Residential contracts sold greater than twelve (12) months from the installation date have a ninety (90) day wait period. Claims or losses that occur prior to or during a wait period are not covered.

IMPORTANT NOTICE:

The product to be covered under this Application Order Form has a specific make, model and serial number which were designated at time of manufacture. The information can be found on each product. It is your responsibility to verify the exact information for each product to be covered. If it is determined at time of claim or at any time during the term of the agreement that the make, model and serial number(s) do not match the information contained in the Application Order Form or actual contract, coverage may be declined.

Overview of Coverage and Exclusions

Overview

The contract is dependent on the coverage you purchased and inclusive of the manufacturer and dealer warranties. Please refer to the Terms and Conditions of the Service Contract for a complete listing of all conditions. *This is only a guide.*

Covered Repairs Included

- Mechanical failures of covered equipment during normal operation.
- Accessories, provided that additional coverage is purchased.

Exclusions

- Repairs as a result of installation error.
- Repairs resulting from a lack of proper maintenance.
- Normal, periodic or preventive maintenance service.
- Equipment not meeting the specifications set by the manufacturer and the Air Conditioning and Refrigeration Institute.

What defines a “Residential” Application?

- Single-family dwelling/condominium occupied by one (1) family and where business is not conducted, and
- Equipment less than or equal to five (5) tons.

Types of Coverage

- Labor Only
- Labor Plus
- Parts and Labor Plus
- Parts Only

Note: Ten (10) year residential Labor Plus contracts purchased sixty-one (61) days from install date may be eligible for additional Parts Only coverage. Contact AIG Client Support at 866-544-9928 for details and pricing.

Claim Procedure

Coverage is limited to the equipment itself, i.e. no ductwork, field piping, etc., and does not include nuisance calls or normal maintenance. See the specifics concerning exclusions listed on the back of the actual contract. Claims must be submitted within sixty (60) days of equipment repair.

To file a claim, please include the following:

- Completed claim form
- Contract number
- Original work order/invoice including customer signature
- Model and serial number of equipment

When multiple repairs are made, the highest repair code will be first, the second repair will be at 75% of the following highest code and the third and final code will be at 50%.

Repairs

Multiple Repairs

To alleviate any confusion regarding multiple repairs in regards to claims reimbursement, please note that claims with multiple repair codes allow for the highest cost repair to be applied first, then the second repair is at 75% and any additional repairs on the same ticket are 50% of the applicable repair code.

Companion Repairs

Companion repairs are claims that are submitted as multiple repairs when in-fact they should be considered one repair. We refer to these as companion repairs as they are in-fact part of the same failure. The items below are considered for claims purposes to be one repair.

PRIMARY	RESIDENTIAL COMPANION REPAIRS	COMMERCIAL COMPANION REPAIRS
Blower Motor	Bracket Capacitor Squirrel Cage	Bracket Capacitor
Compressor	Accumulator Capacitor Contactor Drier Hard Start Kit King Valve / Service Valves Muffler Reversing Valve	Capacitor Drier Hard Start Kit
Condenser Coil	Drier	Drier
Condenser Fan Motor	Blade Bracket Capacitor Contactor	Blade Bracket Capacitor
Evaporator Coil	Drain Pan Drier TXV	Drier TXV

If you have any questions, please contact our Claims Department at 866-544-9928.



USA Commercial Pricing

Refer to Commercial Pricing Table document or contact AIG Client Support at 866-544-9928 or HVACSupport@sndirect.com for complete coverage options.



Covered Products: Air Handler
Heat Strips
Indoor Coil
Thermostat

Residential
USA

Air Handler

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	308106	\$53.11
31st Day - 1st Year Part Allowance	2	308107	\$59.69
	3	308108	\$65.82
	4	308109	\$73.96
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	308114	\$85.05
31st Day - 3rd Year Part Allowance	2	308115	\$101.36
	3	308116	\$116.56
	4	308117	\$136.73
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	308118	\$108.53
31st Day - 5th Year Part Allowance	2	308119	\$131.97
	3	308120	\$153.85
	4	308121	\$182.86
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	308122	\$373.56
31st Day - 10th Year Part Allowance	2	308124	\$457.74
	3	308126	\$550.75
	4	308128	\$674.19
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	308123	\$705.24
6th Year - 10th Year Parts	2	308125	\$805.01
31st Day - 10th Year Part Allowance	3	308127	\$898.01
	4	308129	\$1,021.46
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	308130	\$320.50

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

*Contracts purchased after sixty-one (61) days from install date may be eligible for additional "Parts Only" coverage. Refer to your Sales and Service Guidelines for details.

Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Condensing Unit AC**
Indoor Coil
Thermostat

Residential
USA

Condensing Unit AC

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226295	\$63.45
31st Day - 1st Year Part Allowance	2	226301	\$69.15
	3	226306	\$74.45
	4	226311	\$81.44
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226296	\$95.27
31st Day - 3rd Year Part Allowance	2	226302	\$110.16
	3	226307	\$124.02
	4	226312	\$142.32
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226297	\$118.05
31st Day - 5th Year Part Allowance	2	226303	\$139.37
	3	226308	\$159.22
	4	226313	\$185.41
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226298	\$268.39
31st Day - 10th Year Part Allowance	2	226304	\$334.74
	3	226309	\$396.51
	4	226314	\$478.02
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226299	\$343.08
6th Year - 10th Year Parts	2	226305	\$409.44
31st Day - 10th Year Part Allowance	3	226310	\$471.20
	4	226315	\$552.72
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226300	\$98.46

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

**Contracts purchased after sixty-one (61) days from install date may be eligible for additional "Parts Only" coverage. Refer to your Sales and Service Guidelines for details.*

Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Condensing Unit HP
Indoor Coil
Thermostat**

**Residential
USA**

Condensing Unit HP

1-5 Ton

**Deductible Pricing
\$99 Deductible**

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226316	\$74.32
31st Day - 1st Year Part Allowance	2	226322	\$84.87
	3	226327	\$94.57
	4	226332	\$106.81
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226317	\$119.90
31st Day - 3rd Year Part Allowance	2	226323	\$145.20
	3	226328	\$168.48
	4	226333	\$197.84
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226318	\$160.00
31st Day - 5th Year Part Allowance	2	226324	\$198.04
	3	226329	\$233.04
	4	226334	\$277.17
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226319	\$469.44
31st Day - 10th Year Part Allowance	2	226325	\$608.47
	3	226330	\$736.38
	4	226335	\$897.65
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226320	\$683.46
6th Year - 10th Year Parts	2	226326	\$822.49
31st Day - 10th Year Part Allowance	3	226331	\$950.39
	4	226336	\$1,111.67
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226321	\$165.93

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Furnace**
Thermostat

Residential
USA

Furnace

Up to 250,000 BTU

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226274	\$50.70
31st Day - 1st Year Part Allowance	2	226280	\$55.13
	3	226285	\$59.09
	4	226290	\$63.51
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226275	\$64.19
31st Day - 3rd Year Part Allowance	2	226281	\$75.91
	3	226286	\$86.39
	4	226291	\$98.10
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226276	\$75.79
31st Day - 5th Year Part Allowance	2	226282	\$93.38
	3	226287	\$109.12
	4	226292	\$126.72
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226277	\$134.61
31st Day - 10th Year Part Allowance	2	226283	\$184.85
	3	226288	\$229.80
	4	226293	\$280.04
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226278	\$245.15
6th Year - 10th Year Parts	2	226284	\$295.39
31st Day - 10th Year Part Allowance	3	226289	\$340.34
	4	226294	\$390.57
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226279	\$118.42

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler Mini-Split(s)
Cond Unit AC Mini-Split
Thermostat

Residential
USA

Mini-Split AC
Up to 2 Air Handlers

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226379	\$49.46
31st Day - 1st Year Part Allowance	2	226385	\$52.14
	3	226390	\$54.62
	4	226395	\$57.81
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226380	\$63.45
31st Day - 3rd Year Part Allowance	2	226386	\$71.02
	3	226391	\$78.01
	4	226396	\$87.00
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226381	\$77.45
31st Day - 5th Year Part Allowance	2	226387	\$89.89
	3	226392	\$101.40
	4	226397	\$116.19
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226382	\$117.55
31st Day - 10th Year Part Allowance	2	226388	\$144.53
	3	226393	\$169.47
	4	226398	\$201.53

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226383	\$188.93
6th Year - 10th Year Parts	2	226389	\$215.90
31st Day - 10th Year Part Allowance	3	226394	\$240.84
	4	226399	\$272.91

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226384	\$87.26

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler Mini-Split(s)
Cond Unit AC Mini-Split
Thermostat

Residential
USA

Mini-Split AC
Up to 4 Air Handlers

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226442	\$52.19
31st Day - 1st Year Part Allowance	2	226448	\$55.94
	3	226453	\$59.41
	4	226458	\$63.88
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226443	\$71.15
31st Day - 3rd Year Part Allowance	2	226449	\$81.74
	3	226454	\$91.53
	4	226459	\$104.12
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226444	\$90.11
31st Day - 5th Year Part Allowance	2	226450	\$107.53
	3	226455	\$123.64
	4	226460	\$144.35
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226445	\$145.00
31st Day - 10th Year Part Allowance	2	226451	\$182.76
	3	226456	\$217.68
	4	226461	\$262.57
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226446	\$244.92
6th Year - 10th Year Parts	2	226452	\$282.69
31st Day - 10th Year Part Allowance	3	226457	\$317.60
	4	226462	\$362.49
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226447	\$103.22

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler Mini-Split(s)
Cond Unit HP Mini-Split
Thermostat

Residential
USA

Mini-Split HP
Up to 2 Air Handlers

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226400	\$52.40
31st Day - 1st Year Part Allowance	2	226406	\$55.49
	3	226411	\$58.35
	4	226416	\$62.02
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226401	\$68.52
31st Day - 3rd Year Part Allowance	2	226407	\$77.23
	3	226412	\$85.28
	4	226417	\$95.64
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226402	\$84.63
31st Day - 5th Year Part Allowance	2	226408	\$98.97
	3	226413	\$112.22
	4	226418	\$129.25
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226403	\$130.82
31st Day - 10th Year Part Allowance	2	226409	\$161.88
	3	226414	\$190.60
	4	226419	\$227.52
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226404	\$213.01
6th Year - 10th Year Parts	2	226410	\$244.07
31st Day - 10th Year Part Allowance	3	226415	\$272.79
	4	226420	\$309.71
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226405	\$95.94

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler Mini-Split(s)
Cond Unit HP Mini-Split
Thermostat

Residential
USA

Mini-Split HP
Up to 4 Air Handlers

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226421	\$55.55
31st Day - 1st Year Part Allowance	2	226427	\$59.87
	3	226432	\$63.87
	4	226437	\$69.01
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226422	\$77.38
31st Day - 3rd Year Part Allowance	2	226428	\$89.58
	3	226433	\$100.85
	4	226438	\$115.35
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226423	\$99.21
31st Day - 5th Year Part Allowance	2	226429	\$119.28
	3	226434	\$137.83
	4	226439	\$161.68
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226424	\$162.42
31st Day - 10th Year Part Allowance	2	226430	\$205.91
	3	226435	\$246.11
	4	226440	\$297.80
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226425	\$277.49
6th Year - 10th Year Parts	2	226431	\$320.97
31st Day - 10th Year Part Allowance	3	226436	\$361.18
	4	226441	\$412.87
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226426	\$114.31

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Packaged AC**
Thermostat

Residential
USA

Packaged AC

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226190	\$82.84
31st Day - 1st Year Part Allowance	2	226196	\$96.20
	3	226201	\$108.48
	4	226206	\$123.97
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226191	\$145.06
31st Day - 3rd Year Part Allowance	2	226197	\$178.60
	3	226202	\$209.45
	4	226207	\$248.36
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226192	\$199.90
31st Day - 5th Year Part Allowance	2	226198	\$251.02
	3	226203	\$298.06
	4	226208	\$357.36
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226193	\$435.60
31st Day - 10th Year Part Allowance	2	226199	\$563.42
	3	226204	\$681.00
	4	226209	\$829.26
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226194	\$776.70
6th Year - 10th Year Parts	2	226200	\$904.51
31st Day - 10th Year Part Allowance	3	226205	\$1,022.10
	4	226210	\$1,170.36
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226195	\$292.55

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

*Contracts purchased after sixty-one (61) days from install date may be eligible for additional "Parts Only" coverage. Refer to your Sales and Service Guidelines for details.

Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Packaged GE
Thermostat**

**Residential
USA**

Packaged GE

1-5 Ton

**Deductible Pricing
\$99 Deductible**

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226211	\$71.61
31st Day - 1st Year Part Allowance	2	226217	\$81.01
	3	226222	\$89.66
	4	226227	\$100.57
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226212	\$113.57
31st Day - 3rd Year Part Allowance	2	226218	\$136.63
	3	226223	\$157.84
	4	226228	\$184.59
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226213	\$164.80
31st Day - 5th Year Part Allowance	2	226219	\$204.24
	3	226224	\$240.53
	4	226229	\$286.28
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226214	\$382.92
31st Day - 10th Year Part Allowance	2	226220	\$493.23
	3	226225	\$594.71
	4	226230	\$722.67
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226215	\$691.57
6th Year - 10th Year Parts	2	226221	\$801.88
31st Day - 10th Year Part Allowance	3	226226	\$903.36
	4	226231	\$1,031.32
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226216	\$258.97

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Covered Products: **Packaged HP
Thermostat**

**Residential
USA**

Packaged HP/Dual Fuel

1-5 Ton

**Deductible Pricing
\$99 Deductible**

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226232	\$89.11
31st Day - 1st Year Part Allowance	2	226238	\$104.53
	3	226243	\$118.71
	4	226248	\$136.60
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226233	\$171.58
31st Day - 3rd Year Part Allowance	2	226239	\$213.94
	3	226244	\$252.91
	4	226249	\$302.04
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226234	\$248.23
31st Day - 5th Year Part Allowance	2	226240	\$315.36
	3	226245	\$377.13
	4	226250	\$455.00
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226235	\$609.30
31st Day - 10th Year Part Allowance	2	226241	\$794.44
	3	226246	\$964.78
	4	226251	\$1,179.54
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226236	\$1,005.25
6th Year - 10th Year Parts	2	226242	\$1,190.39
31st Day - 10th Year Part Allowance	3	226247	\$1,360.73
	4	226252	\$1,575.49
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226237	\$303.16

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler
Condensing Unit AC
Heat Strips
Indoor Coil
Thermostat

Residential
USA

Split System AC

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	308131	\$62.92
31st Day - 1st Year Part Allowance	2	308132	\$73.27
	3	308133	\$82.79
	4	308134	\$94.80
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	308139	\$112.55
31st Day - 3rd Year Part Allowance	2	308140	\$139.25
	3	308141	\$163.82
	4	308142	\$194.80
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	308143	\$155.37
31st Day - 5th Year Part Allowance	2	308144	\$196.18
	3	308145	\$233.73
	4	308146	\$281.06
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	308147	\$407.80
31st Day - 10th Year Part Allowance	2	308149	\$531.78
	3	308151	\$645.84
	4	308153	\$789.66

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	308148	\$648.30
6th Year - 10th Year Parts	2	308150	\$772.29
31st Day - 10th Year Part Allowance	3	308152	\$886.34
	4	308154	\$1,030.16

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	308155	\$180.67

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Condensing Unit HP
Furnace
Indoor Coil
Thermostat**

**Residential
USA**

Split System Dual Fuel

1-5 Ton

**Deductible Pricing
\$99 Deductible**

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226169	\$83.37
31st Day - 1st Year Part Allowance	2	226175	\$96.90
	3	226180	\$109.35
	4	226185	\$125.04

3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226170	\$151.77
31st Day - 3rd Year Part Allowance	2	226176	\$187.55
	3	226181	\$220.47
	4	226186	\$261.97

5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226171	\$214.73
31st Day - 5th Year Part Allowance	2	226177	\$270.78
	3	226182	\$322.34
	4	226187	\$387.34

10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226172	\$697.60
31st Day - 10th Year Part Allowance	2	226178	\$911.76
	3	226183	\$1,108.80
	4	226188	\$1,357.23

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226173	\$1,044.89
6th Year - 10th Year Parts	2	226179	\$1,259.06
31st Day - 10th Year Part Allowance	3	226184	\$1,456.09
	4	226189	\$1,704.52

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226174	\$256.17

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Condensing Unit AC**
Furnace
Indoor Coil
Thermostat

Residential
USA

Split System GE

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226127	\$71.74
31st Day - 1st Year Part Allowance	2	226133	\$81.21
	3	226138	\$89.93
	4	226143	\$100.92
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226128	\$117.63
31st Day - 3rd Year Part Allowance	2	226134	\$141.82
	3	226139	\$164.07
	4	226144	\$192.13
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226129	\$153.97
31st Day - 5th Year Part Allowance	2	226135	\$189.61
	3	226140	\$222.40
	4	226145	\$263.75
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226130	\$427.81
31st Day - 10th Year Part Allowance	2	226136	\$552.63
	3	226141	\$667.47
	4	226146	\$812.26
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226131	\$633.16
6th Year - 10th Year Parts	2	226137	\$757.99
31st Day - 10th Year Part Allowance	3	226142	\$872.82
	4	226147	\$1,017.62
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226132	\$161.17

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler
Condensing Unit HP
Heat Strips
Indoor Coil
Thermostat

Residential
USA

Split System HP

1-5 Ton

Deductible Pricing
\$99 Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	308156	\$66.86
31st Day - 1st Year Part Allowance	2	308157	\$78.42
	3	308158	\$89.04
	4	308159	\$102.45
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	308164	\$134.51
31st Day - 3rd Year Part Allowance	2	308165	\$168.36
	3	308166	\$199.49
	4	308167	\$238.74
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	308168	\$180.88
31st Day - 5th Year Part Allowance	2	308169	\$229.99
	3	308170	\$275.18
	4	308171	\$332.16
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	308172	\$599.82
31st Day - 10th Year Part Allowance	2	308174	\$786.97
	3	308176	\$959.14
	4	308178	\$1,176.23
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	308173	\$985.67
6th Year - 10th Year Parts	2	308175	\$1,172.82
31st Day - 10th Year Part Allowance	3	308177	\$1,344.99
	4	308179	\$1,562.08
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	308180	\$263.18

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Covered Products: **Control Panel
Damper(s)**

**Residential
USA**

**Zone Damper System
Up to 4 Dampers**

**Deductible Pricing
\$99 Deductible**

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226337	\$109.26
31st Day - 1st Year Part Allowance	2	226343	\$134.70
	3	226348	\$158.22
	4	226353	\$188.46
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226338	\$181.59
31st Day - 3rd Year Part Allowance	2	226344	\$234.76
	3	226349	\$283.91
	4	226354	\$347.11
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226339	\$239.54
31st Day - 5th Year Part Allowance	2	226345	\$314.78
	3	226350	\$384.34
	4	226355	\$473.77
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226340	\$336.89
31st Day - 10th Year Part Allowance	2	226346	\$448.98
	3	226351	\$552.61
	4	226356	\$685.84
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226341	\$546.93
6th Year - 10th Year Parts	2	226347	\$659.02
31st Day - 10th Year Part Allowance	3	226352	\$762.64
	4	226357	\$895.88
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226342	\$204.98

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Covered Products: Dual Fuel Kit
 Coverage includes one (1) of the listed allowable products. Energy Recovery Ventilator
 Evaporative Cooler <=\$600
 Filtration Product
 Humidifier
 Humidistat
 Thermidistat
 Thermostat

Residential
USA

Accessory

Deductible Pricing
\$99 Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	226358	\$46.05
31st Day - 1st Year Part Allowance	2	226364	\$48.67
	3	226369	\$50.98
	4	226374	\$53.36
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	226359	\$55.88
31st Day - 3rd Year Part Allowance	2	226365	\$64.81
	3	226370	\$72.67
	4	226375	\$80.80
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	226360	\$63.10
31st Day - 5th Year Part Allowance	2	226366	\$76.34
	3	226371	\$88.00
	4	226376	\$100.05
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226361	\$83.20
31st Day - 10th Year Part Allowance	2	226367	\$109.39
	3	226372	\$132.46
	4	226377	\$156.31

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	226362	\$151.64
6th Year - 10th Year Parts	2	226368	\$177.84
31st Day - 10th Year Part Allowance	3	226373	\$200.90
	4	226378	\$224.75

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	226363	\$88.96

Dealer is responsible for collecting the deductible from the consumer at the time of repair.

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Covered Products: **Air Handler**
Heat Strips
Indoor Coil
Thermostat

Residential
USA

Air Handler

1-5 Ton

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	307956	\$61.94
31st Day - 1st Year Part Allowance	2	307957	\$68.52
	3	307958	\$74.66
	4	307959	\$82.80
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	307964	\$106.94
31st Day - 3rd Year Part Allowance	2	307965	\$123.25
	3	307966	\$138.44
	4	307967	\$158.62
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	307968	\$140.01
31st Day - 5th Year Part Allowance	2	307969	\$163.46
	3	307970	\$185.33
	4	307971	\$214.35
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	307972	\$491.90
31st Day - 10th Year Part Allowance	2	307974	\$591.66
	3	307976	\$684.67
	4	307978	\$808.11
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	307973	\$839.17
6th Year - 10th Year Parts	2	307975	\$938.94
31st Day - 10th Year Part Allowance	3	307977	\$1,031.94
	4	307979	\$1,155.39
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	307980	\$377.61

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Condensing Unit AC**
Indoor Coil
Thermostat

Residential
USA

Condensing Unit AC

1-5 Ton

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206053	\$72.31
31st Day - 1st Year Part Allowance	2	206054	\$78.16
	3	206055	\$83.58
	4	206056	\$90.77
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205733	\$119.37
31st Day - 3rd Year Part Allowance	2	205737	\$133.78
	3	205741	\$142.84
	4	205745	\$160.54
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	225741	\$141.61
31st Day - 5th Year Part Allowance	2	225743	\$167.65
	3	225745	\$186.84
	4	225747	\$212.18
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	225742	\$344.91
31st Day - 10th Year Part Allowance	2	225744	\$407.29
	3	225746	\$467.03
	4	225748	\$545.86
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205736	\$420.77
6th Year - 10th Year Parts	2	205740	\$480.62
31st Day - 10th Year Part Allowance	3	226466	\$540.38
	4	205748	\$619.20
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206197	\$153.14

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Condensing Unit HP
Indoor Coil
Thermostat**

**Residential
USA**

Condensing Unit HP

1-5 Ton

**Standard Pricing
No Deductible**

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206065	\$91.03
31st Day - 1st Year Part Allowance	2	206066	\$101.57
	3	206067	\$111.28
	4	206068	\$123.51

3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205781	\$163.54
31st Day - 3rd Year Part Allowance	2	205785	\$188.69
	3	205789	\$208.94
	4	205793	\$238.11

5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	205782	\$217.67
31st Day - 5th Year Part Allowance	2	205786	\$259.82
	3	205790	\$294.60
	4	205794	\$338.46

10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205783	\$682.80
31st Day - 10th Year Part Allowance	2	205787	\$819.55
	3	205791	\$946.68
	4	205795	\$1,106.99

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205784	\$898.42
6th Year - 10th Year Parts	2	205788	\$1,033.72
31st Day - 10th Year Part Allowance	3	205792	\$1,160.86
	4	205796	\$1,321.16

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206200	\$313.37

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

**Contracts purchased after sixty-one (61) days from install date may be eligible for additional "Parts Only" coverage. Refer to your Sales and Service Guidelines for details.*

Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Furnace**
Thermostat

Residential
USA

Furnace

Up to 250,000 BTU

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206061	\$58.93
31st Day - 1st Year Part Allowance	2	206062	\$63.20
	3	206063	\$67.03
	4	206064	\$71.31
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205765	\$91.72
31st Day - 3rd Year Part Allowance	2	205769	\$103.14
	3	205773	\$110.27
	4	205777	\$121.69
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	205766	\$108.80
31st Day - 5th Year Part Allowance	2	205770	\$130.56
	3	205774	\$145.90
	4	205778	\$163.04
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205767	\$230.87
31st Day - 10th Year Part Allowance	2	205771	\$278.28
	3	205775	\$322.08
	4	205779	\$371.03
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205768	\$341.65
6th Year - 10th Year Parts	2	205772	\$387.52
31st Day - 10th Year Part Allowance	3	205776	\$431.32
	4	205780	\$480.27
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206199	\$175.16

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler Mini-Split(s)
Cond Unit AC Mini-Split
Thermostat

Residential
USA

Mini-Split AC
Up to 2 Air Handlers

1-5 Ton

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206110	\$53.61
31st Day - 1st Year Part Allowance	2	206116	\$56.31
	3	206121	\$58.81
	4	206126	\$62.02
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	206111	\$75.04
31st Day - 3rd Year Part Allowance	2	206117	\$82.65
	3	206122	\$89.69
	4	206127	\$98.74
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	206112	\$96.46
31st Day - 5th Year Part Allowance	2	206118	\$108.99
	3	206123	\$120.57
	4	206128	\$135.46
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206113	\$158.68
31st Day - 10th Year Part Allowance	2	206119	\$185.82
	3	206124	\$210.92
	4	206129	\$243.19
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206114	\$230.51
6th Year - 10th Year Parts	2	206120	\$257.65
31st Day - 10th Year Part Allowance	3	206125	\$282.75
	4	206130	\$315.02
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206115	\$119.31

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler Mini-Split(s)
Cond Unit AC Mini-Split
Thermostat

Residential
USA

Mini-Split AC
Up to 4 Air Handlers

1-5 Ton

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206131	\$57.98
31st Day - 1st Year Part Allowance	2	206137	\$61.76
	3	206142	\$65.25
	4	206147	\$69.74
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	206132	\$87.33
31st Day - 3rd Year Part Allowance	2	206138	\$97.99
	3	206143	\$107.85
	4	206148	\$120.52
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	206133	\$116.69
31st Day - 5th Year Part Allowance	2	206139	\$134.23
	3	206144	\$150.44
	4	206149	\$171.29
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206134	\$202.52
31st Day - 10th Year Part Allowance	2	206140	\$240.53
	3	206145	\$275.66
	4	206150	\$320.84
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206135	\$303.08
6th Year - 10th Year Parts	2	206141	\$341.09
31st Day - 10th Year Part Allowance	3	206146	\$376.22
	4	206151	\$421.40
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206136	\$148.04

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler Mini-Split(s)
Cond Unit HP Mini-Split
Thermostat

Residential
USA

Mini-Split HP
Up to 2 Air Handlers

1-5 Ton

Standard Pricing
No Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206152	\$56.10
31st Day - 1st Year Part Allowance	2	206158	\$62.26
	3	206163	\$67.66
	4	206168	\$73.85
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	206153	\$79.78
31st Day - 3rd Year Part Allowance	2	206159	\$91.36
	3	206164	\$101.79
	4	206169	\$114.44
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	206154	\$103.45
31st Day - 5th Year Part Allowance	2	206160	\$120.47
	3	206165	\$135.92
	4	206170	\$155.02
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206155	\$171.68
31st Day - 10th Year Part Allowance	2	206161	\$204.86
	3	206166	\$235.24
	4	206171	\$273.55

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206156	\$251.60
6th Year - 10th Year Parts	2	206162	\$284.77
31st Day - 10th Year Part Allowance	3	206167	\$315.15
	4	206172	\$353.46

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206157	\$129.76

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler Mini-Split(s)
Cond Unit HP Mini-Split
Thermostat

Residential
USA

Mini-Split HP
Up to 4 Air Handlers

1-5 Ton

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206173	\$72.03
31st Day - 1st Year Part Allowance	2	206179	\$79.38
	3	206184	\$85.89
	4	206189	\$93.50
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	206174	\$104.48
31st Day - 3rd Year Part Allowance	2	206180	\$119.43
	3	206185	\$132.97
	4	206190	\$149.61
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	206175	\$136.92
31st Day - 5th Year Part Allowance	2	206181	\$159.48
	3	206186	\$180.04
	4	206191	\$205.72
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206176	\$231.25
31st Day - 10th Year Part Allowance	2	206182	\$276.43
	3	206187	\$317.90
	4	206192	\$370.48
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206177	\$342.92
6th Year - 10th Year Parts	2	206183	\$388.09
31st Day - 10th Year Part Allowance	3	206188	\$429.57
	4	206193	\$482.14
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206178	\$172.62

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Packaged AC**
Thermostat

Residential
USA

Packaged AC

1-5 Ton

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206081	\$103.39
31st Day - 1st Year Part Allowance	2	206082	\$116.63
	3	206083	\$128.82
	4	206084	\$144.18
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205845	\$199.48
31st Day - 3rd Year Part Allowance	2	205849	\$262.42
	3	205853	\$289.82
	4	205857	\$328.03
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	205846	\$304.90
31st Day - 5th Year Part Allowance	2	205850	\$359.44
	3	205854	\$405.62
	4	205858	\$463.86
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205847	\$654.18
31st Day - 10th Year Part Allowance	2	205851	\$778.23
	3	205855	\$893.69
	4	205859	\$1,039.28
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205848	\$992.00
6th Year - 10th Year Parts	2	205852	\$1,114.61
31st Day - 10th Year Part Allowance	3	205856	\$1,230.07
	4	205860	\$1,375.65
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206204	\$403.32

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Packaged GE
Thermostat**

Residential
USA

Packaged GE

1-5 Ton

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206077	\$85.43
31st Day - 1st Year Part Allowance	2	206078	\$94.66
	3	206079	\$103.15
	4	206080	\$113.85
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205829	\$153.84
31st Day - 3rd Year Part Allowance	2	205833	\$176.75
	3	205837	\$194.83
	4	205841	\$221.41
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	205830	\$224.54
31st Day - 5th Year Part Allowance	2	205834	\$268.24
	3	205838	\$304.30
	4	205842	\$349.76
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205831	\$551.35
31st Day - 10th Year Part Allowance	2	205835	\$659.47
	3	205839	\$760.32
	4	205843	\$887.48
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205832	\$861.07
6th Year - 10th Year Parts	2	205836	\$967.69
31st Day - 10th Year Part Allowance	3	205840	\$1,068.54
	4	205844	\$1,195.70
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206203	\$361.51

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Packaged HP
Thermostat**

Residential
USA

Packaged HP/Dual Fuel

1-5 Ton

Standard Pricing
No Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206073	\$112.85
31st Day - 1st Year Part Allowance	2	206074	\$128.14
	3	206075	\$142.21
	4	206076	\$159.95

3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205813	\$243.01
31st Day - 3rd Year Part Allowance	2	205817	\$285.37
	3	205821	\$321.45
	4	205825	\$370.58

5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	205814	\$353.12
31st Day - 5th Year Part Allowance	2	205818	\$424.60
	3	205822	\$486.36
	4	205826	\$564.24

10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205815	\$899.68
31st Day - 10th Year Part Allowance	2	205819	\$1,083.37
	3	205823	\$1,253.71
	4	205827	\$1,468.48

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205816	\$1,298.52
6th Year - 10th Year Parts	2	205820	\$1,480.77
31st Day - 10th Year Part Allowance	3	205824	\$1,651.10
	4	205828	\$1,865.87

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206202	\$468.26

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler
Condensing Unit AC
Heat Strips
Indoor Coil
Thermostat

Residential
USA

Split System AC

1-5 Ton

Standard Pricing
No Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	307981	\$79.32
31st Day - 1st Year Part Allowance	2	307982	\$89.67
	3	307983	\$99.19
	4	307984	\$111.20
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	307989	\$154.84
31st Day - 3rd Year Part Allowance	2	307990	\$181.56
	3	307991	\$206.12
	4	307992	\$237.09
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	307993	\$220.02
31st Day - 5th Year Part Allowance	2	307994	\$260.82
	3	307995	\$298.37
	4	307996	\$345.71
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	307997	\$604.18
31st Day - 10th Year Part Allowance	2	307999	\$728.16
	3	308001	\$842.23
	4	308003	\$986.04

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	307998	\$844.68
6th Year - 10th Year Parts	2	308000	\$968.67
31st Day - 10th Year Part Allowance	3	308002	\$1,082.73
	4	308004	\$1,226.54

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	308005	\$288.94

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Condensing Unit HP**
Furnace
Indoor Coil
Thermostat

Residential
USA

Split System Dual Fuel

1-5 Ton

Standard Pricing
No Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206057	\$104.80
31st Day - 1st Year Part Allowance	2	206058	\$118.33
	3	206059	\$130.78
	4	206060	\$146.47

3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205749	\$210.63
31st Day - 3rd Year Part Allowance	2	205753	\$245.98
	3	205757	\$275.61
	4	205761	\$316.61

5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	205750	\$298.76
31st Day - 5th Year Part Allowance	2	205754	\$358.47
	3	205758	\$409.41
	4	205762	\$473.63

10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205751	\$1,021.81
31st Day - 10th Year Part Allowance	2	205755	\$1,231.95
	3	205759	\$1,426.61
	4	205763	\$1,672.05

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205752	\$1,367.81
6th Year - 10th Year Parts	2	205756	\$1,576.51
31st Day - 10th Year Part Allowance	3	205760	\$1,771.17
	4	205764	\$2,016.61

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206198	\$459.19

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

**Contracts purchased after sixty-one (61) days from install date may be eligible for additional "Parts Only" coverage. Refer to your Sales and Service Guidelines for details.*

Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Condensing Unit AC**
Furnace
Indoor Coil
Thermostat

Residential
USA

Split System GE

1-5 Ton

Standard Pricing
No Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206045	\$86.49
31st Day - 1st Year Part Allowance	2	206046	\$95.92
	3	206047	\$104.60
	4	206048	\$115.55

3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205701	\$160.68
31st Day - 3rd Year Part Allowance	2	205705	\$184.87
	3	205709	\$203.96
	4	205713	\$232.02

5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	205702	\$208.85
31st Day - 5th Year Part Allowance	2	205706	\$249.23
	3	205710	\$282.02
	4	205714	\$323.36

10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205703	\$622.37
31st Day - 10th Year Part Allowance	2	205707	\$745.61
	3	205711	\$860.45
	4	205715	\$1,005.24

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205704	\$830.88
6th Year - 10th Year Parts	2	205708	\$952.55
31st Day - 10th Year Part Allowance	3	205712	\$1,067.38
	4	205716	\$1,212.18

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206195	\$309.78

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Air Handler
Condensing Unit HP
Heat Strips
Indoor Coil
Thermostat

Residential
USA

Split System HP

1-5 Ton

Standard Pricing
No Deductible

Labor Plus

1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	308006	\$85.16
31st Day - 1st Year Part Allowance	2	308007	\$96.71
	3	308008	\$107.34
	4	308009	\$120.74
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	308014	\$188.12
31st Day - 3rd Year Part Allowance	2	308015	\$221.96
	3	308016	\$253.09
	4	308017	\$292.36
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	308018	\$268.20
31st Day - 5th Year Part Allowance	2	308019	\$319.37
	3	308020	\$366.44
	4	308021	\$425.78
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	308022	\$860.17
31st Day - 10th Year Part Allowance	2	308024	\$1,039.52
	3	308026	\$1,153.45
	4	308028	\$1,352.45

Parts & Labor Plus

10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	308023	\$1,177.77
6th Year - 10th Year Parts	2	308025	\$1,349.32
31st Day - 10th Year Part Allowance	3	308027	\$1,507.14
	4	308029	\$1,706.14

Parts Only

10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	308030	\$433.80

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: **Control Panel
Damper(s)**

**Residential
USA**

**Zone Damper System
Up to 4 Dampers**

**Standard Pricing
No Deductible**

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206085	\$149.69
31st Day - 1st Year Part Allowance	2	206086	\$175.66
	3	206087	\$199.67
	4	206088	\$230.53
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	205861	\$289.54
31st Day - 3rd Year Part Allowance	2	205865	\$341.14
	3	205869	\$385.32
	4	205873	\$446.67
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	205862	\$370.74
31st Day - 5th Year Part Allowance	2	205866	\$449.05
	3	205870	\$516.57
	4	205874	\$603.37
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205863	\$516.91
31st Day - 10th Year Part Allowance	2	205867	\$623.93
	3	205871	\$724.51
	4	205875	\$853.82
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	205864	\$724.30
6th Year - 10th Year Parts	2	205868	\$829.56
31st Day - 10th Year Part Allowance	3	205872	\$930.13
	4	205876	\$1,059.45
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206205	\$224.65

Plan 1: \$70 Labor, \$40 Trip, \$35 PA **Plan 2:** \$85 Labor, \$65 Trip, \$35 PA **Plan 3:** \$100 Labor, \$85 Trip, \$35 PA **Plan 4:** \$125 Labor, \$95 Trip, \$35 PA

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Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



Covered Products: Dual Fuel Kit
 Coverage includes one (1) of the listed allowable products. Energy Recovery Ventilator
 Evaporative Cooler <=\$600
 Filtration Product
 Humidifier
 Humidistat
 Thermidistat
 Thermostat

Residential
USA

Accessory

Standard Pricing
No Deductible

Labor Plus			
1 Year	Plan	SKU	Dealer Cost
31st Day - 1st Year Labor	1	206089	\$22.39
31st Day - 1st Year Part Allowance	2	206095	\$25.02
	3	206100	\$27.34
	4	206105	\$29.74
3 Year	Plan	SKU	Dealer Cost
31st Day - 3rd Year Labor	1	206090	\$47.29
31st Day - 3rd Year Part Allowance	2	206096	\$56.27
	3	206101	\$64.18
	4	206106	\$72.36
5 Year	Plan	SKU	Dealer Cost
31st Day - 5th Year Labor	1	206091	\$64.81
31st Day - 5th Year Part Allowance	2	206097	\$78.13
	3	206102	\$89.87
	4	206107	\$102.00
10 Year*	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206092	\$115.86
31st Day - 10th Year Part Allowance	2	206098	\$142.22
	3	206103	\$165.44
	4	206108	\$189.44
Parts & Labor Plus			
10 Year	Plan	SKU	Dealer Cost
31st Day - 10th Year Labor	1	206093	\$184.74
6th Year - 10th Year Parts	2	206099	\$211.10
31st Day - 10th Year Part Allowance	3	206104	\$234.32
	4	206109	\$258.32
Parts Only			
10 Year	Plan	SKU	Dealer Cost
6th Year - 10th Year Parts	N/A	206094	\$86.36

Plan 1: \$70 Labor, \$40 Trip, \$35 PA Plan 2: \$85 Labor, \$65 Trip, \$35 PA Plan 3: \$100 Labor, \$85 Trip, \$35 PA Plan 4: \$125 Labor, \$95 Trip, \$35 PA

*Contracts purchased after sixty-one (61) days from install date may be eligible for additional "Parts Only" coverage. Refer to your Sales and Service Guidelines for details.

Creation/revision date: 16-Dec-2013. All coverage inclusive of the OEM parts warranty and the dealer labor warranty.



USA Commercial Claim Reimbursement Schedule

Claims must be submitted within 60 days of equipment repair.
Visit www.HVACCoverageVerification.com to verify coverage.

Claims must be submitted within 60 days of equipment repair and require a copy of the work order with customer signature. Your claim also requires a copy of the part receipt in cases where parts are out of OEM warranty or the packing slip in cases where parts are under OEM warranty. Avoid claims delays by promptly submitting your claim requests and documents. Claims will not be processed until all required information is received.

Schedule

Multiple repair codes: Pays single highest repair cost at 100%, second repair at 75%, and any additional repairs at 50%.
Companion repairs (part of the same failure): Pays one labor charge and 40% of cost of parts up to \$350 per claim.

Repair Code	Type of Labor Repair	Capacity	Trip/Service Call	Plan 1	Plan 2	Plan 3	Plan 4
			Part Mark-Up	70.00	85.00	100.00	125.00
				40%	40%	40%	40%
A	Replacement of electrical or mechanical components such as all circuit boards, all relays, water relief valve, thermocouple, thermostat, fan limit switch, door switch, control transformer. Water Heater: pressure relief valve, heating element-upper or lower, drain valve (cock), igniter, pilot tube assembly. Tankless Water Heater: P.C. board kit, water flow servo & sensor kit, bypass-servo assembly, surge protector, blower motor, manifold assembly-a (lpg), manifold assembly-a (nat. g), thermistor, electrode kit, flame rod kit. Boiler: flame sensor, aquastat, igniter, flue damper, low water cut-off, safety/pressure/mixing valve.	<=25 Ton		112.00	136.00	160.00	200.00
B	Replacement of electrical or mechanical components such as blower motor, blower wheel, condenser fan blade or motor, condenser fan blade & motor, heater package and heat strips, gas valve, fuel pump, burner ignition transformer, oil burner motor. Water Heater: burner assembly, gas valve, heating elements (both) upper and lower, dip tube, anode rod. Blower motor assembly, variable speed blower motor, variable speed module. Tankless Water Heater: gas control assembly kit. Boiler: repairs to items in piping system i.e. burner, gas valve, circulator and gaskets, motor replacements.	<=25 Ton		175.00	212.50	250.00	312.50
C	Replacement of electrical or mechanical components such as shaft and bearings, gas burners. Water Heater: (tank) all models and types up to 50 gallons.	<=25 Ton		210.00	255.00	300.00	375.00
D	Minor repairs to sealed system such as TXV, factory joint leaks, refrigeration pressure switch, service valve. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer) Water Heater: (tank) all models and types over 50 gallons. Tankless Water Heater: heat exchanger assembly kit, thermal fuse harness. Boiler: major repairs such as heat exchanger or tank replacement.	<= 5 Ton		353.50	424.75	496.00	614.75
		<= 7.5 Ton		359.50	430.75	502.00	620.75
		<= 10 Ton		363.50	434.75	506.00	624.75
		<= 12.5 Ton		374.50	445.75	517.00	635.75
		<= 15 Ton		385.50	456.75	528.00	646.75
		<= 25 Ton		448.00	530.50	613.00	750.50
E	Major repairs to sealed system such as heat exchanger, compressor, reversing valve, condenser/evaporator coil replacement, accumulator or muffler. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer).	<= 5 Ton		546.00	658.50	771.00	958.50
		<= 7.5 Ton		639.50	770.75	902.00	1,120.75
		<= 10 Ton		731.00	881.00	1,031.00	1,281.00
		<= 12.5 Ton		829.50	998.25	1,167.00	1,448.25
		<= 15 Ton		928.00	1,115.50	1,303.00	1,615.50
		<= 20 Ton		1,025.50	1,231.75	1,438.00	1,781.25
		<= 25 Ton		1,113.00	1,338.00	1,563.00	1,938.00

Coverage Type

Labor Only:	Coverage includes a service call and applicable repair code reimbursement. Part mark-up is not covered.
Parts & Labor Plus:	Coverage includes a service call, cost of the part, part mark-up (up to \$350 per claim & part must be out of warranty), and applicable repair code reimbursement.
Parts Only:	Coverage includes the cost of the part. Service call and part mark-up is not covered.

Examples

The coverage sold is Labor Only, Plan 2. You completed a repair coded as "B".

Trip/Service Call	\$85.00
Part Mark-Up	N/A
Labor Repair Rate	\$212.50
Part Cost	N/A
Total	\$297.50

The coverage sold is Parts & Labor Plus, Plan 3, and the part is out of warranty. You completed a repair coded as "C" and replaced \$350 in parts.

Trip/Service Call	\$100.00
Part Mark-Up	\$140.00
Labor Repair Rate	\$300.00
Part Cost	\$350.00
Total	\$890.00

The coverage sold is Parts Only and the part is out of warranty. You replaced \$450 in parts.

Trip/Service Call	N/A
Part Mark-Up	N/A
Labor Repair Rate	N/A
Part Cost	\$450.00
Total	\$450.00



USA Residential Claim Reimbursement Schedule

Claims must be submitted within 60 days of equipment repair.
Visit www.HVACCoverageVerification.com to verify coverage.

Claims must be submitted within 60 days of equipment repair and require a copy of the work order with customer signature. Your claim also requires a copy of the part receipt in cases where parts are out of OEM warranty or the packing slip in cases where parts are under OEM warranty. Avoid claims delays by promptly submitting your claim requests and documents. Claims will not be processed until all required information is received.

Schedule

Multiple repair codes: Pays single highest repair cost at 100%, second repair at 75%, and any additional repairs at 50%.
Companion repairs (part of the same failure): Pays one labor charge and one part allowance.
Only one part allowance is paid per claim.

		Plan 1	Plan 2	Plan 3	Plan 4
	Trip/Service Call	40.00	65.00	85.00	95.00
	Part Allowance	35.00	35.00	35.00	35.00
Repair Code	Type of Labor Repair	Labor Repair Rate			
A	Replacement of electrical or mechanical components such as all circuit boards, all relays, water relief valve, thermocouple, thermostat, fan limit switch, door switch, control transformer. Water Heater: pressure relief valve, heating element-upper or lower, drain valve (cock), igniter, pilot tube assembly. Tankless Water Heater: P.C. board kit, water flow servo & sensor kit, bypass-servo assembly, surge protector, blower motor, manifold assembly-a (lpg), manifold assembly-a (nat. g), thermistor, electrode kit, flame rod kit. Boiler: flame sensor, aquastat, igniter, flue damper, low water cut-off, safety / pressure / mixing valve.	78.75	95.63	112.50	140.63
B	Replacement of electrical or mechanical components such as blower motor, blower wheel, condenser fan blade or motor, condenser fan blade & motor, heater package and heat strips, gas valve, fuel pump, burner ignition transformer, oil burner motor. Water Heater: burner assembly, gas valve, heating elements (both) upper and lower, dip tube, anode rod. Blower motor assembly, variable speed blower motor, variable speed module. Tankless Water Heater: gas control assembly kit. Boiler: repairs to items in piping system i.e. burner, gas valve, circulator and gaskets, motor replacements.	122.50	148.75	175.00	218.75
C	Replacement of electrical or mechanical components such as shaft and bearings, gas burners. Water Heater: (tank) all models and types up to 50 gallons. Mini-Split: Replacement of indoor or outdoor unit.	157.50	191.25	225.00	281.25
D	Minor repairs to sealed system such as TXV, factory joint leaks, refrigeration pressure switch, service valve. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer) Water Heater: (tank) all models and types over 50 gallons. Tankless Water Heater: heat exchanger assembly kit, thermal fuse harness. Boiler: major repairs such as heat exchanger or tank replacement.	245.00	297.50	350.00	437.50
E	Major repairs to sealed system such as heat exchanger, compressor, reversing valve, condenser/evaporator coil replacement, accumulator or muffler. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer).	385.00	467.50	550.00	687.50

Coverage Type

Labor Plus:	Coverage includes a service call, part allowance (one per claim), and applicable repair code reimbursement.
Parts & Labor Plus:	Coverage includes a service call, cost of the part, part allowance (one per claim & part must be out-of-warranty), and applicable repair code reimbursement.
Parts Only:	Coverage includes the cost of the part. Service call and part allowance is not covered.

Examples

The coverage sold is Labor Plus with \$99 Deductible, Plan 2. You completed a repair coded as "B". (Dealer collects deductible from the consumer at the time of repair.)

Trip/Service Call	\$65.00
Part Allowance	\$35.00
Labor Repair Rate	\$148.75
Part Cost	N/A
Deductible	(\$99.00)
Total	\$149.75

The coverage sold is Parts & Labor Plus with No Deductible, Plan 1, and the part is out-of-warranty. You completed a repair coded as "A" and replaced \$150 in parts.

Trip/Service Call	\$40.00
Part Allowance	\$35.00
Labor Repair Rate	\$78.75
Part Cost	\$150.00
Deductible	N/A
Total	\$303.75

The coverage sold is Parts Only with No Deductible. You replaced \$350 in parts.

Trip/Service Call	N/A
Part Allowance	N/A
Labor Repair Rate	N/A
Part Cost	\$350.00
Deductible	N/A
Total	\$350.00



ComfortSure™

USA Dealer Enrollment Form

We do not sell, trade or rent your personal information to any third party. The information is collected primarily to ensure that we are able to fulfill your requirements.

Date of Enrollment: _____ Default _____ (Date enrollment is received by Service Net or postmarked via US mail.)

Items in **bold** are required.

Dealer Information

Company Name: _____

Company Owner: _____
(Company Contact) (First) (Last)

Address: _____

City: _____ **State:** _____ **Zip Code:** _____ **Country:** ☒ USA

Phone: _____ **Fax:** _____ **E-mail:** _____

Distributor Information

Primary Wholesale Distributor Name: _____ **Dealer ID:** _____

Company Contacts

Accounts Payable Contact: _____ **Phone Number:** _____

Service Manager Contact: _____ **Phone Number:** _____

Coverage Area Zip Codes: _____

Service Department Information

Hours of Operation SUN: _____ MON: _____ TUES: _____ WED: _____ THUR: _____ FRI: _____ SAT: _____

Number of Sales Staff: _____ **Number of Service Technicians:** _____

Phone During Business Hours: _____ **Phone After Business Hours:** _____

Insurance Documents

Prior to becoming an authorized Service Net servicer, servicer must provide Service Net with a copy of its current Certificate of Insurance, which shows workers compensation and general liability insurance of no less than \$500,000.00 (USD). If you are a part of our dispatch service network, workers compensation and general liability insurance must be no less than \$1,500,000.00 (USD).

Service Net's name and address must be shown as certificate holder. Service Net, 650 Missouri Ave., Jeffersonville, IN 47130.

General Liability: ☐ I have included a copy of my general liability insurance of no less than \$500,000.00

Workman's Compensation (select one): ☐ I have included a copy of my workers' compensation insurance.

☐ My state does not require workers' compensation by law and I have _____ employees.

Federal & Licensing Documents

Please provide your Federal Tax Identification Number (FEIN). Due to potential privacy risks, compliance requirements, and security, we cannot accept social security numbers in lieu of an FEIN. If you need to obtain a free FEIN, please visit www.irs.gov, or follow this link [Apply for an Employer Identification Number \(EIN\) Online](#).

Federal Licensing: ☐ I have included a copy of my W-9 Form and my FEIN is _____

A service warranty license and agent appointment is required in the State of Florida in order to sell service warranties. This is required for all FL and any non-FL dealer/distributor selling to a FL customer. This number is subject to verification.

Florida 2-52 License (select one): ☐ I have included a copy of my Florida 2-52 license. My 2-52 License number is _____

☐ I do not sell to consumers in Florida and to the best of my knowledge this requirement does not apply to me.

Dealer Terms and Conditions

☐ I certify that the information contained in this section is true and complete to the best of my knowledge and that I have read the accompanying servicing installer terms and conditions that apply to this enrollment form.

Owner/Manager Signature: _____ **Print Name:** _____ **Date:** _____

Please fax this completed form and supporting documentation to Service Net Warranty at 866-212-3750

Alternative Submission Options: Mail or email this completed form to Service Net Warranty
Attention HVAC Enrollments • PO Box 928 • Jeffersonville, IN 47130 • (t) 866-544-9928 • (f) 866-212-3750 • HVACEnrollments@sndirect.com

DEALER ENROLLMENT TERMS AND CONDITIONS

AUTHORIZATION TO SELL SERVICE NET EXTENDED SERVICE AGREEMENTS

The parties agree that, upon the execution (which includes Dealer's electronic acceptance) of the Dealer Enrollment Form ("Enrollment Agreement") between Service Net Warranty, LLC ("Service Net") and the executing dealer ("Dealer"), Dealer shall be authorized to offer the Service Net Extended Service Agreement ("Service Agreement") for sale to its customers subject to the following terms and conditions:

LIMITED AUTHORITY

Service Net authorizes Dealer to sell to its customers applicable Service Agreements on heating, ventilation, air conditioning and refrigeration equipment pursuant to the express terms of this Enrollment Agreement and the applicable sales/service guidelines. Any act taken by the Dealer and/or its agents that is outside the scope of this Enrollment Agreement and the sales guidelines shall not be authorized, and shall be deemed a breach of this Enrollment Agreement. Dealer shall be liable to Service Net for all damages, costs and fees arising out of Dealer's acts outside the scope of its authority.

WARRANTIES AND REPRESENTATIONS

Dealer hereby represents and warrants to Service Net as follows:

- Dealer shall promptly, but in no event later than thirty (30) days from date of purchase of Service Agreement, notify Service Net of each sale of a Service Agreement by Dealer through entry of the sales order, and all information regarding such sale requested by Service Net, into the online point of sale entry portal at ComfortSite.com or ASDealerNet.com. Dealer shall accurately identify the covered product and holder of such Service Agreement;
- Each sales order of a Service Agreement submitted by Dealer to Service Net shall be paid in full by Dealer through the point of sale entry portal. Dealer shall inform each holder of a Service Agreement that the Service Agreement shall not be valid unless and until Dealer submits such order and pays Service Net;
- Dealer acknowledges and agrees that the only valid submission method accepted by Service Net for the sale of Service Agreements is through Service Net's online point of sale entry portal. Service Net will not accept an attempted submission of a Service Agreement sale by any other method, and Dealer understands that it will be fully responsible for any claims incurred under Service Agreements which are not properly submitted and fully paid.
- Each and every claim submitted by Dealer to Service Net shall be true, genuine and authentic, shall represent services actually performed by Dealer on the equipment covered under the applicable Service Agreement and parts actually used for the benefit of the holder of the Service Agreement as set forth in the claim, and shall be covered under the Service Agreement. Claims made for parts and labor which were not a result of an equipment failure will not be reimbursed by Service Net;
- Any application for a Service Agreement submitted to Service Net after thirty (30) days from the date of purchase shall be void. Service Net shall have no obligation to the Dealer or applicant there under and Dealer shall be responsible for any and all claims related to such application and shall indemnify Service Net for any damages related to such claims.
- If Dealer did not submit the related Service Agreement to Service Net and/or remit the appropriate sum for such Service Agreement pursuant to the terms of this Enrollment Agreement, Service Net may, in its sole discretion, accept such Service Agreements; provided that Dealer shall not be reimbursed for any such claims reported prior to Dealer's submission of the sales order for such Service Agreement, including payment of the full amount due for such Service Agreement. After Dealer has made payment for the full amount due and any such

claims, Service Net may then accept responsibility to investigate, process, adjust and arrange for the payment of any further valid claims covered by the Service Agreement after ninety (90) days;

- Dealer shall collect any applicable sales tax incurred on the sale of Service Agreements and remit such taxes to the appropriate tax authority; and
- In those states considered "Dealer Obligor" (CA, CO, MA, ME, NC, NJ, OR, PA, TX and VA), the Dealer shall be considered the obligor under the Service Agreement, but shall be named as an additional insured under Service Net's applicable contractual liability insurance policy.

Dealer agrees that it shall not initiate any repair(s) for the Service Agreement holder without checking the date and terms of the respective Service Agreement. During the respective Service Agreement period, Dealer shall give Service Net any factory warranty or warranties on all new products and new parts. Service Net reserves the right to require Dealer to preauthorize all repairs.

CLAIMS

Dealer shall have the right to refuse any service work or service calls. Dealer shall be obligated to provide the service required with one (1) person per job hour at the rates permitted in the applicable Service Agreement, with no overtime, holiday pay, or other charges without the prior written consent of Service Net. Dealer shall warrant its service (labor and parts) for ninety (90) days on all repairs or replacements made within the term of the Service Agreement and shall remedy failures with ninety (90) days WITHOUT additional charge to Service Net. Service Net shall pay valid claims within thirty (30) days from receipt of all necessary claims documentation by its claims department.

All claim paperwork must be filed by Dealer with Service Net within sixty (60) days from date of repair. Paperwork includes claim form, signed and completed field service ticket, and cost back-up at minimum. Claims not submitted within sixty (60) days will become the responsibility of the Dealer.

OWNERSHIP OF INTELLECTUAL PROPERTY

Service Net is the sole owner or an authorized licensee of any and all copyrights, service marks, trademarks, trade names, trade dress, patents and all other intellectual property (collectively referred to as the "Intellectual Property") used by Service Net in its business, including, but not limited to, the "Service Net®" trademark and all associated trademarks and service marks. All Intellectual Property is, and shall remain, the sole and exclusive property of Service Net and its licensors, and nothing in this Enrollment Agreement shall grant or convey to Dealer any rights to, or licenses in, the Intellectual Property except as expressly provided for herein.

USE OF SERVICE NET NAME

Thirty (30) days prior to implementing any sales, marketing or customer solicitation program (e.g., direct mailing, brochure describing services or Service Agreement, advertisements, etc.) which, in any manner, uses or otherwise exploits the "Service Net" name or trademark, or any other Intellectual Property, Dealer must notify Service Net's marketing division at [866-544-9928] of said program, and must obtain Service Net's written approval of said program and use or other exploitation of the "Service Net" name, trademark or other Intellectual Property. Service Net shall have the sole and exclusive right to reject any such program or campaign for any reason whatsoever. In the event Dealer fails to notify Service Net as set forth above, or fails to obtain the required approval of the program, Dealer shall have no right to use or otherwise exploit the "Service Net" name or trademark, or any other Intellectual Property, in said program in any manner whatsoever.

TERMINATION

Subject to the terms of this paragraph, either party may terminate this Enrollment Agreement at any time, with or without cause, upon thirty (30) days prior written notice to the other party. In the event Service Net discovers evidence of a Dealer's (or its agent's) material fraud, misrepresentation or breach of this Enrollment Agreement, Service Net shall promptly notify Dealer, in writing, of its evidence and findings. Upon such an event and prior written notice to Dealer, Service Net may take such action as it deems reasonable and necessary, including but not limited to (i) requiring the Dealer to immediately terminate any agent(s) or employee(s) found to have engaged in material fraud, misrepresentation or breach, (ii) conducting an accounting and review of Dealer's books and records, (iii) requiring Dealer to implement certain internal procedures to reduce the incidence of such fraud, misrepresentation or breach, or (iv) immediately terminating this Enrollment Agreement; provided, however, that immediate termination shall only be upon a good faith finding that Dealer has engaged in a pattern and practice of fraud, misrepresentation and breach, or has failed to take reasonable and necessary measures to prevent such fraud, misrepresentation or breach by its agent(s) or employee(s) after being put on notice of the same. Upon such termination, Dealer shall have no further right to sell, market or deal in Service Agreements, or any Service Net product, in any manner or on behalf of any party, and Dealer shall have no further right to, directly or indirectly, submit any claim or claims, regardless of their nature and timing, under or pursuant to said Service Agreements.

CANCELLATION

In the event of a cancellation of a Service Agreement, Service Net shall promptly refund Service Net's pro-rata portion of the monies it received from the sale of the original Service Agreement. Dealer shall promptly return the pro-rata purchase price of the Service Agreement the respective holder of the Service Agreement in accordance with the Service Agreement. For details on cancellation of a Service Agreement, please refer to the Service Net Terms and Conditions.

ENFORCEMENT

Notwithstanding anything else contained herein, Service Net may seek a temporary restraining order, preliminary injunction and/or a permanent injunction in order to prevent the Dealer from continuing to sell, offering or marketing Service Agreements or from continuing to represent itself as an authorized dealer, agent or representative of Service Net.

ATTORNEYS FEES

In the event of litigation between the parties for any matter arising out of, related to or connected with this Enrollment Agreement or the Service Agreement(s), or the breach or non-performance hereof, if Service Net is the prevailing party in such litigation, Service Net shall be entitled to recover against Dealer reasonable attorneys' fees, expenses and court costs at all levels.

GOVERNING LAW

Indiana law, including its laws governing the conflicts of laws, shall govern this Enrollment Agreement and any and all disputes arising hereunder or related hereto. The expense of the disputes shall be borne by Dealer. All disputes shall take place in Chicago, Illinois USA.

EXCEPT FOR MODIFICATION TO THE SERVICE AGREEMENT AND THE SALES/SERVICE GUIDELINES, (WHICH SHALL BECOME EFFECTIVE FOR SUBSEQUENT SALES AND SUBSEQUENT SERVICE UPON POSTING BY SERVICE NET), ANY MODIFICATIONS IN THE ABOVE TERMS AND CONDITIONS SHALL NOT BE EFFECTIVE OR ACCEPTED WITHOUT A PRIOR WRITTEN CONSENT SIGNED BY AN OFFICER OF SERVICE NET.

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <input type="checkbox"/> Other (see instructions) ▶ _____	<input type="checkbox"/> Exempt payee
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	650 Missouri Ave. Jeffersonville, IN 47130
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number										
			-				-			

Employer identification number									
			-						

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.



ComfortSure™

USA Application Order Form

Applications must be received within 30 days of sale.

Contract Purchase Date: Default (Date sale is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Dealer Information

Dealer Name: _____ Dealer ID: _____ Dealer PO: _____

Order Submitted By: _____ Contact Phone or Email (for questions concerning this order): _____

If you are not sure of your Dealer ID for this program, please provide the below information.

Address: _____

City: _____ State: _____ Zip Code: _____ Country: ☒ USA

Phone: _____ E-mail: _____

Coverage Details Refer to pricing sheet for availability.

Application of Equipment: ☐ Commercial ☐ Residential

Category: _____ Capacity: _____

Date Installed: _____

Term:	<input type="checkbox"/> 1 Year <input type="checkbox"/> 2 Year <input type="checkbox"/> 3 Year <input type="checkbox"/> 5 Year <input type="checkbox"/> 10 Year	Type:	<input type="checkbox"/> Labor Only <input type="checkbox"/> Labor Plus <input type="checkbox"/> Parts & Labor Plus <input type="checkbox"/> Parts Only	Plan:	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4	OEM Parts Warranty:	<input type="checkbox"/> 5 Year (non-registered) <input type="checkbox"/> 10 Year (registered)	Dealer Labor Warranty:	<input type="checkbox"/> 1 Month <input type="checkbox"/> 1 Year	Sk:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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New Product Information Refer to pricing sheet for allowable products. Please note that products cannot be added to the contract at a later date.

Installed Cost of Equipment: _____

Serial #: _____ Model #: _____ Product Name: _____ Brand: _____

Serial #: _____ Model #: _____ Product Name: _____ Brand: _____

Serial #: _____ Model #: _____ Product Name: _____ Brand: _____

Serial #: _____ Model #: _____ Product Name: _____ Brand: _____

Serial #: _____ Model #: _____ Product Name: _____ Brand: _____

Customer Information

Equipment Owner: _____ Company Name: _____
(Company Contact) (First) (Last)

Phone: _____ E-mail: _____
(Required for certificate printing)

Installation Address: _____

City: _____ State: _____ Zip Code: _____

Printing Options

Dealer Receipt Options: ☐ E-mail Certificate of Coverage to the dealer e-mail address on record.
☐ Mail Certificate of Coverage to the dealer address on record.

Customer Receipt Options: ☐ E-mail Certificate of Coverage to the e-mail address listed in customer information.
☐ Mail Certificate of Coverage to the installation address.

IMPORTANT NOTICE: Parts coverage starts when OEM coverage ends. Labor coverage starts when Dealer labor coverage ends. Coverage must be sold within one (1) year of installation for Commercial and five (5) years of installation for Residential. Application must be received within thirty (30) days of sale. The equipment to be covered has a specific make, model, and serial number designated at time of manufacture. It is **your** responsibility to verify the **exact** information for each piece of equipment to be covered. If it is determined at time of claim or at any time during the term of the agreement that the make, model, and serial number(s) do **not** match the information contained in the application or actual agreement, coverage may be declined. A completed agreement will be sent to the purchaser and to the Dealer designated on this form within (30) days from registration and acceptance by AIG.

Equipment Owner Signature: _____ Dealer Signature: _____ Date: _____

Order online 24/7 by visiting your dealer website.

American Standard dealers go to www.ASDealerNet.com

Trane dealers go to www.ComfortSite.com

Please contact HVAC Support for assistance in placing your online order: (t) 866-544-9928 • HVACSupport@sndirect.com



ComfortSure™

Claims must be submitted within 60 days of equipment repair and require a copy of the work order with customer signature. Your claim also requires a copy of the part receipt in cases where parts are out of OEM warranty or the packing slip in cases where parts are under OEM warranty. Avoid claims delays by promptly submitting your claim requests and documents. Claims will not be processed until all required information is received.

Claims Submission Date: _____ Default _____ (Date claim is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Claim Information

Invoice Date: _____ Dealer Invoice #: _____ Contract Number: _____

Date of Failure: _____ Date of Service: _____ Date of Most Recent Maintenance: _____

Model #: _____ Serial #: _____

Complaint/Work Performed: _____

Servicer Information

Servicer Name: _____ Serving Tech: _____

Phone: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Customer Information

Equipment Owner: _____ Phone: _____
(Company Contact) (First) (Last)

Installation Address: _____

City: _____ State: _____ Zip Code: _____

Reimbursement Schedule

Multiple repair codes: Pays single highest repair cost at 100%, second repair at 75%, and any additional repairs at 50%.
Companion repairs (part of the same failure): Pays one labor charge and 40% of cost of parts up to \$350 per claim.

Repair Code	Type of Labor Repair	Capacity	Trip/Service Call			
			Plan 1	Plan 2	Plan 3	Plan 4
			70.00	85.00	100.00	125.00
			40%	40%	40%	40%
A	Replacement of electrical or mechanical components such as all circuit boards, all relays, water relief valve, thermocouple, thermostat, fan limit switch, door switch, control transformer. Water Heater: pressure relief valve, heating element-upper or lower, drain valve (cock), igniter, pilot tube assembly. Tankless Water Heater: P.C. board kit, water flow servo & sensor kit, bypass-servo assembly, surge protector, blower motor, manifold assembly-a (lpg), manifold assembly-a (nat. g), thermistor, electrode kit, flame rod kit. Boiler: flame sensor, aquastat, igniter, flue damper, low water cut-off, safety/pressure/mixing valve.	<=25 Ton	112.00	136.00	160.00	200.00
B	Replacement of electrical or mechanical components such as blower motor, blower wheel, condenser fan blade or motor, condenser fan blade & motor, heater package and heat strips, gas valve, fuel pump, burner ignition transformer, oil burner motor. Water Heater: burner assembly, gas valve, heating elements (both) upper and lower, dip tube, anode rod. Blower motor assembly, variable speed blower motor, variable speed module. Tankless Water Heater: gas control assembly kit. Boiler: repairs to items in piping system i.e. burner, gas valve, circulator and gaskets, motor replacements.	<=25 Ton	175.00	212.50	250.00	312.50
C	Replacement of electrical or mechanical components such as shaft and bearings, gas burners. Water Heater: (tank) all models and types up to 50 gallons.	<=25 Ton	210.00	255.00	300.00	375.00
D	Minor repairs to sealed system such as TXV, factory joint leaks, refrigeration pressure switch, service valve. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer) Water Heater: (tank) all models and types over 50 gallons. Tankless Water Heater: heat exchanger assembly kit, thermal fuse harness. Boiler: major repairs such as heat exchanger or tank replacement.	<= 5 Ton	353.50	424.75	496.00	614.75
		<= 7.5 Ton	359.50	430.75	502.00	620.75
		<= 10 Ton	363.50	434.75	506.00	624.75
		<= 12.5 Ton	374.50	445.75	517.00	635.75
		<= 15 Ton	385.50	456.75	528.00	646.75
E	Major repairs to sealed system such as heat exchanger, compressor, reversing valve, condenser/evaporator coil replacement, accumulator or muffler. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer).	<= 25 Ton	448.00	530.50	613.00	750.50
		<= 5 Ton	546.00	658.50	771.00	958.50
		<= 7.5 Ton	639.50	770.75	902.00	1,120.75
		<= 10 Ton	731.00	881.00	1,031.00	1,281.00
		<= 12.5 Ton	829.50	998.25	1,167.00	1,448.25
		<= 15 Ton	928.00	1,115.50	1,303.00	1,615.50
		<= 20 Ton	1,025.50	1,231.75	1,438.00	1,781.25
		<= 25 Ton	1,113.00	1,338.00	1,563.00	1,938.00

Not applicable for Parts Only → Trip/Service Call \$ _____

A receipt for parts is required if you enter a value in this field → Part Mark-Up \$ _____ x 40% = \$ _____

A receipt for parts is required if you enter a value in this field → Cost of Parts Out of Warranty \$ _____

Single Highest Repair Code _____ Repair Rate \$ _____ x 100% = \$ _____

Second Repair Code _____ Repair Rate \$ _____ x 75% = \$ _____

Additional Repair Code _____ Repair Rate \$ _____ x 50% = \$ _____

If Applicable, Sales Tax at _____ % \$ _____

Total Due \$

Submit your claim online 24/7 by visiting your dealer website.

American Standard dealers go to www.ASDealerNet.com | Trane dealers go to www.ComfortSite.com

Upload your work order and receipt for parts to the contract prior to each online claim submission.

Alternative Submission Options: Mail, fax or email 1) this completed form, 2) customer work order w/ customer signature, and if applicable 3) receipt for parts to AIG
Attention HVAC Claims • 650 Missouri Ave • Jeffersonville, IN 47130 • (t) 866-544-9928 • (f) 866-244-0156 • HVACClaims@servicenet.com



ComfortSure™

USA Residential Claims Form

Claims must be submitted within 60 days of equipment repair.
Visit www.HVACCoverageVerification.com to verify coverage.

Claims must be submitted within 60 days of equipment repair and require a copy of the work order with customer signature. Your claim also requires a copy of the part receipt in cases where parts are out of OEM warranty or the packing slip in cases where parts are under OEM warranty. Avoid claims delays by promptly submitting your claim requests and documents. Claims will not be processed until all required information is received.

Claims Submission Date: Default (Date claim is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Claim Information

Invoice Date: _____ Dealer Invoice #: _____ Contract Number: _____
Date of Failure: _____ Date of Service: _____ Date of Most Recent Maintenance: _____
Model #: _____ Serial #: _____
Complaint/Work Performed: _____

Service Information

Service Name: _____ Serving Tech: _____
Phone: _____
Street Address: _____
City: _____ State: _____ Zip Code: _____

Customer Information

Equipment Owner: _____ Phone: _____
(Company Contact) (First) (Last)
Installation Address: _____
City: _____ State: _____ Zip Code: _____

Reimbursement Schedule

Multiple repair codes: Pays single highest repair cost at 100%, second repair at 75%, and any additional repairs at 50%.
Companion repairs (part of the same failure): Pays one labor charge and one part allowance.
Only one part allowance is paid per claim.

Repair Code	Type of Labor Repair	Trip/Service Call Part Allowance	Plan 1	Plan 2	Plan 3	Plan 4
			40.00	65.00	85.00	95.00
			35.00	35.00	35.00	35.00
Repair Code	Type of Labor Repair		Labor Repair Rate			
A	Replacement of electrical or mechanical components such as all circuit boards, all relays, water relief valve, thermocouple, thermostat, fan limit switch, door switch, control transformer. Water Heater: pressure relief valve, heating element-upper or lower, drain valve (cock), igniter, pilot tube assembly. Tankless Water Heater: P.C. board kit, water flow servo & sensor kit, bypass-servo assembly, surge protector, blower motor, manifold assembly-a (lpg), manifold assembly-a (nat. g), thermistor, electrode kit, flame rod kit. Boiler: flame sensor, aquastat, igniter, flue damper, low water cut-off, safety / pressure / mixing valve.		78.75	95.63	112.50	140.63
B	Replacement of electrical or mechanical components such as blower motor, blower wheel, condenser fan blade or motor, condenser fan blade & motor, heater package and heat strips, gas valve, fuel pump, burner ignition transformer, oil burner motor. Water Heater: burner assembly, gas valve, heating elements (both) upper and lower, dip tube, anode rod. Blower motor assembly, variable speed blower motor, variable speed module. Tankless Water Heater: gas control assembly kit. Boiler: repairs to items in piping system i.e. burner, gas valve, circulator and gaskets, motor replacements.		122.50	148.75	175.00	218.75
C	Replacement of electrical or mechanical components such as shaft and bearings, gas burners. Water Heater: (tank) all models and types up to 50 gallons. Mini-Split: Replacement of indoor or outdoor unit.		157.50	191.25	225.00	281.25
D	Minor repairs to sealed system such as TXV, factory joint leaks, refrigeration pressure switch, service valve. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer) Water Heater: (tank) all models and types over 50 gallons. Tankless Water Heater: heat exchanger assembly kit, thermal fuse harness. Boiler: major repairs such as heat exchanger or tank replacement.		245.00	297.50	350.00	437.50
E	Major repairs to sealed system such as heat exchanger, compressor, reversing valve, condenser/evaporator coil replacement, accumulator or muffler. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer).		385.00	467.50	550.00	687.50

Trip/Service Call \$ _____

Part Allowance \$ _____

A receipt for parts is required if you enter a value in this field → Cost of Parts Out of Warranty \$ _____

Single Highest Repair Code _____ Repair Rate \$ _____ x 100% = \$ _____

Second Repair Code _____ Repair Rate \$ _____ x 75% = \$ _____

Additional Repair Code _____ Repair Rate \$ _____ x 50% = \$ _____

If Applicable, Sales Tax at _____ % \$ _____

If this is a deductible contract, the dealer is responsible for collecting the deductible from the consumer at the time of repair → Less Consumer Deductible \$ ☐-\$99 ☐N/A

Total Due \$

Submit your claim online 24/7 by visiting your dealer website.

American Standard dealers go to www.ASDealerNet.com | Trane dealers go to www.ComfortSite.com

Upload your work order and receipt for parts to the contract prior to each online claim submission.

Alternative Submission Options: Mail, fax or email 1) this completed form, 2) customer work order w/ customer signature, and if applicable 3) receipt for parts to AIG
Attention HVAC Claims • 650 Missouri Ave • Jeffersonville, IN 47130 • (t) 866-544-9928 • (f) 866-244-0156 • HVACClaims@servicenet.com

Claim Repair Codes

Repair Code by Part

ACCUMULATOR Covered E Replace Accumulator or Muffler	DRIER Covered D Replace Filter Drier (no parts, process fee only)	LOW VOLTAGE Covered A Replace Fuse (internal only) A Replace Transformer Not Covered N/A
BLOWER MOTOR & WHEEL Covered B Replace Blower Motor B Replace Blower Motor and Wheel B Replace Blower Wheel B Replace Variable Speed Blower Motor and Wheel B Replace Variable Speed Blower Motor B Replace Variable Speed Module <i>Capacitors are included if changed with a motor</i> Not Covered Adjust Blower Wheel Pull and Clean Blower Wheel	ELECTRONIC AIR CLEANER Covered A Replace Air Pressure Switch B Replace Cells A Replace Cell Handle A Replace Current Sensing Relay A Replace Ionizing Wire A Replace Power Pack Not Covered Clean Cells and Pre Filters Replace Pre Filter	METERING DEVICE Covered D Replace Access Valve A Replace Schrader D Replace Service Valve Recovery D Replace TXV Not Covered Clean Piston Blockage Schrader Caps
BOILERS Covered E Replace Blast Tubes C Replace Circulators C Replace Diffuser Cones C Replace Expansion Tanks D Replace Firebox A Replace Multiple Zone Control A Replace Solenoid Valves A Replace Switching Relays B Replace Triple Aqua Stats C Replace Zone Valves (complete) A Replace Zone Valves (power head) Not Covered Anti-Scald Valves for HW from Tankless Coil Backflow Preventers Feed Water Regulators Flow Checks	ELECTRIC HEAT Covered B Heater Package A Replace Fusible Link A Replace High Limit A Replace Sequencer/Heat Relay	MINI-SPLIT Covered C Replace Indoor or Outdoor Mini-Split Unit
BREAKERS Covered A Replace Circuit Breaker (internal only) A Replace Low Voltage Fuse (internal only) A Replace High Voltage Fuse (internal only) Not Covered Reset & Test/Tighten Replace 30/60 Amp Disconnect	EVAPORATOR (Coil Leak) Covered E Replace Evaporator Coil D Simple Leak Repair Not Covered Cleaning	OIL FURNACE Covered C Reline Oil Burner A Replace Auto Shut-Off Valve A Replace Electrodes B Replace Fuel Pump C Replace Oil Burner Assembly B Replace Oil Burner Motor A Replace Oil Ignition Transformer A Replace Oil Pump Coupling A Replace Primary with Accustat A Replace Protector Relay A Replace Stack Control A Replace Stack Switch Not Covered Cleaning Replace Fuel Filter Cartridge Replace Fuel Oil Filter Assembly Replace Oil Nozzle
BURNER Covered C Replace Burner Not Covered Pull and Clean Burner	FAN BELT Covered (if the cause of repair) A Replace Fan Belt Not Covered Maintenance	PRESSURE SWITCH (Refrigeration) Covered D Replace Hi/Lo Pressure Switch C Replace Threaded Hi/Lo Pressure Switch with Schrader
CAPACITOR (Only Repair) Covered A Replace Dual Capacitor A Replace Single Capacitor	FAN & LIMITS Covered A Replace Door Switch A Replace Fan Center Control A Replace Fan Limit A Replace Fan Relay/Time Delay A Replace Limit Snap Disk/Fixed/Fusible/Rollout	REVERSING VALVE Covered A Replace Electrical Coil E Replace Reversing Valve E Replace Both at the Same Time
CIRCUIT BOARD Covered A Replace Circuit Board	FILTERS Not Covered Clean or Replace	THERMOSTAT Covered A Deluxe Programmable Heat Pump Thermostat A Deluxe Programmable Thermostat A Heat Pump Thermostat A Programmable Heat Pump Thermostat A Programmable Thermostat A Thermostat Not Covered Adjust Heat Anticipator Calibrate Thermostat Replace Thermostat Wire (one man. up to 50 ft) External Wiring
COMPRESSOR Covered A Repair Terminal E Replace Compressor A Replace Crankcase Heater (if factory supplied) A Replace Start Assist Assembly Not Covered Add Sound Blanket Replace Sound Blanket	GAS VALVE Covered B Replace Single Stage Gas Valve B Replace Two Stage Gas Valve Not Covered Adjust Gas Pressure Conversion Kit Standing Pilot to Spark Ignition Replace Gas Shut Off/Union/Gas Flex	ULTRAVIOLET Covered A Replace Circuit Board/Ballast Not Covered Replace Bulb
CONDENSER COIL Covered E Leak Repair E Replace Condenser Coil Not Covered Clean Condenser Coil Straighten Fins	HEAT EXCHANGER Covered E Replace Heat Exchanger Not Covered Clean Heat Exchanger Simple Carbon Monoxide Test	WATER LEAK Covered A Replace Condensate Pump D Replace Drain Pan Not Covered Clean/Blow-Out Drain Replace Auxiliary Drain Float Switch Replace Auxiliary Drain Pan Replace Condensate Drain
CONDENSER FAN Covered B Replace Condenser Fan Blade B Replace Condenser Fan Blade and Motor B Replace Condenser Motor	HUMIDIFIER Covered A Replace Current Sensing Relay A Replace Humidistat A Replace Orifice A Replace Saddle Valve A Replace Solenoid Valve Not Covered Replace Humidifier Pad	WIRING Covered A Replace Low Voltage Fuse Not Covered Minor Repair Locate Short Replace Thermostat Wire Replace Thermostat Wire (one man. up to 50 ft) External Wiring
CONTACTOR Covered A Replace Contactor A Replace Two Speed Contactor	IGNITION Covered A Replace Hot Surface Igniter/Flame Sensor A Replace Standing Pilot Assembly A Replace Thermocouple	MISCELLANEOUS (*Equipment must be listed on contract) Covered B *Repair Gas Leak Inside Unit Only (factory fittings only) A *Replace Low Ambient Kit/Freeze Stat Not Covered Minor Repair Tape or Re-Attach Ductwork Overnight Shipping Fee
DEFROST Covered A Replace Circuit Board/Timer A Replace Relay A Replace Thermostat A Replace Two Speed Circuit Board Not Covered Clean and Adjust Light Pilot Assembly Clean Flame Sensor	INDUCER Covered A Replace Motor A Replace Motor Assembly and Wheel A Replace Pressure Switch A Replace Sail Switch A Replace Wheel Not Covered Clean and Adjust Inducer	
	LEAK SEARCH Covered (included in repair cost of C, D & E)	

DEALER:

Dealer Name
123 Main Street
City, State, Zip

ISSUED TO:

DAVID DOE
123 MAIN STREET
CITY, ST, ZIP

CERTIFICATE OF COVERAGE

Thank you for purchasing a Service Contract.

Please read both sides of this Certificate of Coverage carefully as this Contract is subject to all listed conditions and provisions. **IMPORTANT NOTICE:** ANNUAL MAINTENANCE must be performed by Your dealer or an authorized service technician. Failure to do so can result in denial of service.

CERTIFICATE NUMBER: 123456789000000
CONTRACT RETAIL PRICE: \$XX.XX
ORDER NUMBER: 0123456789
TYPE OF SERVICE: TYPE OF SERVICE
DEDUCTIBLE: \$XX.XX

PRODUCT NAME	PRODUCT MANUFACTURER	MODEL NUMBER	SERIAL NUMBER	EFFECTIVE DATE	EXPIRATION DATE
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FOR REPAIR SERVICE CALL: 1-800-XXX-XXXX

Prior authorization may be required before any service can be performed. Parts and Labor currently covered under either the manufacturer or dealer warranty will be provided by the manufacturer or dealer.

Thank You!

SERVICE CONTRACT

This document sets forth the entire Contract between the Service Contract Administrator, hereinafter referred to as We, Us and Our, and the Purchaser, as You and Your. No representation, promise or condition herein shall modify these terms. Service Net Warranty, LLC ("Service Net") is contractually obligated to You to provide service under this Contract where in accordance with and as allowed by state law. If this Contract is purchased in Florida or Oklahoma, **Service Net Solutions of Florida, LLC** is contractually obligated to You to provide service under this Contract.

1. WHAT IS COVERED. Depending on the coverage You purchased, We will furnish labor, parts, and/or replacement equipment (or pay for same) necessary to repair operational or mechanical breakdowns of the Product specified in this Contract, provided such service is necessitated by Product failure during normal usage and the maximum liability as defined in Section 18 Claims Limitations has not been met. The Product specified and covered includes only equipment as originally configured and installed at time of purchase and charged for in this Contract. Coverage also applies to the parts and accessories that are necessary to the covered Product's functionality, but does not apply to accessories used in conjunction with or to enhance the performance of the covered Product. This Contract is inclusive of the manufacturer and dealer warranty, as reported to Us by Your dealer, and does not replace the reported warranties. Please refer to Your original purchase receipt for specific details on the reported warranties. Important Note: Some manufacturer's offer longer parts warranties as registration incentives. Contact the manufacturer of Your product for information.

2. ELIGIBILITY. To be eligible for coverage, the Product must be in good working order at time of Contract purchase. If it is determined that a claim results from a pre-existing condition, the payment of claim may be denied. Information regarding the original install date of the product must be correct. Inaccurate information regarding install date may result in the product being ineligible for coverage. We reserve the right to inspect Your Product at any time to determine eligibility for coverage.

3. WAIT PERIOD. COVERAGE BEGINS THIRTY (30) DAYS FROM CONTRACT PURCHASE OR UPON EXPIRATION OF THE DEALER'S LABOR WARRANTY, WHICHEVER IS LATER. CLAIMS OR LOSSES THAT OCCUR PRIOR TO OR DURING THE WAIT PERIOD ARE NOT COVERED BY YOUR CONTRACT.

4. ANNUAL MAINTENANCE. All Products covered by this Contract require annual maintenance performed by an authorized service technician and as specified by the manufacturer. You may be required to submit proof of annual maintenance in the event of a claim. Lack of annual maintenance or failure to provide proof of annual maintenance may result in denial of payment for claims under Your Contract. You will be responsible for payment of denied claims due to the lack of annual maintenance or failure to provide proof of annual maintenance.

5. TO OBTAIN SERVICE. If service is required, contact the number shown on the front side of this Contract and explain the problem. Prior to any repair being made, the dealer may be required to follow authorization procedures. In these cases, any claim for repairs without authorization will not be covered except as provided under emergency repairs.

6. AVAILABILITY OF SERVICE. Neither Us nor the Dealer shall be liable for any damages whatsoever arising out of delays, either before or after a day or time of service is agreed upon.

7. ACCESSIBILITY OF PRODUCT. If onsite service is required, You agree to make the Product reasonably accessible to the repair person. If the Product is not accessible, the repair person will have the option of declining to provide service or assessing You an additional charge, which will not be covered by Us, for making the Product accessible, commensurate with the difficulty in working on the Product. All service fees incurred by Us will be applied to the maximum liability of this Contract.

8. TERMINATION FOR OTHER CAUSE. Any attempts by YOU to repair or alter the Product, or if We cannot provide service due to removal or alteration of serial number, or because You have committed fraud upon us, at Our discretion we may terminate this Contract without liability. If We exercise this right, You will receive a pro rata refund of one-hundred (100%) of the purchase price of Your Contract based on the time remaining on Your plan less the value of any services or claims that have been provided or paid.

9. IMPORTANT NOTE. Repairs recommended by the repairing facility not necessitated by mechanical breakdown are not covered unless specifically authorized by Us. We reserve the right to inspect the Product prior to coverage determination or during the coverage period. Model number, serial number and original date of purchase of all Products to be covered must be provided to execute application for service. If You request a service call for a non-covered repair or "no failure found" diagnosis is determined for the same problem on a second trip, You may be responsible for all costs associated with the repair/call. In the event You are unable to meet the service, You must call to cancel the appointment one (1) business day prior to the agreed upon time of service or You may be responsible for paying the second trip charge for the subsequent rescheduled repair. If the Product is found to be performing to the manufacturer's specifications, service will not be authorized and You will be responsible for costs incurred.

10. TIME FOR SERVICE. Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding holidays or during the hours of operation of the participating servicing Dealer. Any additional costs above the authorized rates (premium or overtime charges) or after hours service will be at Your expense with exception of health related or severe weather related emergencies.

11. PLACE OF SERVICE. Onsite service will be provided at the address listed on the front side of Your Contract. Service will be performed by the Dealer named on the front side of this Contract, or by an authorized service.

12. UNABLE TO REPAIR. If We determine that We are unable to repair Your Product due to the unavailability of functional parts, service or technical information, or if the cost to repair will exceed the Claims Limitation as described herein, the total liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of comparable specifications; (II) the retail price paid for Your Product minus sales tax and claims paid, in lieu of service repairs or replacement of a Product of comparable specifications; or, (III) the maximum liability for heavy and light commercial equipment as defined in Section 18 Claims Limitations. In all cases where parts or technical information are on extended backorder for a minimum of sixty (60) calendar days, We will determine if a replacement or reimbursement will be made. All contractual obligations are fulfilled, in lieu of repairs, upon Product replacement, reimbursement or Contract term expiration and the covered Product becomes the property of Service Net and We may, at Our discretion, require the Product to be returned to Us (or Our designee) at Our expense.

13. DEDUCTIBLE. A per claim deductible may apply to your contract. If a deductible applies, the amount is stated on the front side of Your Contract.

14. RENEWABILITY. This Contract is renewable at Our sole discretion.

15. LIMITATIONS OF COVERAGE. This Contract Does Not Cover:

- Any Product located outside the continental United States, Alaska, and Hawaii.
- Service required as a result of any alteration of the equipment, or repairs made by anyone other than an authorized service provider. This would include any unauthorized alterations made by You to the Product.
- Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, acts of war or acts of Nature.
- Service necessary because of improper storage, improper ventilation, or any utilization of the equipment that is inconsistent with either the design of the equipment, the specifications set by the manufacturer or Air Conditioning and Refrigeration Institute, or the way the manufacturer intended the equipment to be used. Any installation that prevents normal service.
- Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment.
- Cosmetic defects, damage, or failures of non-operational components that do not inhibit the proper operation and performance of the covered items.
- Consumable items defined as any part that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not.
- Registers, batteries, grills, key valves, duct work, plumbing, venting, belts, dampers or nuisance calls such as resetting breakers, low or dead thermostat batteries and adjustments made to programming.
- Repairs to Product, including parts, labor, or Product replacement covered by the reported manufacturer warranty, reported dealer warranty, manufacturer's recall, or similar manufacturer's incentive or repair program (regardless of whether or not the manufacturer or dealer is doing business as an ongoing enterprise).
- Consequential damages as a result of malfunctioning of or damage to an operating part of the covered equipment, or damages as a result of any repairs or replacements under this Contract.

- Loss of use, loss of business, loss of profits, down-time and charges for time and effort.
- Damages caused by delays in rendering service or loss of use during the period that the Product is at the authorized service center or otherwise awaiting parts are not covered.
- Rentals and "loaner" equipment are not covered.
- m. Damage or failure caused by animals or insects.
- n. Operational or mechanical failure which is not reported prior to expiration of this Contract or within 60 days of Product failure.
- o. Equipment sold without a manufacturer's warranty, sold "as is" or refurbished Products.
- p. Normal, periodic or preventative maintenance and/or checkups, including but not limited to customer education, adjustments, cleanings, and convergence. Regular maintenance, maintenance parts such as filters, lubricants, oil nozzles or any Product that has been altered or misused or requires replacement due to normal wear, accidents or lack of proper maintenance. Refrigerant as a top-off or stand alone repair.
- q. Pre-existing conditions (incurred prior to the effective date of coverage), known to You or discovered during annual maintenance.
- r. Equipment where the serial plate attached to the equipment is removed, defaced or made illegible.
- s. Damage resulting from user facilitated minor adjustments and settings outlined in the Product's owner's manual, inaccessible products or parts, negligence, misuse or abuse whether willful or not.
- t. Failure and replacement caused by contamination of the sealed system such as Green Slime, Dirty Sock Syndrome, etc. Consequential or damage(s) otherwise caused by rust, brownouts, or blackouts. Premature failure due to the use of inferior building material such as Chinese Dry Wall, corrosive conditions caused by location or moisture. Leaks in the equipment on the unit(s) at the evaporator, Schrader cores, condenser and/or metering device or other connections resulting from loose valves and/or loose valve caps, interconnecting fittings and/or field piping (line sets/tubing). Miscellaneous items such as nitrogen that are used to detect or diagnosis failures.
- u. Transit or delivery damage, damage caused by packing, unpacking, assembly, installation, or removal.
- v. You are responsible for all charges as a result of a "no Failure Found" call, which includes, but is not limited to, problems that do not require parts, intermittent issues, blown fuses or circuit breakers that are external of the equipment.
- w. Repairs to alter the equipment to meet changes in federal, state or local codes and regulations, or repairs which require additional parts and labor to bring the equipment into working condition as a result of such Government Regulations.
- x. Products over twelve (12) months of age at the date of Contract purchase.
- y. Manual or digital thermostats and control units unless specifically listed on the face of this Contract.
- z. Any cost recoverable under any other warranty, guarantee, or under an insurance policy (in such case, this Contract will cover any applicable deductible).

aa. Damage or failure caused by bodily fluids, including but not limited to urine and vomit. bb. Food that has been leased or rented to You.

16. FOOD LOSS. We are not responsible for any loss of food product or consumable items due to a failure of any refrigeration system or component thereof.

17. CANCELLATION. You may cancel this Contract for any reason during the first thirty (30) days after it is issued and obtain a full refund of the purchase price less any services or claims provided or paid. After the first thirty (30) days, You will receive the lesser of a pro rata refund based on the term remaining on Your Contract OR ten percent (10%) of the price of this Contract. In either case, the refund will be reduced by the value of any services or claims provided or paid plus any applicable administrative fees.

18. CLAIMS LIMITATIONS. The maximum liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of comparable specifications; (II) the retail price paid for Your Product minus sales tax and claims paid, in lieu of service repairs or replacement of a Product of comparable specifications; or, (III) \$25,000 for Light Commercial and \$65,000 for Heavy Commercial equipment. Light Commercial is defined as (I) commercial refrigeration equipment less than or equal to 25 tons; or, (II) commercial HVAC equipment less than or equal to 25 tons, 75 HP, 1000 LBS, 10000 CFM, 300000 BTU/H, 300 KBH, 500 Gallons, or 95 kW. Heavy Commercial is defined as (I) commercial refrigeration equipment greater than 25 tons; or, (II) commercial HVAC equipment greater than 25 tons, 75 HP, 1000 LBS, 10000 CFM, 300000 BTU/H, 300 KBH, 500 Gallons, or 95 kW. You may be required to submit the original purchase receipt to determine if the product covered under this contract is deemed Heavy or Light Commercial. The original purchase receipt will supersede any Heavy or Light Commercial designation stated on the face of this contract. When determining the current market value of a Product of comparable specifications a fair analysis is completed using current manufacturers' and distributors' pricing on comparable products. In the event We (I) replace the Product with a Product of comparable specifications; (II) reimburse You for the current market value of a Product of comparable specifications; or (III) reimburse You for the retail amount of the Product, minus claims, minus sales tax, We shall have satisfied all obligations owed under this Contract and the covered Product becomes the property of Service Net and We may, at Our discretion, require the Product to be returned to Us (or Our designee) at Our expense.

19. BUYOUT. We may elect, at Our option, to buyout the Contract during the coverage term for the lesser of (I) current market value of a Product with comparable specifications, (II) purchase price of Your Product minus sales tax and claims paid, (III) at your request, cost of repair in lieu of repair, or (IV) maximum liability as defined for Heavy and Light Commercial equipment in Section 18. You have up to forty-five (45) days from the date of authorization to complete your product buyout transaction. We will have satisfied all obligations owed under this Contract if any one of the buyout options is accepted by You.

20. TRANSFERABILITY. This Contract may be transferred to subsequent owners if the maintenance has been performed as required by the manufacturer. You may transfer this request by sending a) written notice, b) proof of equipment/home acquisition or original owner signature, and c) a one hundred dollar (\$100) transfer administrative fee to: Service Net, P.O. Box 1411, Jeffersonville, IN 47131-1411. Important Note: This contract does not cover changes or reductions in coverage of the manufacturer or dealer warranty due to transfers of ownership.

21. STATE VARIATIONS. Certain states have specific conditions; conditions listed on the front of this form may apply to You.

22. RIGHT TO RECOVER FROM OTHERS. If We make any payment, We are entitled to recover what We paid from other parties. By accepting settlement of a claim, You transfer to Us Your right to recovery against any other party.

23. COVERAGE AND TERM. This is not an insurance policy. As the Administrator, We will assist You in understanding Your warranty and coverage benefits from the day You purchase Your Contract. Upon inspection and diagnosis, if it is determined that the failure is covered by this Contract, You or the service facility must submit an invoice, work order, and/or customer reimbursement for any replacement parts and/or labor for which charges are being made. The invoice MUST show model and serial number(s), the "Contract Number" located on the front side of this form, and the service provider's cost and/or charges. The work order/invoice MUST secure a customer signature as acknowledgement of service and be submitted to Us within sixty (60) days of the date of repair or replacement at Service Net Warranty LLC, 650 Missouri Ave., Jeffersonville, IN 47130 for processing and payment. These documents and/or parts must be made available to Us, upon request, no more than sixty (60) days from the date the claim was received in Our office or on site inspection was made. The Contract is secured by a contractual liability or reimbursement insurance policy provided by Illinois National Insurance Company in all states with the exception of AR, CA, FL, MS, NC, NY, OK, VA, which are covered by New Hampshire Insurance Company, Inc. both located at 180 Maiden Lane, 25th Floor, New York, NY 10038. Telephone 1-800-250-3819. If, within sixty (60) days after proof of loss has been filed, We have not paid a covered claim, provided You with a refund, You are otherwise dissatisfied, or We are no longer a going concern, You may make a claim directly to the insurance company. Please enclose a copy of Your Contract when sending correspondence to the insurer.

24. ENTIRE CONTRACT. This is the entire Contract and no other written or oral modifications are valid.

25. LIMITATION OF LIABILITY. THE DEALER/RETAILER, SERVICE NET, THEIR AGENTS, CONTRACTORS OR LICENSEES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF ANY EQUIPMENT OR FROM DELAYS IN SERVING OR THE INABILITY TO RENDER SERVICE ON ANY COVERED EQUIPMENT. EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE HEREIN. If You have any questions, require customer service, or wish to report a claim, please contact: Service Net Warranty, LLC, 650 Missouri Ave., Jeffersonville, IN 47130.

SERVICE CONTRACT

This document sets forth the entire Contract between the Service Contract Administrator, hereinafter referred to as We, Us and Our, and the Purchaser, as You and Your. No representation, promise or condition herein shall modify these terms. Service Net Warranty, LLC ("Service Net") is contractually obligated to You to provide service under this Contract where in accordance with and as allowed by state law. If this Contract is purchased in Florida or Oklahoma, **Service Net Solutions of Florida, LLC** is contractually obligated to You to provide service under this Contract.

1. WHAT IS COVERED. Depending on the coverage You purchased, We will furnish labor, parts, and/or replacement equipment (or pay for same) necessary to repair operational or mechanical breakdowns of the Product specified in this Contract, provided such service is necessitated by Product failure during normal usage. The Product specified and covered includes only equipment as originally configured and installed at time of purchase and charged for in this Contract. Coverage also applies to the parts and accessories that are necessary to the covered Product's functionality, but does not apply to accessories used in conjunction with or to enhance the performance of the covered Product. This Contract is inclusive of the manufacturer and dealer warranty, as reported to Us by Your dealer, and does not replace the reported warranties. Please refer to Your original purchase receipt for specific details on the reported warranties. *Important Note: Some manufacturer's offer longer parts warranties as registration incentives. Contact the manufacturer of Your product for information.*

2. ELIGIBILITY. If You purchased Your Contract greater than twelve (12) months from Your Product's original install date, this section applies to you. Contract purchase must be within sixty (60) months of original Product installation date. To be eligible for coverage, the Product must be in good working order at time of Contract purchase. If it is determined that a claim results from a pre-existing condition, the payment of claim may be denied. Information regarding the original install date of the product must be correct. Inaccurate information regarding install date may result in the product being ineligible for coverage. We reserve the right to inspect Your Product at any time to determine eligibility for coverage.

3. WAIT PERIOD. COVERAGE BEGINS THIRTY (30) DAYS FROM CONTRACT PURCHASE OR UPON EXPIRATION OF THE DEALER'S LABOR WARRANTY, WHICHEVER IS LATER, UNLESS THE CONTRACT IS SOLD GREATER THAN TWELVE (12) MONTHS FROM THE PRODUCT'S INSTALLATION DATE. IF THE CONTRACT IS SOLD GREATER THAN TWELVE (12) MONTHS FROM THE INSTALLATION DATE, THERE IS A NINETY (90) DAY WAIT PERIOD. CLAIMS OR LOSSES THAT OCCUR PRIOR TO OR DURING THE WAIT PERIOD ARE NOT COVERED BY YOUR CONTRACT.

4. ANNUAL MAINTENANCE. All Products covered by this Contract require annual maintenance performed by an authorized service technician and as specified by the manufacturer. You may be required to submit proof of annual maintenance in the event of a claim. Lack of annual maintenance or failure to provide proof of annual maintenance may result in denial of payment for claims under Your Contract. You will be responsible for payment of denied claims due to the lack of annual maintenance or failure to provide proof of annual maintenance.

5. TO OBTAIN SERVICE. If service is required, contact the number shown on the front side of this Contract and explain the problem. Prior to any repair being made, the dealer may be required to follow authorization procedures. In these cases, any claim for repairs without authorization will not be covered except as provided under emergency repairs.

6. AVAILABILITY OF SERVICE. Neither Us nor the dealer shall be liable for any damages whatsoever arising out of delays, either before or after a day or time of service is agreed upon.

7. ACCESSIBILITY OF PRODUCT. If onsite service is required, You agree to make the Product reasonably accessible to the repair person. If the Product is not accessible, the repair person will have the option of declining to provide service or assessing You an additional charge, which will not be covered by Us, for making the Product accessible, commensurate with the difficulty in working on the Product. All service fees incurred by Us will be applied to the maximum liability of this Contract.

8. TERMINATION FOR OTHER CAUSE. Any attempts by YOU to repair or alter the Product, or if We cannot provide service due to removal or alteration of serial number, or because You have committed fraud upon us, at our discretion we may terminate this Contract without liability. If We exercise this right, You will receive a pro rata refund of one-hundred (100%) of the purchase price of Your Contract based on the time remaining on Your plan less the value of any services or claims that have been provided or paid.

9. IMPORTANT NOTE. Repairs recommended by the repairing facility not necessitated by mechanical breakdown are not covered unless specifically authorized by Us. We reserve the right to inspect the Product prior to coverage determination or during the coverage period. Model number, serial number and original date of purchase of all Products to be covered must be provided to execute application for service. If You request a service call for a non-covered repair or "no failure found" diagnosis is determined for the same problem on a second trip, You may be responsible for all costs associated with the repair/call. In the event You are unable to meet the service, You must call to cancel the appointment one (1) business day prior to the agreed upon time of service or You may be responsible for paying the second trip charge for the subsequent rescheduled repair. If the Product is found to be performing to the manufacturer's specifications, service will not be authorized and You will be responsible for costs incurred.

10. TIME FOR SERVICE. Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding holidays or during the hours of operation of the participating servicing dealer. Any additional costs above the authorized rates (premium or overtime charges) or after hours service will be at Your expense with exception of health related or severe weather related emergencies.

11. PLACE OF SERVICE. Onsite service will be provided at the address listed on the front side of Your Contract. Service will be performed by the Dealer named on the front side of this Contract, or by an authorized service.

12. UNABLE TO REPAIR. If We determine that We are unable to repair Your Product due to the unavailability of functional parts, service or technical information, or if the cost to repair will exceed the Claims Limitation as described herein, the total liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of comparable specifications; or, (II) the retail price paid for Your Product minus sales tax and claims paid, in lieu of service repairs or replacement of a Product of comparable specifications. In all cases where parts or technical information are on extended backorder for a minimum of sixty (60) calendar days, We will determine if a replacement or reimbursement will be made. All contractual obligations are fulfilled, in lieu of repairs, upon Product replacement, reimbursement or Contract term expiration and the covered Product becomes the property of Service Net and We may, at Our discretion, require the Product to be returned to Us (or Our designee) at Our expense.

13. DEDUCTIBLE. A per claim deductible may apply to your contract. If a deductible applies, the amount is stated on the front side of Your Contract.

14. RENEWABILITY. This Contract is renewable at Our sole discretion.

15. LIMITATIONS OF COVERAGE – This Contract Does Not Cover:

- Any Product located outside the continental United States, Alaska, and Hawaii.
- Service required as a result of any alteration of the equipment, or repairs made by anyone other than an authorized service provider. This would include any unauthorized alterations made by You to the Product.
- Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, acts of war or acts of Nature.
- Service necessary because of improper storage, improper ventilation, or any utilization of the equipment that is inconsistent with either the design of the equipment, the specifications set by the manufacturer or Air Conditioning and Refrigeration Institute, or the way the manufacturer intended the equipment to be used. Any installation that prevents normal service.e. Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment.
- Cosmetic defects, damage, or failures of non-operational components that do not inhibit the proper operation and performance of the covered items.
- Consumable items defined as any part that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not.
- Registers, batteries, grills, key valves, duct work, plumbing, venting, belts, dampers or nuisance calls such as resetting breakers, low or dead thermostat batteries and adjustments made to programming.

i. Repairs to Product, including parts, labor, or Product replacement covered by the reported manufacturer warranty, reported dealer warranty, manufacturer's recall, or similar manufacturer's incentive or repair program (regardless of whether or not the manufacturer or dealer is doing business as an ongoing enterprise).

j. Consequential damages as a result of malfunctioning of or damage to an operating part of the covered equipment, or damages as a result of any repairs or replacements under this Contract.

k. Loss of use, loss of business, loss of profits, down-time and charges for time and effort.

l. Damages caused by delays in rendering service or loss of use during the period that the Product is at the authorized service center or otherwise awaiting parts are not covered. Rentals and "loaner" equipment are not covered.

m. Damage or failure caused by animals or insects.

n. Operational or mechanical failure which is not reported prior to expiration of this Contract or within 60 days of Product failure.

o. Equipment sold without a manufacturer's warranty, sold "as is" or refurbished Products.

p. Normal, periodic or preventative maintenance and/or checkups, including but not limited to customer education, adjustments, cleanings, and convergence. Regular maintenance, maintenance parts such as filters, lubricants, oil nozzles or any Product that has been altered or misused or requires replacement due to normal wear, accidents or lack of proper maintenance. Refrigerant as a top-off or stand alone repair.

q. Pre-existing conditions (incurred prior to the effective date of coverage), known to You or discovered during annual maintenance.

r. Equipment where the serial plate attached to the equipment is removed, defaced or made illegible.

s. Damage resulting from user facilitated minor adjustments and settings outlined in the Product's owner's manual, inaccessible products or parts, negligence, misuse or abuse whether willful or not.

t. Failure and replacement caused by contamination of the sealed system such as Green Slime, Dirty Sock Syndrome, etc. Consequential or damage(s) otherwise caused by rust, brownouts, or blackouts. Premature failure due to the use of inferior building material such as Chinese Dry Wall, corrosive conditions caused by location or moisture. Leaks in the equipment on the unit(s) at the evaporator, Schrader cores, condenser and/or metering device or other connections resulting from loose valves and/or loose valve caps, interconnecting fittings and/or field piping (line sets/tubing). Miscellaneous items such as nitrogen that are used to detect or diagnosis failures.

u. Transit or delivery damage, damage caused by packing, unpacking, assembly, installation, or removal.

v. You are responsible for all charges as a result of a "no Failure Found" call, which includes, but is not limited to, problems that do not require parts, intermittent issues, blown fuses or circuit breakers that are external of the equipment.

w. Repairs to alter the equipment to meet changes in federal, state or local codes and regulations, or repairs which require additional parts and labor to bring the equipment into working condition as a result of such Government Regulations.

x. Products over sixty (60) months of age at the date of Contract purchase.

y. Manual or digital thermostats and control units unless specifically listed on the face of this Contract.

z. Any cost recoverable under any other warranty, guarantee, or under an insurance policy (in such case, this Contract will cover any applicable deductible).

aa. Damage or failure caused by bodily fluids, including but not limited to urine and vomit.

bb. Product that has been leased or rented to You.

cc. Products used in a commercial environment, which is defined as non-residential, multiuser, communal, or industrial use.

16. CANCELLATION. You may cancel this Contract for any reason during the first thirty (30) days after it is issued and obtain a full refund of the purchase price less any services or claims provided or paid. After the first thirty (30) days, You will receive the lesser of a pro rata refund based on the term remaining on Your Contract OR ten percent (10%) of the price of this Contract. In either case, the refund will be reduced by the value of any services or claims provided or paid plus any applicable administrative fees.

17. CLAIMS LIMITATIONS. The maximum liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of comparable specifications; or, (II) the retail price paid for Your Product minus sales tax and claims paid, in lieu of service repairs or replacement of a Product of comparable specifications. When determining the current market value of a Product of comparable specifications a fair analysis is completed using current manufacturers' and distributors' pricing on comparable products. In the event We (I) replace the Product with a Product of comparable specifications; (II) reimburse You for the current market value of a Product of comparable specifications; or (III) reimburse You for the retail amount of the Product, minus claims, minus sales tax, We shall have satisfied all obligations owed under this Contract and the covered Product becomes the property of Service Net and We may, at Our discretion, require the product to be returned to Us (or Our designee) at Our expense.

18. BUYOUT. We may elect, at Our option, to buyout the Contract during the coverage term for the lesser of (I) current market value of a Product with comparable specifications, (II) purchase price of Your Product minus sales tax and claims paid, or at Your request (III) cost of repair in lieu of repair. You have up to forty five (45) days from the date of authorization to complete your product buyout transaction. We will have satisfied all obligations owed under this Contract if any one of the buyout options is accepted by You.

19. TRANSFERABILITY. This Contract may be transferred to subsequent owners if the maintenance has been performed as required by the manufacturer. You may transfer this request by sending a) written notice, b) proof of equipment/home acquisition or original owner signature, and c) a twenty-five dollar (\$25) transfer administrative fee to: Service Net, PO Box 1411, Jeffersonville, IN 47131-1411. Important Note: This contract does not cover changes or reductions in coverage of the manufacturer or dealer warranty due to transfers of ownership.

20. STATE VARIATIONS. Certain states have specific conditions; conditions listed on the front of this form may apply to You.

21. RIGHT TO RECOVER FROM OTHERS. If We make any payment, We are entitled to recover what We paid from other parties. By accepting settlement of a claim, You transfer to Us Your right to recovery against any other party.

22. COVERAGE AND TERM. This is not an insurance policy. As the Administrator, We will assist You in understanding Your warranty and coverage benefits from the day You purchase Your Contract. Upon inspection and diagnosis, if it is determined that the failure is covered by this Contract, You or the service facility must submit an invoice, work order, and/or customer reimbursement for any replacement parts and/or labor for which charges are being made. The invoice MUST show model and serial number(s), the "Contract Number" located on the front side of this form, and the service provider's cost and/or charges. The work order/invoice MUST secure a customer signature as acknowledgement of service and be submitted to Us within sixty (60) days of the date of repair or replacement at Service Net Warranty LLC, 650 Missouri Ave., Jeffersonville, IN 47130 for processing and payment. These documents and/or parts must be made available to Us, upon request, no more than sixty (60) days from the date the claim was received in Our office or on site inspection was made. The Contract is secured by a contractual liability or reimbursement insurance policy provided by Illinois National Insurance Company in all states with the exception of AR, CA, FL, MS, NC, NY, OK, VA, which are covered by New Hampshire Insurance Company Inc., both located at 180 Maiden Lane, 25th Floor, New York, NY 10038. Telephone 1-800-250-3819. If, within sixty (60) days after proof of loss has been filed, We have not paid a covered claim, provided You with a refund, You are otherwise dissatisfied, or We are no longer a going concern, You may make a claim directly to the insurance company. Please enclose a copy of Your Contract when sending correspondence to the insurer.

23. ENTIRE CONTRACT. This is the entire Contract and no other written or oral modifications are valid.

24. LIMITATION OF LIABILITY. THE DEALER/RETAILER, SERVICE NET, THEIR AGENTS, CONTRACTORS OR LICENSEES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF ANY EQUIPMENT OR FROM DELAYS IN SERVICING OR THE INABILITY TO RENDER SERVICE ON ANY COVERED EQUIPMENT. EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE HEREIN.

If You have any questions, require customer service, or wish to report a claim, please contact: Service Net Warranty, LLC, 650 Missouri Ave., Jeffersonville, IN 47130.



ComfortSure®

USA Request for Transfer Form

Agreements may be transferred to subsequent owners if the maintenance has been performed as required by the manufacturer and upon payment of transfer administrative fee and proof of equipment acquisition. All contracts submitted for transfer are subject to approval by ComfortSure. Requests will not be processed if any information is missing from this form. You may be required to submit additional documentation such as a closing document. If authorized, a revised Certificate of Coverage will be printed within thirty (30) days of your request.

Important Note: The original manufacturer's warranty may not transfer to subsequent owners. Contact the manufacturer of your covered product for more information. Additional "Parts Only" coverage may be available for purchase through your dealer or an authorized dealer.

Contract Transfer Date: Default (Date request is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Dealer Information

Dealer Name: _____

Dealer ID: _____

New Customer Information

Contract Number: _____

Equipment Owner: _____ Company Name: _____
(Company Contact) (First) (Last)

Phone: _____ E-mail: _____
(Required for certificate printing)

Installation Address: _____
(Please confirm the installation address from the original contract)

City: _____ State: _____ Zip Code: _____

Transfer Requirements

- ☐ I confirm that maintenance has been performed as required by the manufacturer.
- ☐ I have included supporting documentation of equipment acquisition such as property closing document or bill of sale or original owner's signature.
- ☐ I have included a \$25 Residential/\$100 Commercial Transfer Administrative Fee.
- Make check payable to **Service Net Warranty** and write **HVAC Transfer [Contract #]** in the memo field.

Printing Options

- Dealer Receipt Options:
- ☐ E-mail Certificate of Coverage to the dealer e-mail address on record.
 - ☐ Mail Certificate of Coverage to the dealer address on record.
 - ☐ Does not need new Certificate of Coverage.

- Customer Receipt Options:
- ☐ E-mail Certificate of Coverage to the e-mail address listed in customer information.
 - ☐ Mail Certificate of Coverage to the installation address.

New Equipment Owner Signature: _____ Date: _____

Original Equipment Owner Signature: _____ Date: _____
(Only required if serving as proof of new ownership)

Mail this completed form, check, and supporting documentation (if applicable) to AIG
Attention CR Admin • PO Box 1411 • Jeffersonville, IN 47130 • (t) 866-544-9928



ComfortSure™

USA Cancellation Form

Use this form to cancel an existing contract.
Form is not valid for cancellation & rewrite requests.

Cancel an Existing Contract. Contracts may be cancelled by the Customer at any time and for any reason. Customers wishing to cancel their contract must initiate the request with their dealer. Refunds are processed to the dealer within 30 days. The dealer is responsible for refunding to the customer the full refund amount provided to the dealer, as well as the full and correct refund amount owed by the dealer to the customer, if applicable. Requests will not be processed if any information is missing from this form.

Cancel an Existing Contract AND Replace with a New Contract. Contracts may be cancelled by the Dealer without Customer approval if the Existing Contract has an incorrect Term, Coverage, or Plan. Currently, our portal prohibits a serial number from being used if it already exists on an active contract; therefore, the Existing Contract must be cancelled by Us before the New Contract is entered by You. **IMPORTANT NOTE:** Once AIG cancels the Existing Contract, it can NOT be un-done. Please allow 5 -10 business days for the cancellation to process. Refunds are processed to the dealer within 30 days. The New Contract **MUST** meet standard sales guidelines at time of entry by You. The New Contract will be subject to standard wait periods based on the New Contract Purchase Date. The customer will be notified of the Existing Contract's cancellation if the New Contract is not entered within 30 days of the cancellation.

Refunds: You will be refunded according to the standard cancellation policy below. In addition, any refund you owe to the customer must also be in compliance with this policy:

- Full refunds, less any claims, will be processed for contracts that are cancelled within 30 days from the Contract Purchase Date
- Prorated refunds, less any claims, will be processed for contracts that are cancelled after 30 days from the Contract Purchase Date

Cancellation Date: Default (Date cancellation is received by AIG or postmarked via US mail.)
Items in **bold** are required.

Dealer Information

Dealer Name: _____ Dealer ID: _____
Your Name: _____ Your Title: _____

How should we communicate with you if additional information is required or if this request should be denied?

☐ E-mail _____ ☐ Fax _____ ☐ Mail _____

Customer Information

Equipment Owner: _____ Company Name: _____
(Company Contact) (First) (Last)
Phone: _____
Installation Address: _____
(Please confirm the installation address from the contract)
City: _____ State: _____ Zip Code: _____

Cancellation Details

Contract Number(s) to be Cancelled: _____

Reason for Cancellation: ☐ Customer request: _____
☐ Dealer Error. New Contract will be re-entered within 30 days of cancellation (select Reason).
☐ Wrong Term (i.e. Customer purchased a 10 year plan, but a 5 year plan was originally submitted).
☐ Wrong Coverage Type (i.e. Customer purchased parts & labor, but labor only was originally submitted).
☐ Wrong Plan (i.e. Customer purchased plan 1, but plan 2 was originally submitted).
☐ Other (explanation required): _____

Customer Signature: _____ Date: _____

Dealer Signature: _____ Date: _____

Mail, fax or email this completed form to AIG
Attention HVAC Support • PO Box 928 • Jeffersonville, IN 47130 • (t) 866-544-9928 • (f) 866-212-3750 • HVACSupport@sndirect.com

HVAC Terminology

Industry Term -> AIG Term

If there are multiple AIG terms for a particular Industry term, then the Industry term is too vague to provide an accurate AIG term match. Please provide more information in order to correctly identify the product in question. Not all products on this list can be covered by AIG, however if they are, the AIG term would be what the product description would read.

Industry Term	AIG Term
A Coil	Indoor Coil
Air Conditioner (AC)	Condensing Unit AC
Air Handler (AH)	Air Handler Air Handler Mini-Split <i>(used for Mini-Splits)</i>
Air Handler High Velocity	Unico Blower Coil <i>(Lennox Only)</i>
Aquastat	Thermostat
Backflow Preventer	Backflow Preventer
Baseboard Heating	Suspended Unit Heater
Blower Coil	Air Handler
Blower Coil including Heater	Air Handler
Boiler	Boiler
Cased or Uncased Coil	Indoor Coil
Chilled Water Coil	Indoor Coil
Chiller	Chiller
Circulator Pump	Circulator Pump
Coil	Air Handler (Blower Coil) Indoor Coil
Commercial Pump	Circulator Pump
Complete System	Split System
Compressor	Compressor
Condensate Pump	Condensate Pump
Condenser	Condensing Unit AC Cond Unit AC Mini-Split Condensing Unit HP Cond Unit HP Mini-Split Condensing Unit Refrigeration
Condensing Unit	Condensing Unit AC Cond Unit AC Mini-Split Condensing Unit HP Cond Unit HP Mini-Split Condensing Unit Refrigeration
Condensing Unit AC	Condensing Unit AC Cond Unit AC Mini-Split
Condensing Unit HP	Condensing Unit HP Cond Unit HP Mini-Split
Condensing Unit Refrigeration	Condensing Unit Refrigeration
Control Board	Control Panel
Control Panel	Control Panel
Control Product	Control Panel
Cooler Evaporator	Refrigeration Evaporator
Damper	Damper
Damper System	Zone Damper System
Dehumidification System/Package	Dehumidification System/Package
Dehumidifier	Dehumidifier
Desiccant Wheel	Energy Recovery Wheel
Desuper Heater	Desuper Heater
Draft Regulator	Draft Regulator
Dual Fuel iHybrid	Packaged HP/Dual Fuel
Dual Fuel Kit	Dual Fuel Kit
Ductless System	Mini-Split System
DX Coil	Indoor Coil
Economizer	Economizer
Electronic Air Cleaner	Filtration Product
Energy Recovery	Energy Recovery
Energy Recovery Ventilator (ERV)	Energy Recovery Ventilator
Energy Recovery Wheel	Energy Recovery Wheel
Evaporator	Air Handler <i>(Residential)</i> Indoor Coil Refrigeration Evaporator
Evaporator Coil	Indoor Coil
Exhaust Fan	Exhaust Fan
Expansion Tank	Expansion Tank
Evaporative Cooler	Evaporative Cooler <=\$600
Fan	Exhaust Fan Internal Fan Refrigeration Evaporator
Fan Coil	Air Handler
Fan Handler	Air Handler
Filtration Product	Filtration Product
Fireplace	Fireplace
Flow Control	Fractional Flow Control
Flow Control Center	Fractional Flow Control
Fractional Flow Control	Fractional Flow Control
Freq Drive	Variable Frequency Drive
Freezer Evaporator	Refrigeration Evaporator
Fuel Pump	Fuel Pump
Furnace	Furnace
Furnace Electric	Air Handler
Gas Fireplace	Fireplace
Gas Logs	Fireplace
Gas Pack	Packaged AC/GE

Industry Term	AIG Term
Generator	Generator
Geothermal Heat Pump	Geothermal Heat Pump
Geothermal HP System/Package	Geothermal HP System/Package
Heat Exchanger	Heat Exchanger
Heat Pump (HP)	Condensing Unit HP
Heat Pump with Fuel Master	Condensing Unit HP
Heat Recovery	Energy Recovery
Heat Recovery Ventilator (HRV)	Energy Recovery Ventilator
Heat Strips	Heat Strips
Heater	Heater
Hot Water Coil	Indoor Coil
Hot Water Generator	Desuper Heater
Humidifier	Humidifier
Humidistat	Humidistat
Indoor Air Quality Accessory	Filtration Product
Indoor Coil	Indoor Coil
Indoor Unit	Air Handler Furnace
Internal Fan	Internal Fan
IQ Drive	Variable Frequency Drive
Low Ambient Kit	Low Ambient Kit
Low Water Cutoff	Low Water Cutoff
Make-Up Air Unit (MUA)	Make-Up Air Unit
Mini-Split AC	Mini-Split AC
Mini-Split HP	Mini-Split HP
Mini-Split System	Mini-Split System
Mixing Valve	Mixing Valve (less motor)
Non-ducted Heating System	Suspended Unit Heater
Outdoor Unit	Condensing Unit AC Condensing Unit HP Condensing Unit Refrigeration
Package Unit	Package Unit
Packaged AC	Packaged AC
Packaged AC/GE	Packaged AC/GE
Packaged HP	Packaged HP
Packaged HP/Dual Fuel	Packaged HP/Dual Fuel
Packaged Terminal AC Unit (PTAC)	Packaged Terminal AC
Pass Through Air Conditioner	Packaged Terminal AC
Power Exhaust	Exhaust Fan
Pressure Reducing Valve	Pressure Reducing Valve
Programmable Thermostat	Thermostat
PV Panel	Solar Panel
Refrigeration Compressor	Refrigeration Compressor
Refrigeration Condenser	Condensing Unit Refrigeration
Refrigeration Evaporator	Refrigeration Evaporator
Refrigeration System	Refrigeration System
Refrigerator T-stat	Thermostat
Resistance Heat	Heat Strips
Return Fan	Internal Fan
Rooftop Unit (RTU)	Package Unit
Slave Stat	Thermostat
Smoke Detector	Smoke Detector
Solar Heat	Solar Heat
Solar Panel	Solar Panel
Space Heater	Suspended Unit Heater
Spirovent	Spirovent
Split System	Split System
Split System AC	Split System AC
Split System Dual Fuel	Split System Dual Fuel
Split System GE	Split System GE
Split System HP	Split System HP
Storage Tank	Expansion Tank
Strip Heat	Heat Strips
Supply Fan	Internal Fan
Suspended Unit Heater	Suspended Unit Heater
Thermidistat	Thermidistat
Thermostat	Thermostat
Through the Wall Unit	Packaged Terminal AC
Unico Blower Coil	Air Handler
Unit Heater	Suspended Unit Heater
UV Air Purifier	Filtration Product
UV Light	UV Light
Variable Frequency Drive (VFD)	Variable Frequency Drive
Wall-Mounted System	Packaged Terminal AC
Water Heater	Water Heater
Water Source Heat Pump	Geothermal Heat Pump
Zone	Air Handler <i>(Mini-Split)</i> Damper <i>(Zone System)</i>
Zone System	Zone Damper System
Zone Valve	Zone Valve
Zone Damper System	Zone Damper System

The term "Refrigeration" may sometimes be abbreviated as "Refr," pronounced "Reefer".