

Climate Shield Complete



Announcing Point of Registration
Select & ADVANTAGE

A **New** Point-of-Registration **Approach**



A fully integrated
solution to
systematically apply
warranty coverage

- Committed partnership
- Integrated within product registration site (POR)
- Ease-of-use, just a few clicks
- Customer and product information auto-populates
- Discounted pricing





Point-of-Registration TWO NEW WAYS TO PURCHASE

Option 1:
Select

Apply coverage to individual registrations by selecting the CTA at the end of product registration – just a few clicks

Option 2:
ADVANTAGE

Apply coverage to all registrations by pre-selecting term and reimbursement – Eliminates all order processing

A woman with blonde hair is sitting on a dark grey couch, smiling and looking towards the camera. She is wearing a light-colored, short-sleeved top. A laptop is open on her lap. The background is a bright, out-of-focus interior space with a window and some furniture.

Point-of-Registration Benefits

- Cleaner, more efficient process
 - Increased awareness/education
 - Better consumer experiences
 - Closing Tool – Plan for Differentiation
 - Formalized retention strategy – renewals
-

Option1: Select

Step 1

After registering new equipment, click "See Your Free Quote"

PRODUCT REGISTRATION



Today's date: Jul 20, 2017

CONFIRMATION

GOPI SOMARAJU,

Thank you for your recent heating and cooling purchase. Your candid feedback is important to us. Please click on "Rate Your Experience" below. We hope you will share with us – and the world via our Web site – your Carrier HVAC experience.

Please note that you will have 30 days to rate your installing contractor from the link below.

Your registration confirmation number is **Z000213149201C**

Rate your experience

Equipment Owner

GOPI SOMARAJU
301 PLAINFIELD RD
SYRACUSE, NY 13212
US
3154327046
venkatagopi.somaraju@carrier.utc.com

Dealer Information

Nicotra Heating
PO Box 372
3154376867
Syracuse NY
13206
US
3154376867

Equipment Location

301 PLAINFIELD RD
SYRACUSE, NY 13212
US
3154327046
venkatagopi.somaraju@carrier.utc.com

Type of purchase

Original homeowner: New construction

Application Type

Residential Single Family

Installed products

Model	Serial	InstallationDate
PG92SBS480608	0114A44113	7/19/2017

If your new system ever needs a repair, ask your servicing dealer to only use Factory Authorized Parts™

Designed for Easy Install & Service, Engineered for Quality

Factory Authorized Parts™ have been designed and built specifically for Carrier®, Bryant® or Payne® equipment. These parts are the perfect fit, restoring equipment to its original performance.

- U.L. & C.S.A. qualified
- Preserves the original manufacturer's warranty
- Preserves the original efficiency of the system
- Meets rigorous factory run life design specifications

SAVE WITH A LABOR PROTECTION PLAN



Your limited parts warranty does not cover labor. We recommend a Labor Protection Plan.

[See Your Free Quote](#)

Option 1: Select

▶ **Step 2**

A
 , login
using your Carrier
Dealer Number
(AIG Dealer ID).

AIG 1-800-000-0000

Carrier turn to the experts

Labor Rates Can Be Costly

Partnered with AIG to offer a plan for labor protection.

Take advantage of this offer!

VIEW OFFER

DEALER LOGIN

CARRIER AND AIG

Please Enter Dealer Information

Carrier Dealer Number

Zip Code

LOGIN

Can't find your Carrier Dealer Number?
Please call xxx-xxx-xxxx

Why Buy

About

Over time, your HVAC equipment may have unexpected failures and require repairs. The equipment's manufacturer's parts warranty does not include reimbursement for labor, which can be costly. Climate Shield Labor Plans¹ are administered and underwritten by AIG, a leading provider in the extended service plans industry. Carrier has partnered with AIG to offer these plans and provide you with a full-service, world-class solution for your long-term HVAC needs.

¹Limitations and exclusions apply. See [terms and conditions](#). Service contract provided by provided by Service Net Warranty, an AIG company. If service contract is paid monthly it will be subject to a 30 day wait period. 1 and 3 year plans are subject to a 90 day wait period. If installing dealer is not available, we will locate nearest partner to handle service needs.

Frequently Asked Questions

[Contact Us](#)

[Legal Notice](#)

[Privacy](#)

[Terms](#)

Option1: Select

Step 3

The appropriate SKU will auto-populate based on the serial number. In just a few clicks, choose the term and tier of the labor warranty.

Choose a Term and Plan:

Select A Plan

Choose a term and payment preference to protect your Carrier - Furnace.
Offer is only valid for 15 days from today by calling 888-874-1450.

View Pricing For: ☐ Plan 1 ☐ Plan 2 ☐ Plan 3 ☒ Plan 4
[View plan reimbursement options](#)

1 Year - Full Pay	3 Year - Full Pay	5 Year - Full Pay	10 Year - Full Pay
\$29.66	Best Value \$97.15 Save Up to 30%	\$138.41	\$289.67

(plus applicable sales tax)

CONTINUE

Can View Plan Options Prior to Selecting:

Tier Selection

Tier	Trip Fee	Hourly Labor Rate	Parts Allowance
Plan 1	\$40	\$70	\$35
Plan 2	\$65	\$85	\$35
Plan 3	\$85	\$100	\$35
Plan 4	\$95	\$125	\$35

[View Claim Reimbursement Schedule](#)

Option1: Select

Step 4

Customer and product information auto-populates from the product registration. Confirm the information and you are done!



1-800-000-0000

1

Select

2

Confirm

3

Billing

STEP 2: Please Review Your Plan Details

[1 Year] Service Plan covers [Product 1] and [Product 2]

Plan Price: \$XXX.XX[one time payment/x3 payments] (plus applicable sales tax)

Product Information

1 Product Description: Product Code Purchased Date: mm/dd/yyyy
Model Number: XXXXXXXXXX Serial Number: XXXXXXXXXX

2 Product Description: Product Code Purchased Date: mm/dd/yyyy
Model Number: XXXXXXXXXX Serial Number: XXXXXXXXXX

+ Add optional installed products

Primary Installation Address

First Name Last Name

Street Address

City, State Zip

800-000-0000

☐ Confirm Consumer Information

[Edit](#)

Email Address

Option 2: Introducing **ADVANTAGE**



- Easy enrollment
- Pre-selected coverage options
- Deeply discounted pricing
- Zero administrative work
- Administrative expenses eliminated
- Automatic billing options



ADVANTAGE

One-Time Setup

Dealer Name: Sample Name
Dealer ID: 0123456
[Logout](#)

AIG

1-800-000-0000

Getting started is
easy with a one-
time setup
process.

Climate Shield Advantage Dashboard

Your Preferences - Step 1 of 2

Changes in selections do not take effect until, at a minimum, the first of the following month.

New Program Details

Term Selection (3 Years - Save Up to 25%): 


Select Term ▼

Plan Selection: 

Select Plan ▼

Coverage:

Labor

Installations Beginning On: 

mm/dd/yyyy 

Installations Ending On: 

Until Further Notice [Edit](#)

Billing Address

Street Address

City, State Zip

800-000-0000

[Edit](#)

☐ Please enroll me in weekly auto-pay

By checking this box you authorize us to automatically bill your card on file at the first of each week

Program Agreement

☐ I have read and agree to the [terms and conditions](#) of the extended warranty plan

NEXT

[Sales Tools](#)

[Advantage Preferences](#)

[Contact](#)

Frequently Asked Questions

Point of Registration

Q. What is covered on all of your policies?

A. Mechanical and electrical failures contained within the equipment, including compressors and heat exchangers are covered by the extended warranty. Coverage includes labor for covered repairs. Parts are covered under the OEM Parts Warranty.

Q. How long does it take for my customer to receive their certificate of coverage?

A. Depending on the method they choose during the purchase process, they will receive their official contract with detailed Terms & Conditions in approximately 7-10 business days for mailed option or 2-3 business days for the emailed option.

Q. Can the agreement be transferred in the case of a homeowner selling their home?

A. Yes, all of our agreements may be transferred by submitting a written request within 90 days of the property closing date, free of charge. See terms and conditions for specific details.

Q. When will the coverage begin?

A. Dealer purchased coverage will begin after a 30 day wait period. If the labor plan is purchased by the customer direct from AIG, the 1 year and monthly terms have a 30 day wait period, while the 3 year terms have a 90 day wait period.

Q. If my customer purchases a labor plan while registering their equipment and I am called to perform service, what labor reimbursement will I receive as payment?

A. Under our customer point of registration offerings, we have built all options based upon our \$125 labor flat rate reimbursement schedule. This payout structure also includes a \$95 trip/diagnostic fee and a \$35 part allowance.

Frequently Asked Questions

ADVANTAGE

Q. How long must I stay enrolled in the ADVANTAGE Program?

A. To receive the significant discounts in our ADVANTAGE Program, we do require a minimum of 30 days of participation.

Q. Am I able to change the date parameters originally set before the end of the campaign?

A. You will be able to extend your ADVANTAGE selection coverage expiration date during the selection campaign and can add new subsequent selections.

Q. How do I upgrade options for any customers that want longer coverage than what was made in my ADVANTAGE enrollment selection?

A. You can visit your Dealer Dashboard, locate the policy in question and request cancellation. The longer term options will be available for one-off purchases at www.climateshieldcomplete.com.

Q. Are Advantage plans renewable? If yes, how?

A. Shorter term ADVANTAGE plans are renewable via an outbound marketing campaign by AIG to renew the customer's coverage. All campaigns will contain Installing Dealer references and for any renewal coverage purchased, AIG will tie the customer to the Installing Dealer for the duration of the coverage. AIG will also have renewal coverage options available for purchase on the OEM branded dealer portals if the Installing Dealer would like to market, sell and administer the renewal contract themselves. Renewal plans will also be processed under our \$125 labor flat rate reimbursement plan.

Q. How often will ADVANTAGE plans be processed from my customers' product registrations?

A. We will process eligible registrations for coverage on a weekly basis.

Q. Will I have visibility to these labor plans in Service Bench?

A. Yes, POR & ADVANTAGE policies will show in Service Bench on the entitlement screen, once they have been paid for & fully processed.

Frequently Asked Questions

ADVANTAGE

Q. How do I file claims on ADVANTAGE plans?

A. Contracts will be available to claim in your OEM branded dealer portal. Once the sales are processed, contracts will be accessible for review and to claim against through our seamless online claiming process.

Q. How do I cancel ADVANTAGE plans?

A. Advantage plans and all AIG HVAC Labor Plans can be cancelled by filling out the cancellation form and sending to AIG with customer's signature, once the sale has been processed. Contracts can be cancelled within 30 days with a full refund, and cancellations processed after 30 days will be pro-rated based upon time lapsed and less claims paid. If the coverage needs to be cancelled prior to payment, as the customer opted out of coverage, you can do so through the 'Manage my Contracts' section of the ADVANTAGE dashboard.

Q. What Dealer ID would I use for this program?

A. When logging in use your AIG dealer ID, you would have received this when enrolling in the program.

Q. What if my customer doesn't want the coverage, even though I'm enrolled in the ADVANTAGE Program?

A. On your Dealer Dashboard you will be able to identify these policies for cancellation.

Q. How will I be notified when these labor plans are created from product registrations?

A. You will be sent an email that your customers' plans have been created and are awaiting payment. You will be directed to your Dealer Dashboard to review and process payment.

Q. Can I save my payment method on file to avoid having to review my Dealer Dashboard and process payments weekly?

A. Yes, you can save your payment method on file and sign up for "Auto Pay", which will then process payment for the labor plans as they are created in the weekly process from product registrations.

Q. How often will ADVANTAGE plans be processed from my customers' product registrations?

A. We will process eligible registrations for coverage on a weekly basis.



Q & A

Contact Info:

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