

CE - AIG Warranty Program FAQs

Q. If the dealer is currently enrolled in the Climate Shield Program, do they need to re-enroll for the Distributor based program?

A. No additional enrollment is needed, if a dealer is currently enrolled in Climate Shield.

Q. How will the dealer be invoiced for their warranty purchases?

A. Carrier Enterprise will invoice the dealer upon completion of the registration process.

Q. Does this program cover equipment in any type of application?

A. No, this program is only for residential ducted and ductless equipment. Commercial coverage options can be requested by going direct to AIG for pricing options.

Q. What type of equipment can be covered under these policies?

A. In addition to the coverage of Bryant / Carrier / Payne indoor and outdoor units, these policies can cover ADP Coils and 3rd party IAQ accessories / controls (i.e. Aprilaire / Honeywell).

Q. Is geothermal equipment covered under these policies?

A. Geothermal is not covered under this program.

Q. What ancillary items are covered as a result of primary equipment coverage?

A. Items such as Heat Strips with an Air Handler, Burner with an Oil furnace and Standard Control with a Ductless System are all covered as part of the coverage purchased on the primary equipment.

Q. How many accessories are covered on a system policy?

A. All of our coverage options will cover the thermostat as part of the option, however if an IAQ product or additional accessory is to be covered, our "system plus accessory" options would have to be purchased. Any more than one (1) accessory would need to have stand-alone accessory coverage purchased.

Q. Does the equipment need to be registered for the 6th-10th year parts warranty by the OEM?

A. Yes, equipment registration will not happen automatically as it did under the Climate Shield Direct program.

Q. Is there a waiting period after warranty initiation, before the dealer can file a claim?

A. Our plans carry a 31st or 2nd year start. If sold within the first year on a 31st day start policy, the wait period is 30 days from the date we receive the order. If sold within the first 11 months on a 2nd year start policy, the policy begins on the 366th day. If either policy is sold beyond one year from installation, the wait period is 90 days from the date we receive the order.

Q. Where do I go to file a claim?

A. Labor and part allowance claims can be filed with AIG by visiting www.climateshieldcomplete.com and any in-warranty part claims are filed separately with the OEM.