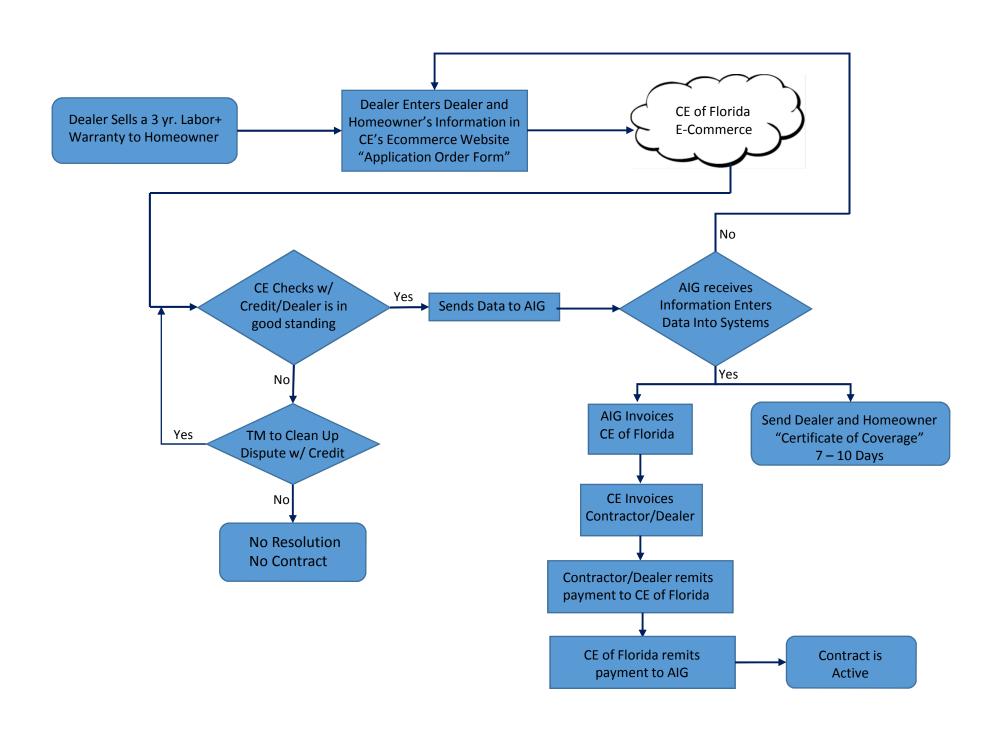
CE of Florida Clouds for AIG

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				4	4
Multiple repair of	odes: Pays single highest repair cost at 100%, second repair at 75%, and any additional repairs at 50%.	Plan 1	Plan 2	Plan 3	Plan 4
Companion rep	airs (part of the same failure): Pays one labor charge and one part allowance. Trip/Service Ca	II \$40	\$65	\$85	\$95
Only one part a	lowance is paid per claim. Part Allowance	e \$35	\$35	\$35	\$35
Repair Code	Type of Labor Repair		Labor Re	pair 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
В	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.		\$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 Read ir Code by Part ACCUMULATOR LOW VOLTAGE Covered E Replace Accumulator or Muffler Covered D. Replace Filter Drier (no parts, process fee only) Covered A Replace Fuse (Internal only) Replace Transformer BLOWER MOTOR & WHEEL ELECTRONIC AIR CLEANER Not Covered Replace Blower Motor Replace Air Pressure Switch Replace Blower Motor and Wheel Replace Blower Wheel Replace Cells Replace Cell Handle METERING DEVICE Replace Variable Speed Blow Motor and Wheel Replace Variable Speed Blower Motor Replace Variable Speed Module Replace Access Valve Replace Schrader Replace Service Valve Recovery Replace Current Sensing Relay Replace Ionizing Wire Replace Power Pack Copacitors are included if changed w Not Covered Clean Cells and Pre Filters Replace TXV Not Covered Clean Piston Blockage Adjust Slower Wheel Pull and Clean Blower Whee Schrader Caps ELECTRIC HEAT Covered Covered E Replace Blast Tubes Heater Package Replace Fusible Link Covered C Replace Indoor or Outdoor Mini-Solit Unit Replace Circulators Replace Diffuser Cone Replace High Limit OIL FURNACE Replace Expansion Tanks EVAPORATOR (Coil Leuk) Replace Firebox Replace Multiple Zone Control Reline Oil Burner Replace Auto Shut-Off Valve Covered E Replace Evaporator Coil D Simole Leak Repair Replace Solenoid Valves Replace Switching Relays Replace Electrodes Replace Fuel Pump Replace Triple Agua Stats Not Covered Replace Oil Burner Assembly Replace Zone Valves (complete) Replace Oil Burner Motor Replace Oil Ignition Transformer Replace Zone Valves (power head) Replace Oil Pump Coupling Anti-Scald Valves for HW from Tankless Coll Covered (if the cause of repair) A Replace Fan Belt Replace Primary with Accustat Feed Water Regulators Not Covered Replace Stack Control Replace Stack Switch Covered Flow Checks BREAKERS FAN & LIMITS Covered A Replace Circuit Breaker (Internal only) Covered A Replace Door Switch Replace Fuel Filter Cartridge Replace Fuel Oil Filter Assembly Replace Low Voltage Fuse (internal only) Replace Fan Center Control Replace Oil Nozzle Replace Fan Umit Replace Fan Relay/Time Delay Replace High Voltage Fuse (internal only) PRESSURE SWITCH IRrefrig Reset & Test/Tighten D Replace Hi/Lo Pressure Switch Replace 30/60 Amp Di Replace Threaded Hi/Lo Pressure Switch with Shradi Not Covered REVERSING VALVE Covered C Replace Bur Replace Electrical Coll FILLE Not Covered Pull and Clean Burner Not Covered Replace Reversing Valve Clean Obstruction Replace Flue Cap or Elbov Replace Both at the Same Tir CAPACITOR [Only Repair] THERMOSTAT A Replace Dual Capacitor GAS VALVE Deluxe Programmable Heat Pump Thermostat Replace Single Capacitos Covered Replace Single Stage Gas Valve Deluxe Programmable Thermo CIRCUIT BOARD . Replace Two Stage Gas Valve Heat Pump Thermostat Programmable Heat Pump Thermostat Programmable Thermostat Conversion Kit Standing Pilot to Spark Ignition Thermostat COMPRESSOR Replace Gas Shut Off/Union/Gas Flex Adjust Heat Anticipator Covered A Repair Terminal HEAT EXCHANGER Calibrate Thermostat Replace Thermostat Wire Ione man, up to 50 ft) External Wirin Replace Compressor Covered Replace Crankcase Heater (if factory supplied) E Replace Heat Exchanger Not Covered Clean Heat Exchanger Simple Carbon Monoxi Replace Start Assist Assembly Covered A Replace Circuit Board/Ballast Not Covered Add Sound Blanket Replace Sound Blanke CONDENSER COIL Covered Replace Current Sensing Relay WATER LEAD Leak Repair Replace Humidistat Replace Orifice Covered A Replace Condensate Pump Replace Conde Replace Saddle Valve Replace Drain Pan Clean Condenser Coll Replace Solenoid Valve Not Covered Clean/Blow-Out Drain Replace Humidifier Pad Replace Auxiliary Drain Float Switch Replace Auxiliary Drain Pan CONDENSER FAN Replace Condenser Fan Blade Replace Condenser Fan Blade and Motor Covered A Replace Low Voltage Fuse Replace Standing Pilot Assembly Replace Thermocouple Replace Condenser Motor CONTACTOR Covered Minor Renair Locate Short Replace Contactor Replace Two Speed Contactor Covered A Replace Motor Replace Thermostat Wire Replace Thermostat Wire (one man, up to 50 ft) External Wiring Replace Motor Assembly and Wheel MISCELLANEOUS (*Equipment must be listed on co DEFROST Replace Pressure Switch Covered A Replace Circuit Board/Timer Replace Sall Switch Covered B *Repair Gas Leak Inside Unit Only (factory fittings only) Replace Wheel Replace Relay Not Covered *Replace Low Ambient Kit/Freeze Stat Clean and Adjust Indu Not Covered Minor Repair Tape or Re-Attach Ductwork Replace Thermosta Replace Two Speed Circuit Boars LEAK SEARCH

Covered (included in repair cost of C. D & E)

Clean and Adjust Light Pilot Assembly

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AI	2	for Carrier	Enterprise

USA Residential Claims Form

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Ways to submit your Claim:

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.

Alternative Submission Options: 2)

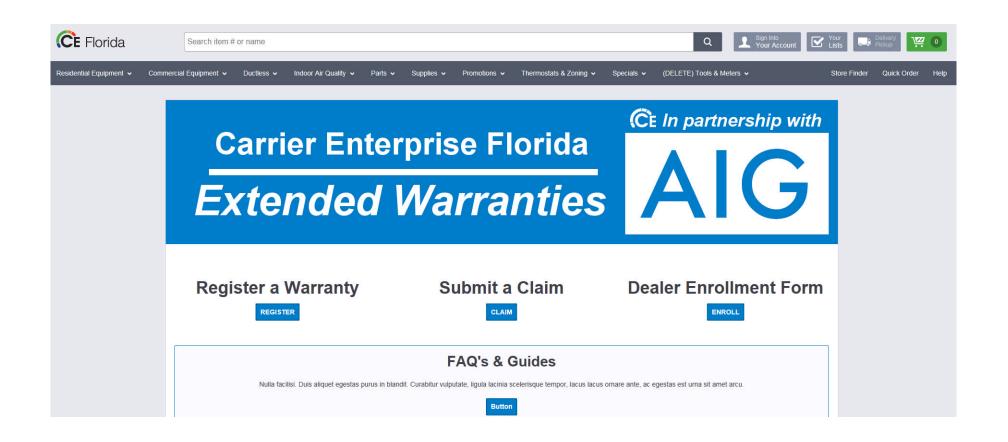
- a) this completed form
- b) customer work order w/ customer signature, and if applicable
- c) receipt for parts to AIG.
 - a) **Attention HVAC Claims** 650 Missouri Ave Jeffersonville, IN 47130

or

b) Fax to: 866-244-0156

or

eMail to: HVACClaims@sndirect.com





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NECW - Only



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



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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 S
New Business Deve

3250 Park Central Blvd. Pompano Beach, FL 33

954.247.2003 office 954.734.3196 mobile 754.242.9790 efax craig.kersten@carriere

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SOUTH - Only



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



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