

Carrier Enterprise Florida *Extended Warranties*

CE In partnership with

AIG



Register a Warranty



Submit a Claim



Enroll as a Dealer

Resources

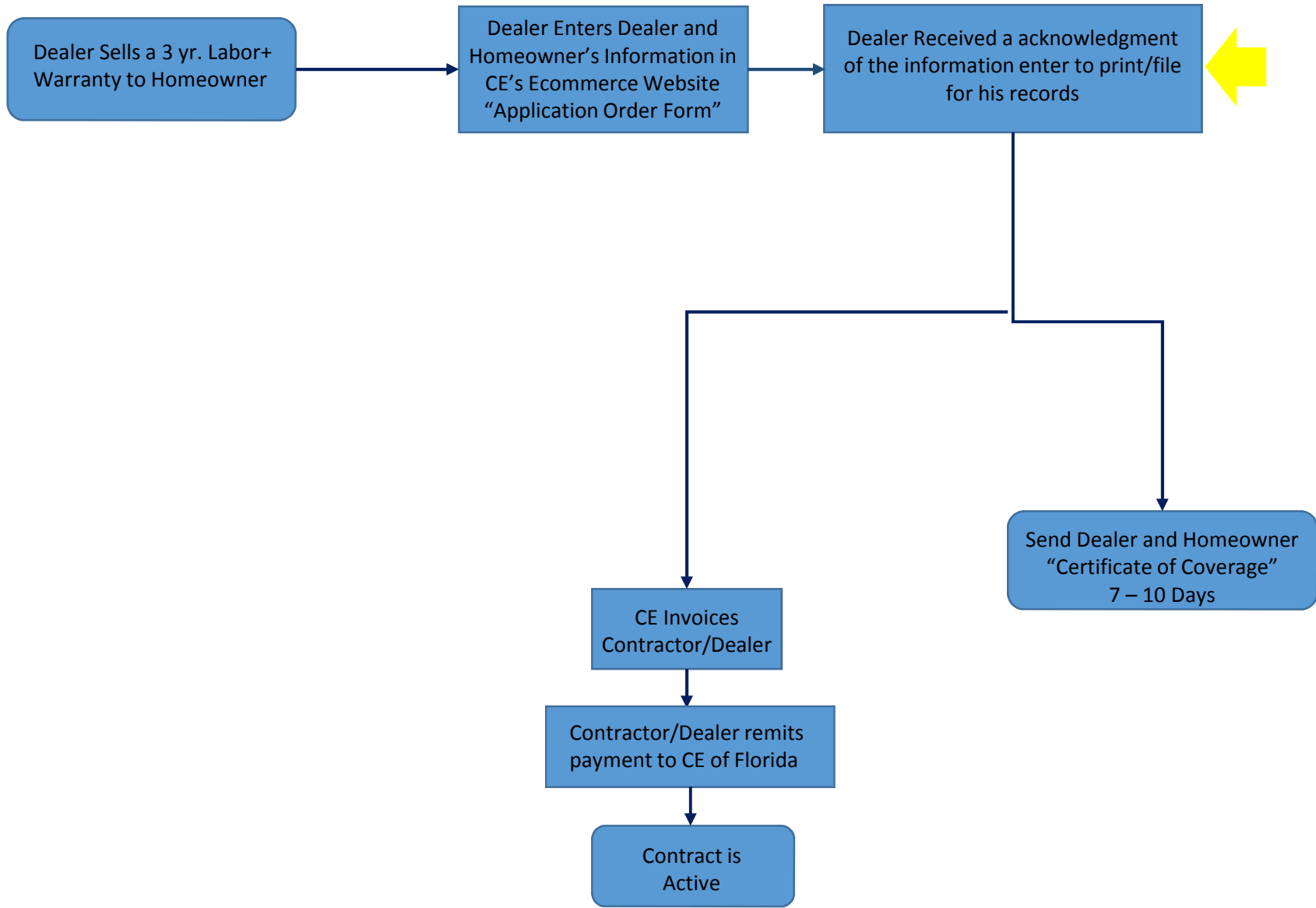
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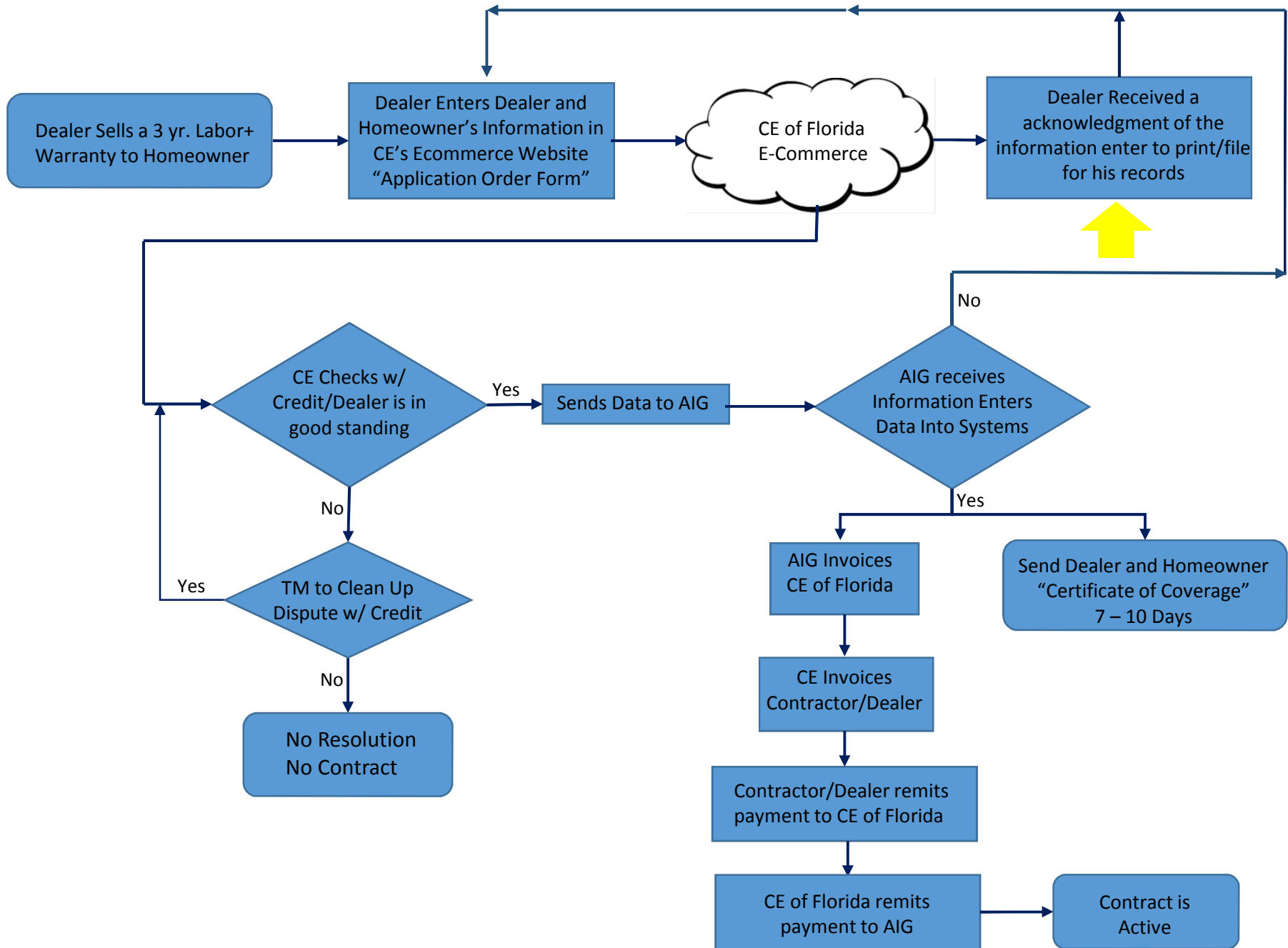
CE of Florida

Partners with

AIG

3 Year Labor Plus Program





Contractor Set Up

- Existing Carrier/AIG Customers
 - No Set Up Required
- Existing AIG Customers
 - We have to be notified; customer needs to provide them AIG ID
- 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 – fully 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 or 90 Days from date of sale to be active on 31st day

Frequently Asked Questions Continued...






- Can the warranty be purchase after 91st day?
 - 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
- Can warranty be extended after 3 years?
 - Working with AIG but program for this is still pending from AIG
- Does this warranty program 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

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
- Is the price put on the Warranty Certificate?
 - No, it say “refer to sales receipt”

Warranty Payout Schedule



Schedule								
<p>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.</p>				Plan 1	Plan 2	Plan 3	Plan 4	
				Trip/Service Call	\$40	\$65	\$85	\$95
				Part Allowance	\$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
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 shipped with a motor</i> Not Covered Adjust Blower Wheel Pull and Clean Blower Wheel
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 Stata 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
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
BURNER Covered C - Replace Burner Not Covered Pull and Clean Burner
CAPACITOR (Only Repair) Covered A - Replace Dual Capacitor A - Replace Single Capacitor
CIRCUIT BOARD Covered A - Replace Circuit Board
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
CONDENSER COIL Covered E - Leak Repair E - Replace Condenser Coil Not Covered Clean Condenser Coil Straighten Fins
CONDENSER FAN Covered A - Replace Condenser Fan Blade B - Replace Condenser Fan Blade and Motor B - Replace Condenser Motor
CONTACTOR Covered A - Replace Contactor A - Replace Two Speed Contactor
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

DRIER Covered D - Replace Filter Drier (no parts, process fee only)
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
ELECTRIC HEAT Covered B - Heater Package A - Replace Fusible Link A - Replace High Limit A - Replace Sequencer/Heat Relay
EVAPORATOR (Coil Leak) Covered E - Replace Evaporator Coil D - Single Leak Repair Not Covered Cleaning
FAN BELT Covered (if the cause of repair) A - Replace Fan Belt Not Covered Maintenance
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/Float/Visible/Invisible
FILTERS Not Covered Clean or Replace
FLUE Not Covered Clean Obstruction Replace Flue Cap or Elbow
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/Inlet/Gas Flex
HEAT EXCHANGER Covered E - Replace Heat Exchanger Not Covered Clean Heat Exchanger Shim Carbon Monoxide Test
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
IGNITION Covered A - Replace Hot Surface Igniter/Flame Sensor A - Replace Standing Pilot Assembly A - Replace Thermocouple
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 & F)

LOW VOLTAGE Covered A - Replace Fuse (Internal only) A - Replace Transformer Not Covered N/A
MITTING DEVICE Covered D - Replace Access Valve C - Replace Schrader D - Replace Service Valve Recovery D - Replace TVV Not Covered Clean Piston Blockage Schrader Caps
MINI-SPLIT Covered C - Replace Indoor or Outdoor Mini-Split Unit
OIL BURNAGE 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
PRESSURE SWITCH (Refrigeration) Covered D - Replace Hi/Lo Pressure Switch C - Replace Threaded Hi/Lo Pressure Switch with Schrader
REVERSING VALVE Covered A - Replace Electrical Coil E - Replace Reversing Valve F - Replace Both at the Same Time
THERMOSTAT Covered A - Delete Programmable Heat Pump Thermostat A - Delete Programmable Thermostat A - Heat Pump Thermostat A - Programmable Heat Pump Thermostat A - Programmable Thermostat A - Thermostat Not Covered Adjust Heat Anticibator Calibrate Thermostat Replace Thermostat Wire (one man, up to 50 ft) External Wiring
ULTRAVIOLET Covered A - Replace Circuit Board/Ballast Not Covered Replace Bulb
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
WIRING Covered E - Replace Low Voltage Fuse Not Covered Minor Repair Locate Short Replace Thermostat Wire Replace Thermostat Wire (one man, up to 50 ft) External Wiring
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

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

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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	
		Plan 1	Plan 2
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-e (l/g), manifold assembly-e (n/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. burner, 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

CE - Ecommerce Website: fl.carrierenterprise.com

CE Florida

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Extended Warranties



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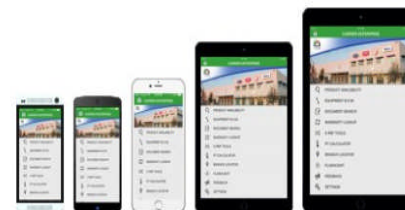
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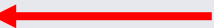
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If you have any questions, you may contact AIG directly at (866)-538-8922

All submissions are batch sent every Friday to AIG.