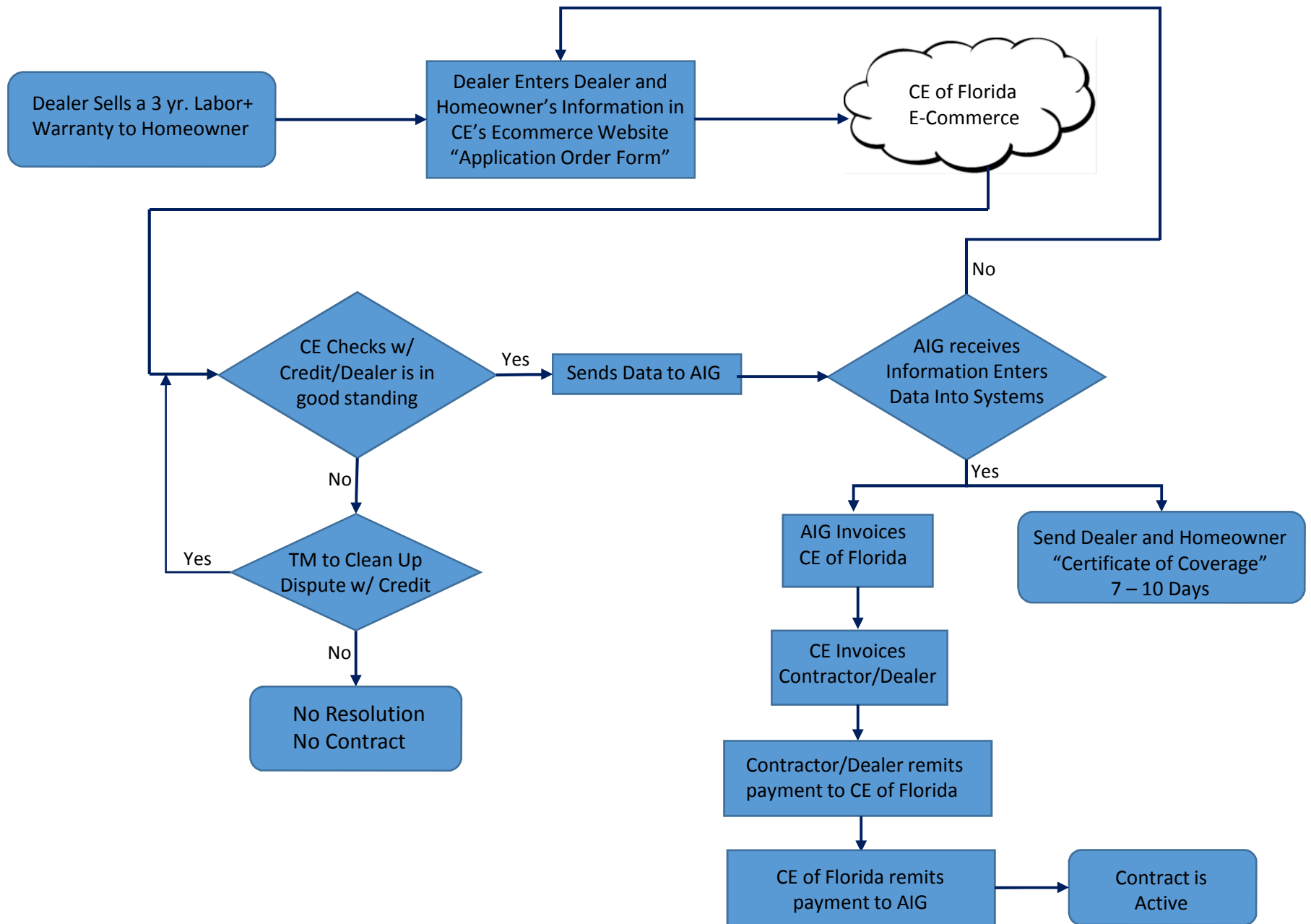


CE of Florida

Clouds for

AIG

3 Year Labor Plus Program



Contractor Set Up

- Existing Carrier/AIG Customer

- No Set Up Required

- New CE of Florida/AIG Customer

- ☐ Contractor/Dealer must have a Federal Tax Identification Number (FEIN) – www.irs.gov

- ☐ Florida State 2-52 License

- <http://www.myfloridacfo.com/division/agents/licensure/general/docs/2-52.htm>

- ☐ Certificate of Insurance

- Workers Compensation and General Liability Insurance of \$500,000
- Dispatch Service Network, Workers Compensation and General Liability Insurance of \$1,500,000

- ☐ W-9 completed

- ☐ USA Dealer Enrollment Form completed

Frequently Asked Questions

- Residential and Commercial?
 - Residential Only (Carrier, Bryant, and Payne)
- Where does the Contractor/Dealer purchase?
 - <http://fl.carrierenterprise.com>
- How many Labor+ Programs do you have?
 - Two (2)
 - \$100 Labor, \$85 Trip Charge, \$35 Parts Allowance
 - \$125 Labor, \$95 Trip Charge, \$35 Parts Allowance
- When does the warranty start and when does it end?
 - 31st date from installation through 1064th day
 - Based on Installation Date of Equipment
- How long after the sell do I have to submit for purchase
 - 3 months from date of sale

Frequently Asked Questions Continued...

- Do the two warranty programs include thermostat
 - Yes
- Can other accessories be added?
 - Yes, the Purchased Warranty Must Have “+ ACCESSORIES” in the description
 - Model and Serial Numbers are Required
 - UV lights (excluding Bulbs), Filtration Products (excluding filter media), Humidifiers (excluding replacement pads), Energy Recovery Ventilators, and Fresh Air Dampers
- Can the warranty be purchase after 31 days?
 - Yes, example: Date of Installation January 1, 2016
Customer Purchases Warranty January 1, 2017
Customer has 2 years left/warranty till December 31, 2019
Note: there is a 90 day wait period for claims or losses that
- Can warranty be extended after 3 years?
 - Yes, but the program is still pending from AIG

Frequently Asked Questions Continued...

- Is the warranty transferable?
 - Yes, \$25 transfer fee and the original owners fills out the transfer request form and submits it directly to AIG.
- Is Annual maintenance Required?
 - Yes, by a authorized service technician
 - Contract does not cover normal periodic or preventive maintenance
- Warranty Claims Department Phone Number?
 - 866-538-8922
- Can a Dealer Fire a Customer and Visa-Versa?
 - Yes

Warranty Payout Schedule

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 |
|--------|--------|--------|--------|
| \$40 | \$65 | \$85 | \$95 |
| \$35 | \$35 | \$35 | \$35 |

| 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, condenser fan blade, 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. | \$79 | \$96 | \$113 | \$141 |
| B | Replacement of electrical or mechanical components such as blower motor, blower wheel, condenser fan 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. Tankless Water Heater: gas control assembly kit. Boiler: repairs to items in piping system i.e. burner, gas valve, circulator and gaskets, motor replacements. | \$123 | \$149 | \$175 | \$219 |
| C | Replacement of electrical or mechanical components such as shaft and bearings, gas burners, blower motor assembly, variable speed blower motor, variable speed module. Water Heater: (tank) all models and types up to 50 gallons. | \$158 | \$192 | \$225 | \$282 |
| 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 | \$298 | \$350 | \$438 |
| 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 | \$468 | \$550 | \$688 |

Claim Repair Codes



Repair Code by Part

| | | |
|---|---|---|
| ACCUMULATOR Covered E Replace Accumulator or Muffler | DRYER Covered D Replace Filter Dryer (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 C Replace Variable Speed Blower Motor and Wheel C Replace Variable Speed Blower Motor C 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 C 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 30/50 Amp Disconnect | EVAPORATOR (Coil Leak) Covered E Replace Evaporator Coil D Single Leak Repair Not Covered Cleaning | OIL FURNACE Covered C Refill 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 (Refabrication) Covered D Replace H/Lo Pressure Switch C Replace Threaded H/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 Switch/Disk/Therm/Thermistor/Relay | REVERSING VALVE Covered A Replace Electrical Coil E Replace Reversing Valve F 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 Anticibrator Calibrate Thermostat Replace Thermostat Wire (one man, up to 50 ft External Wiring) |
| COMPRESSION 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 | FLUE Not Covered Clean Obstruction Replace Flue Cap or Flue | 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 | 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 | WATER LEAK Covered A Replace Condensate Pump B Replace Drain Pan Not Covered Clean/Blow-Out Drain Replace Auxiliary Drain Float Switch Replace Auxiliary Drain Pan Replace Condensate Drain |
| CONDENSER FAN Covered A Replace Condenser Fan Blade B Replace Condenser Fan Blade and Motor B Replace Condenser Motor | HEAT EXCHANGER Covered F Replace Heat Exchanger Not Covered Clean Heat Exchanger Simple Carbon Monoxide Test | 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 | 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 | MISCELLANEOUS (*Equipment must be listed on contract) Covered B *Repair Gas Leak Inside Unit Only (factory fittings only) A *Replace Low Ambient RD/Traffic Stat Not Covered Minor Repair Tape or Re-Attach Ductwork Overnight Shipping Fee |
| DRAFT 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 | IGNITION Covered A Replace Hot Surface Igniter/Flame Sensor A Replace Standline Pilot Assembly A Replace Thermocouple | |
| | INDUCER Covered A Replace Motor A Replace Motor Assembly and Wheel A Replace Pressure Switch A Replace Salt Switch A Replace Wheel Not Covered Clean and Adjust Inducer | |
| | LEAK SEARCH Covered (included in repair cost of C, D, E, F) | |



for Carrier Enterprise

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

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 one part allowance.
Only one part allowance is paid per claim.

| Repair Code | Type of Labor Repair | Plan 1 | Plan 2 |
|-------------|---|-------------------|----------------|
| | | Trip/Service Call | Part Allowance |
| A | Replacement of electrical or mechanical components such as all circuit boards, all relays, water relief valve, thermocouple, thermostat, condenser fan blade, 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 (gal), manifold assembly-b (nat. g.), thermistor, electrode kit, flame rod kit. Boiler: flame sensor, aquastat, igniter, flue damper, low water cut-off, safety / pressure / mixing valve. | \$79 | \$96 |
| B | Replacement of electrical or mechanical components such as blower motor, blower wheel, condenser fan 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. Tankless Water Heater: gas control assembly kit. Boiler: repairs to items in piping system i.e. burners, gas valve, circulator and gaskets, motor replacements. | \$123 | \$149 |
| C | Replacement of electrical or mechanical components such as shaft and bearings, gas burners, blower motor assembly, variable speed blower motor, variable speed module. Water Heater: (tank) all models and types up to 50 gallons. | \$158 | \$192 |
| 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 | \$298 |
| 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 | \$468 |

Not applicable for Parts Only → 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 _____ %

Total Due \$ _____

Submit your claim online 24/7 by visiting <https://www.ClimateShieldComplete.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.
Attention HVAC Claims • 650 Missouri Ave • Jeffersonville, IN 47130 • (t) 866-538-8922 • (f) 866-244-0156 • HVACClaims@sndirect.com

Ways to submit your Claim:

- 1) Submit your claim online 24/7 by visiting www.ClimateShieldComplete.com

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

- 2) Alternative Submission Options:

Mail – or – Fax – or – eMail

- a) this completed form
- b) customer work order w/ customer signature, and if applicable
- c) receipt for parts to AIG.

a) Attention HVAC Claims
650 Missouri Ave
Jeffersonville, IN 47130

or

b) Fax to: 866-244-0156

or

c) eMail to: HVACClaims@sndirect.com

Carrier Enterprise Florida

Extended Warranties

 In partnership with

AIG

Register a Warranty

REGISTER

Submit a Claim

CLAIM

Dealer Enrollment Form

ENROLL

FAQ's & Guides

Nulla facilisi. Duis aliquet egestas purus in blandit. Curabitur vulputate, ligula lacinia scelerisque tempor, lacus lacus ornare ante, ac egestas est urna sit amet arcu.

Button



Carrier Enterprise of Florida CE Solutions Group Line Card

NECW - Only



Carrier Water Source Heat Pumps
Water to Air and Water to Water
1/2 - 30 Tons
13 EER up to 37 EER



Carrier Geothermal Heat Pumps
Package Products and Split Systems
Water to Air and Water to Water
up to 37 EER
Full Line of Accessories
Pump-Up / Re-injection Systems



GE Heat Pump Water Heaters
Up to 3.39 Energy Factor
50 and 80 Gallons and Accessories



ETAC/PTAC thru the wall ACs & HPs
Full Line of Accessories



Generators
Portables thru 150 kW
Full Line of Accessories



Carrier Energy Control Ventilators
Carrier Fresh Air Ventilation Damper System
eControls Fresh Air Damper System
Full Line of Controls and Accessories



Wi-Fi Thermostats
Home Connectivity Products
Carrier and Bryant

Disclaimer: Pricing is subject to change with 30 days notice and not all products will be stocked at all locations. Call 1-888-827-3352 Option 2, then select your market to confirm local store availability or to place an order. Product data & system ratings represented above are deemed reliable, however, verification by the contractor is strongly recommended.

Craig Kersten
Regional Product Specialist and
New Business Development

3250 Park Central Blvd.
Pompano Beach, FL 33064

954.247.2003 office
954.734.3196 mobile
754.242.9790 efax
craig.kersten@carrierenterprise.com



Carrier Enterprise of Florida CE Solutions Group Line Card

SOUTH - Only



Carrier Water Source Heat Pumps
Water to Air and Water to Water
1/2 - 30 Tons
13 EER up to 37 EER



Carrier Geothermal Heat Pumps
Package Products and Split Systems
Water to Air and Water to Water
up to 37 EER
Full Line of Accessories
Pump-Up / Re-injection Systems



GE Heat Pump Water Heaters
Up to 3.39 Energy Factor
50 and 80 Gallons and Accessories



ETAC/PTAC thru the wall ACs & HPs
Full Line of Accessories



Generators
Portables thru 150 kW
Full Line of Accessories



Carrier Energy Control Ventilators
Carrier Fresh Air Ventilation Damper System
eControls Fresh Air Damper System
Full Line of Controls and Accessories



Wi-Fi Thermostats
Home Connectivity Products
Carrier and Bryant

Craig Kersten
Regional Product Specialist and
New Business Development

3250 Park Central Blvd. North
Pompano Beach, FL 33064

954.247.2003 office
954.734.3196 mobile
754.242.9790 efax
craig.kersten@carrierenterprise.com



Disclaimer: Pricing is subject to change with 30 days notice and not all products will be stocked at all locations. Call 1-888-827-3352 Option 2, then select your market to confirm local store availability or to place an order. Product data & system ratings represented above are deemed reliable, however, verification by the contractor is strongly recommended.