



you've invested in your comfort  
**now invest in your peace of mind**



**MANUFACTURER'S  
AUTHORIZED EXTENDED  
PROTECTION PLAN FOR**



extended  
warranty  
coverage  
plans for  
your home's  
heating and  
cooling  
equipment

# Contractors' Preferred Protection Plan

## PROTECTION YOU CAN COUNT ON

Your heating and cooling system is the most expensive appliance in your home to replace, but new systems offer the benefit of better efficiency and comfort than older systems. With the appropriate annual maintenance, your new system can provide years of comfort and performance.

But as good as your new equipment is, problems can occur requiring service to the unit. With a Contractors' Preferred Protection Plan you can protect yourself from unexpected, unbudgeted repair fees. While your equipment may feature a long parts warranty, it does not cover the cost of labor to service and replace a failed part. This is why we recommend a Contractors' Preferred Protection Labor Plan, which helps cover unexpected labor cost associated with a repair.

The contractor labor costs can vary \$75 to \$150 an hour, on average, in North America. So while your part may be covered, a consumer can always expect to pay out-of-pocket cost for labor associated with repairs. Investing in a labor coverage plan can help you avoid unexpected costs during this time. And considering the average cost of a system repair, the cost of a labor protection plan can pay for itself in a single repair.

OPTIONAL EQUIPMENT, THERMOSTATS, HUMIDIFIERS AND ELECTRONIC AIR CLEANERS, CAN ALSO BE COVERED.

IF PURCHASED IN CONJUNCTION WITH YOUR CONTRACTOR'S MAINTENANCE PROGRAM, CONTRACTORS' PREFERRED PROTECTION PLAN GIVES YOU PEACE OF MIND THAT YOUR HEATING AND AIR CONDITIONING EQUIPMENT WILL BE PROFESSIONALLY MAINTAINED AND REPAIRED.

## the perfect answer peace of mi

**Q.** What is covered under the labor plan?

**A.** The labor protection plans cover the cost of the labor associated with mechanical and electrical repairs. Parts are typically covered by the manufacturer's warranty. It is important to read your equipment limited parts warranty to understand the length of the term.

**Q.** What is not covered?

**A.** Any repairs due to damage or incorrect installation of equipment; non-electrical/mechanical items, required maintenance or any overtime charges for a covered mechanical repair. See terms and conditions for more detail.

**Q.** Are there any coverage limits?

**A.** A list of most limitations is located on the back page of the brochure.

**Q.** Can I transfer this agreement if I sell my home?

**A.** Yes, for a minimal charge of \$25 within 30 days of the closing of the sale of your home.



THE MOST POPULAR PLAN IS LABOR COVERAGE THAT MATCHES THE LENGTH OF THE MANUFACTURER'S PARTS WARRANTY PERIOD. HOWEVER, THERE ARE OPTIONAL PLANS THAT YOUR CONTRACTOR MAY RECOMMEND BASED ON YOUR MANUFACTURER WARRANTY COVERAGE.



**Parts & Labor Coverage**  
on mechanical and electrical failures.

### **One-Call Convenience**

That means you make one call to your participating Contractors' Preferred Protection Plan Contractor if your unit needs repairs, and they will handle it all.

### **Transferability.**

Should you sell your home, your Agreement may be transferred to the new homeowner for a nominal fee.

### **Trusted Service.**

You will enjoy the expertise and service of a professional contractor for the duration of your agreement.

### **Budget Protection.**

No deductibles, trip charges or service fees for covered repairs.

Note: Limitations may apply. Subject to Service Net's terms and conditions. Risk management provided by Service Net Warranty, LLC. and backed by an A.M. Best A+ rated insurance company. Regular annual maintenance costs are not included.

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## COMMONLY ASKED QUESTIONS AND ANSWERS

**Q.** Who is eligible to apply?

**A.** You are eligible to apply as long as you have purchased and had installed your HVAC equipment from a Contractors' Preferred Protection Plan Contractor within 12 months.

**Q.** What is the difference between a maintenance (service) agreement and a labor protection plan?

**A.** A maintenance plan focuses on annual service to keep your system performing at peak condition, such as proper cleaning and checking refrigerant levels and component wear and tear. A labor protection plan is designed to cover the cost of labor associated with system repairs only. Most warranties include language that requires proof of annual maintenance, especially as equipment ages and upkeep becomes a factor in reliability. Maintenance/service plans are a great option for consumers who do not have the time, or may not remember to do the basic annual maintenance.

**Q.** What if I'm not satisfied?

**A.** You may cancel this agreement for any reason during the first 30 days after it is issued to obtain a full refund of the purchase price. After the first 30 days you may cancel this agreement and receive a pro-rated refund based on the time remaining on your plan, plus an administrative fee, less the value of any services or claims that have been provided or paid.



The manufacturer offers a limited parts warranty of at least five years, or longer if registered within 60 days of a new system purchase. (See manufacturer parts warranty for length and terms.)

The following is a summary of Consumer Terms & Conditions of for the extended protection plan, including labor plans that are purchased by the consumer. See your dealer for the complete and most recent terms and conditions for the Contractors Preferred Protection Plans, or call the toll free number provided on this document.

**ANNUAL MAINTENANCE.** Annual maintenance performed by Your servicing dealer or an authorized service technician is required. Filter changes and/or cleaning filters can be performed by You.

**LIMITATIONS OF COVERAGE – This Agreement Does NOT Cover:**

- Service required as a result of any alteration of the equipment, or repairs made by anyone other than a licensed or authorized service contractor, or the use of supplies other than those recommended by the manufacturer.
- Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions (including annual maintenance), abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, acts of war or acts of God.
- Failure and replacement caused by contamination of the sealed system such as Green Slime, Dirty Sock Syndrome etc. are EXCLUDED from coverage. Consequential or damage(s) otherwise caused by rust, brownouts, blackouts, environmental conditions outside of manufacturer specifications, oxidation, corrosion, water, water condition, freezing, fire or other natural acts. Premature failure due to the use of inferior building materials such as Chinese Dry Wall, corrosive conditions caused by location, moisture, etc.
- Failures to equipment or compressors, due to incorrect refrigerants used outside of manufacturer's recommendations; failures due to an improperly matched condensing unit and evaporator coil per the manufacturer's specifications or the Air Conditioning and Refrigeration Institute (AHRI) ratings; or failures due to the improper use of metering devices (i.e. thermal expansion valve), are EXCLUDED from coverage.
- Service necessary because of improper storage, improper ventilation, including failure to place the equipment in an area that complies with the manufacturer's published space or environmental requirements. Misuse, abuse and any utilization of equipment that is inconsistent with either the design of the equipment or the way the manufacturer intended the equipment to be used, including cases in which the manufacturer of the equipment would not honor any warranty.
- Cosmetic damage such as, but not limited to scratches, dents, rust, stains, accidental punctures, damage to brass or other plating, or pitting. Non-functional parts such as, but not limited to, plastics, finishes, porcelain or enamel parts, knobs and dials, handles (unless critical to the function of Your Product), trim, accessory items such as water or electrical connections and venting equipment and decals. Expendable or lost items. Consumable items, including nitrogen, defined as any part that is considered consumable by the manufacturer and/or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not.
- Wiring/Electrical including Low or high voltage wiring external of unit (i.e. humidifier, thermostat, condenser or other controls mounted external of unit), fuses, breakers (unless part of unit by the Original Equipment Manufacturer (OEM)).
- Registers, batteries, grills, key valves, duct work, plumbing, venting, belts, dampers or nuisance calls such as resetting breakers, low or dead thermostat batteries and adjustments made to programming.
- Operational or mechanical failure which occurs after this Agreement's expiration date or is not received within 60 (sixty) days of Product failure. Failure is defined as the date the mechanical repair was diagnosed.
- Equipment sold without a manufacturer's warranty or sold "as is" unless this agreement is specific to that coverage unless specifically listed on the face of this Agreement.
- Normal, periodic or preventative maintenance and/or checkups, including but not limited to customer education, adjustments, cleanings, and convergence.
- Loss or damage as a result of violation of existing federal, state or municipal codes including repairs to Products not complying with said codes.
- Products where the serial plate attached to the equipment is removed, defaced or made illegible.
- Regular maintenance parts such as filters, lubricants, oil nozzles or any Product that has been altered or misused or requires replacement due to normal wear, accidents or lack of proper maintenance. Refrigerant as a top-off or stand alone repair.
- Transit or delivery damage, damage caused by packing, unpacking, assembly, installation, removal, or repairs due to user facilitated adjustments. Short circuit, loss of use, parts or labor covered under the manufacturer's warranty, lack of annual maintenance, bodily injury, pre-existing conditions, periodic checkups, required annual maintenance, or unauthorized repairs. We will not pay for adjustments or repairs required because of conditions at Your location.
- You are responsible for any charges as a result of a "No Failure Found" Call, which includes, but is not limited to, problems that do not require parts, intermittent issues and blown fuses or circuit breakers that are external of the equipment.
- Loss of Performance due to normal wear and tear, overrated capacities, modifications to original system, insufficient water or poor water conditions.
- Parts or accessories that are used in conjunction with the Product specified under this Agreement that enhances the performance of the covered Product or were not installed by the original manufacturer, including but not limited to hard start, kick start kits, motor controllers, isolation relays, time delays, dual fuel kits, zone systems, heater kits and zone valves unless specifically listed on the face of this Agreement.
- Repairs to alter equipment to meet changes in federal, state or local codes and regulations, or repairs which require additional parts and or labor to bring the equipment into working condition as a result of such Government Regulations.
- Leaks in the equipment on unit(s) at the evaporator, Schrader cores, condenser and/or metering device or other connections resulting from loose valves and/or loose valve caps, interconnecting fittings and/or field piping (line sets/tubing). For all other leaks, only one (1) leak is covered for the term of the Agreement for each covered component (i.e. condensing unit or evaporator section) and up to the initial internal charge of the unit.
- Changeover of Chlorofluorocarbons (CFC) to non-CFC refrigerants due to governmental regulation and oil changes on commercial compressors. We may, in our sole discretion, allow coverage of certain leaks; provided Your service provider receives prior written approval from Us.
- Manual or digital thermostats and control units unless specifically listed on the face of this Agreement.

For non-pricing information specifically about the extended service agreement program, call us at 866-845-4718.



PO Box 928 • Jeffersonville, IN 47130  
866-845-4718 ph • 866-211-9259 fx

**LIMIT OF LIABILITY.** Our liability is limited to the replacement cost of like and kind equipment during the term of this Agreement. When repairs, in aggregate, made to the equipment total the replacement cost of the equipment, We are no longer responsible for further repairs or coverage, and this Agreement is then terminated and We have no further liability.

**680D-0111**