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10 Year Labor Warranty FAQ's





10 Year Labor Warranty FAQ's

- What is the start date of the new 10x10 Comfort Defense program?
 - The 10-year labor program will be included on all installations starting September 1, 2022.
- What is the cost of the 10-year labor?
 - The 10x10 Comfort Defense program is included with the IoT gateway at no additional cost.
- What Ecoer systems qualify for the 10x10 Comfort Defense?
 - Any Ecoer system match-up qualifies, as long as a gateway is included.
- How do I register the Ecoer system for the Labor Warranty?
 - You do not need to register this warranty by itself. When you use the Ecoer App to start the system up, the warranty is automatically registered.
- Who can offer this program to homeowners?
 - All Ecoer Certified Dealers can offer the 10x10 Comfort Defense program. Please contact your distributor for more information about how to become a Certified Ecoer Dealer.





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- Are there any dealer requirements to participate in the program other than being an Ecoer Certified Dealer?
 - Yes. Dealers must sign up with Trinity Warranty in order to file labor claims. The dealer must sign up with Trinity at least 30 days prior to any claims being filed. Please contact your Distributor for information on how to sign up with Trinity.
- What labor rates are included in the program?
 - The program pays \$90.00 per hour, a \$75.00 trip charge and a \$35.00 parts procurement fee.
- Upon an Ecoer system installation, when does the policy take affect?
 - The policy takes affect after 30 days from start up.
- What if the homeowner decides to use someone else to service the unit? Would the new contractor be covered?
 - Yes, as long as the new contractor is registered with Trinity and they are an Ecoer Certified Dealer
- Does the warranty cover the entire system, even if a third-party coil or furnace is installed with the outdoor unit?
 - Yes. As long as the system has a gateway, and the third-party coil or furnace is new.
- Is the 10x10 Comfort Defense transferable to a new homeowner?
 - Yes. There is a \$30.00 charge for the transfer. Please contact your distributor for details.





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- Is the 10-year labor warranty still available for systems installed before September 1, 2022?
 - Yes. The previous process is still in place. For \$599.00, an additional 7 years of labor and monitoring can be added.
- Do installations after August 31st, 2022, also have 10 years of monitoring?
 - No. Those systems will come with three years of monitoring. For \$499.00, an additional 7-years of monitoring can be added. Please contact your distributor for details.
- Will the homeowner have a policy certificate?
 - Yes. Trinity will email them a certificate after it is registered via the App. This can take 30 to 45 days to receive.
- Are there any changes to the Parts Warranty starting September 1, 2022?
 - No. The process remains the same. As a Certified dealer, each system comes with a 10-year parts warranty. Please keep in mind that all replacement parts under warranty must be approved by the Technical Support team. Their number is 855-598-4093. They are open from 8:30 am to 8:00 pm eastern time, Monday through Friday. Please keep the Service Ticket number for all communications.

