



Making your home Green & Smart



# EXTENDED SERVICE AGREEMENTS (ESAs) FOR LABOR COVERAGE

Administered by Trinity Warranty Solutions



## Ecoer Inc Extended Service Agreement (ESA) Program

Ecoer Inc is pleased to offer complimentary 3-year labor coverage in addition to 10-year parts coverage on our ESI Condensing Units/IoT gateway/AHU Systems. A matchup of an Ecoer ESI condenser with IoT gateway and a 3<sup>rd</sup> party indoor unit can also have this first 3 years of labor coverage added to the included IoT monitoring for a fee.

This means when you perform repairs to this equipment, you will be reimbursed for the cost of labor under the terms and conditions of the Extended Service Agreement (ESA). We are partnering with Trinity Warranty to administer this labor coverage.

When you place an order for equipment, it will automatically include labor coverage for up to 3 years after the date of installation (Starting day 31). You may also purchase an additional 7 years of IoT monitoring that includes 7 years of labor coverage for a fee.

After you place your order with Ecoer, you will receive a Declarations Page and Terms & Conditions for the labor coverage from Trinity Warranty.

**See Premier Comfort guidelines for complete eligibility requirements and pricing.**

## Dealer Enrollment Process

Now that you have labor coverage on Ecoer equipment you sell to your homeowners, you will need to enroll with Trinity Warranty, so you will be the “servicer of record” on the DEC page and be reimbursed for labor on repairs you perform on the equipment.

To enroll in the program, complete the Dealer Sign-Up Form provided in this program guide. You will also need to include the following documents:

- W-9 (please use a form that is 2017 or newer)
- Certificate of insurance (COI) and Workers’ Compensation
- COI must list Trinity Warranty as the certificate holder:

Trinity Warranty  
PO Box 5640  
Villa Park, IL 60181

Please email these documents to [enroll@trinitywarranty.com](mailto:enroll@trinitywarranty.com). Upon receipt of your completed enrollment application and the required documents, we will email you a welcome letter with your customer number and program information.

## Orders

Place your order as you normally would from Ecoer Inc. Once the order is processed, an ESA will be generated and sent to you listing you as the servicer of record. It will outline the equipment coverage and the start and end dates. You will be able to forward it to the equipment owner. Terms and Conditions may have slight variations by state.

A “Contractual Liability Policy” from a major A-Rated insurance company backs the ESA to ensure that the equipment owner will be covered throughout the terms of the agreement.

## Covered/Not Covered

Our coverage is inclusive of the manufacturer’s warranty. All exclusions in the manufacturer’s warranty apply to the extended warranty. Coverage is limited to the equipment itself (no ductwork, field piping, etc.) and does not include nuisance calls or normal maintenance. The ESA does not provide coverage for maintenance items, wear and tear, adjustments/resets, etc. See the specifics concerning exclusions listed in the terms and conditions. Residential equipment is defined as single-family dwellings / condominiums / apartments, and equipment less than or equal to 5 tons.

### 1. Covered Repairs Include...

- Mechanical failures of covered equipment. We pay for service performed during normal business hours. We do not pay for overtime or holiday time.
- The dealer must guarantee labor for ninety (90) days on all repairs performed within the terms of the ESA.
- Parts are inclusive of the OEM Warranty. The parts process allowance is \$35.00 per part replaced for residential.
- With companion repairs, the parts process allowance only applies to the primary part.
- The refrigerant reimbursement is up to \$8.00 per pound for R-410A. Proof of costs may be required.

### 2. Exclusions include...

- Repairs resulting from installation error.
- Repairs resulting from a lack of proper maintenance.
- Predictive failures.
- Adjustments and resets to the equipment
- Acts of God (Earthquake, flood, lightning, hurricane, etc.), war and terrorism.

## DEALER SIGN-UP FORM

**PLEASE PRINT OR TYPE**

Business Name:		Date:	
Address:			
City:	State:	Zip:	
Primary Contact:		Phone Number:	
Fax Number:	Cell Number:		
Email Address:	Website:		

The parties agree that upon execution of the Dealer Sign-Up Form ("Dealer Agreement") by Trinity Warranty ("Trinity"), Dealer shall be authorized to offer the Trinity Extended Service Agreement ("ESA") for sale to its customers subject to the following conditions:

- When the ESA has been processed and is sent to the Dealer, it is the responsibility of the Dealer to verify the accuracy of the information on the ESA. If there is a discrepancy, the Dealer is to notify Trinity immediately. Failure to notify Trinity may negate coverage in the future.
- Dealer agrees to verify coverage (including but not limited to coverage dates and covered equipment) on the ESA prior to initiating any repairs.
- Claims submitted to Trinity by the Dealer shall represent services actually performed by the Dealer on the equipment listed on the Trinity ESA.
- Dealer shall have the right to refuse any service calls.
- There is no overtime or holiday rate. There is only one (1) person per job allowed.
- Dealer shall guarantee labor for 90 days on all repairs performed within the terms of the ESA.
- Any ESA in which you are listed as Servicer of Record remains your customer to service as long as the Dealer remains in business or in the event that Trinity discovers fraud or misrepresentation on the part of the Dealer.
- In the event that Trinity discovers fraud or misrepresentation on the part of the Dealer, Trinity shall promptly notify the Dealer of its evidence and findings. Upon notice, Trinity may take such actions as reasonable and necessary including, but not limited to, requiring the dealer to immediately terminate offering the Trinity Warranty, conduct an accounting review of the Dealer's records, or terminate this Dealer Agreement.

Any written modification to the information listed above shall not be effective or accepted without prior written consent of Trinity Warranty.

To complete your enrollment, please include the following with your completed information:

- ☐ W-9 Form
- ☐ Certificate of Insurance showing General Liability (state minimum is required) and Workers' Compensation
- ☐ Trinity Warranty must be listed as a certificate holder.

**Your completed form may be submitted via email to [enroll@trinitywarranty.com](mailto:enroll@trinitywarranty.com) or fax to 312-445-8726.**

I have read the above conditions that apply to this form.

WARECODEF0420

Signature	Date
Printed Name	Title



TRINITY WARRANTY • PO Box 5640, Villa Park, IL 60181  
[T] 877-302-5072 • [F] 312-445-8726 [E] [enroll@trinitywarranty.com](mailto:enroll@trinitywarranty.com)

## Dealer Reimbursement Rate

You will be reimbursed at \$90/hour for the repairs you perform on the equipment, according to the reimbursement guidelines found in this program guide. In addition, you will receive \$75 for diagnosis/travel to the job site. Each ESA includes a \$35 Parts Process Allowance (PA) for parts in or out of warranty, providing you additional funds for obtaining the part.

\$90 Labor Reimbursement

\$75 trip/diagnostic allowance

\$35 Parts Process Allowance (PA)

## Claim Procedure

To file a claim, please fill out the enclosed Claim Form and submit it to Trinity Warranty via email, fax or mail for reimbursement.

### **Please include the following paperwork:**

- Claim Form - Please have the ESA number and model and serial number of the failed equipment.
- Original Service Ticket with Customer Signature.

Please submit claims to Trinity Warranty via email, fax or mail:

- Email: [Claims@trinitywarranty.com](mailto:Claims@trinitywarranty.com)
- Fax: 312.445.8726
- Mail to: Trinity Warranty, PO Box 5640, Villa Park, IL 60181

We pay a flat rate for diagnosis and travel time to the jobsite. We pay for one technician only (listed rates have been adjusted to account for two technicians where applicable). Additionally, we use the schedule on the next page as a guide for our labor payout.

### **Please Note:**

Once you submit your correctly completed claim, we will process a check for you within 30 days.

See the specifics concerning exclusions listed in the terms and conditions of the ESA.

# Trinity Warranty Reimbursement Guidelines

## Hourly Repairs

System Type / Repair <b>Condenser / Heat Pump / Package Unit</b>	Hours Residential
Accumulator / Receiver	2.5
Capacitor – run / start / split (start assist)	1.0
Condenser Coil	4.0
Contactors	1.0
Crank Case Heater	1.0
Defrost Board / Control / Timer	1.5
Defrost Relay	1.0
Defrost Sensor / Ambient Sensor	1.0
Compressor & Drier 1 – 5 ton	4.0
Fan Blade	1.0
Leak / Restriction	2.0
Schrader core	1.0
Leak in Coil	2.5
Low or Hi Pressure Switch	2.0
Motor & Capacitor	1.5
Overload – external of compressor	1.0
Recovery Time (Only if Repair requires opening the Sealed System)	1.0
Reversing Valve	2.0
Reversing Valve Coil	1.0
Service Valve – Replacement	2.0
Time Delay Relay (when part of the original equipment)	1.0
high voltage wire repair (low voltage not covered)	1.0
Leak in Factory piping, Joints or Valves (1 leak per term of the agreement)	2.0

# Trinity Warranty Reimbursement Guidelines

## Hourly Repairs

System Type / Repair Indoor Coil	Hours Residential
Drain Pan	2.5
Expansion Valve	2.5
Leak in Coil	2.5
Leak in Factory piping, Joints or Valves (1 leak per term of the agreement)	2.0
Liquid Line Solenoid Valve	2.0
Metering Device / Check Valve	2.0
Replace Complete Coil	4.0

System Type / Repair Air Handler	Hours Residential
Bearing Assembly (1 set) or shaft	1.5
Blower Motor / Inducer Motor and/or wheel	1.5
Blower Motor bracket / mount	1.5
Couplers	1.5
Fan & Limit Control – 4 or more wires	1.5
Fan Center (complete)	1.5
Heating Element Assembly	1.3
Misc. Internal Wiring	1.0
Pressure Switch	1.0
Selector Switch	1.5
Thermostat (if installed at time of System Installation)	1.0
Transformer	1.0

### Residential Parts Process Allowance:

\$35.00

***\*\*Pictures are required for leak and wire repairs\*\****

**We will pay for the cost of refrigerant up to \$8.00 per pound only for leaks and burnouts (markup or PA does not apply). You must submit an invoice for refrigerant with the claim.**

## Multiple and Companion Repairs

### Multiple Repairs

When you have multiple repair codes, the highest cost repair is applied first at 100%, then the second repair is at 75%, and any additional repairs on the same ticket are 50% of the applicable repair code.

### Companion Repairs

Companion repairs are claims that are submitted as multiple repairs when they should be considered one (1) repair. We refer to these as companion repairs, as they are in fact part of the same failure. The examples below are considered for claim purposes to be one (1) repair.

Primary	Companion Repair	
Compressor	Capacitor	Contactor
	Drier	King or Service Valves
	Reversing Valve	Hard Start Kit
Motor Replacement	Capacitor	Fan Blade
	Blower Wheel	Contactor
	Relay	Bracket
Evaporator Coil	TXV	Drier
	Drain Pan	
Condenser Coil	Drier	

#### **Please note:**

Companion Repairs will pay 1 Labor charge and 1 part allowance but they will still pay for multiple parts on residential and commercial equipment.

**Example:** A condenser fan motor and a capacitor = 1 labor charge, 1 parts allowance and 2 parts charges for the motor and capacitor.



## DEALER CLAIM FORM

Please complete and submit this form, along with the company repair work order/invoice with customer signature to Trinity Warranty via fax, e-mail or mail. All claims and invoices must be submitted within **60** days of the failure date to be considered for payment. **We will pay for the cost of refrigerant up to \$8.00 per pound only for leaks and burnouts (markup or PA does not apply). An invoice for refrigerant must be submitted with the claim.**

Customer Name		Submission Date		
Address				
City	State	Zip Code		
Phone	Agreement No.			
Contractor/Dealer Name				
Address				
City	State	Zip Code		
Phone	Fax.			
Dealer No.	Email Address			
Complaint				
Equipment Model No.		Equipment Serial No.		
Service Date		Install Date		
REPAIR / LABOR DESCRIPTION	HOURLY RATE	NUMBER OF HOURS	LABOR TOTAL	
PARTS DESCRIPTION	QUANTITY	COST	PROCESS ALLOWANCE	PARTS TOTAL
Parts are inclusive of OEM Warranty with a process allowance - \$35 for residential equipment. With companion repairs, the primary repair is reimbursed at 100%, the secondary at 75%, and any additional repairs at 50%. Email Completed Claim to: <a href="mailto:claims@trinitywarranty.com">claims@trinitywarranty.com</a> Trinity Warranty Solutions, PO Box 5640, Villa Park, IL 60181 877-302-5072   www.trinitywarranty.com		Labor Total		
		Process Allowance		
		Parts Total		
		Tax _____% (if applicable)		
		Total		

## Transfer of Agreement

The agreement is transferable for only \$30.00. The new equipment owner can simply fill out the enclosed form with a check and submit it to Trinity Warranty. Service calls are not covered unless the transfer paperwork has been initiated and processed within 90 days of the actual transfer.

## ESA Changes

If you need to correct information on an ESA, such as name or address misspellings, or if there is an equipment change-out, please complete the enclosed ESA Updates / Cancellation Form, and submit the form to [updates@trinitywarranty.com](mailto:updates@trinitywarranty.com). If equipment is replaced, we require a service ticket or work order signed by the customer.

## Important Trinity Warranty Numbers & Emails

Following are important phone numbers and emails.

Customer Service for enrollments, claims, general questions and information:	877-302-5072
Fax:	312-445-8726
Enrollments Email:	<a href="mailto:enroll@trinitywarranty.com">enroll@trinitywarranty.com</a>
Claims Email:	<a href="mailto:claims@trinitywarranty.com">claims@trinitywarranty.com</a>
ESA Changes Email:	<a href="mailto:updates@trinitywarranty.com">updates@trinitywarranty.com</a>

# REQUEST FOR TRANSFER FORM

Your Trinity Extended Service Agreement may be transferred to a new owner for a fee of \$30. Please complete this form and submit it with your payment to Trinity Warranty within ninety (90) days of ownership change. Checks should be made payable to Trinity Warranty. You will receive a transfer acknowledgement within thirty (30) days of your request. For questions, contact our Customer Service Department at 877-302-5072.

I hereby request Trinity Extended Service Agreement Number \_\_\_\_\_ be transferred to:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Requested By \_\_\_\_\_

Date \_\_\_\_\_

Dealer Name \_\_\_\_\_

Dealer Number \_\_\_\_\_

## TRINITY OFFICE USE ONLY

Authorized By \_\_\_\_\_

Effective Date of Plan \_\_\_\_\_

Effective Date of Transfer \_\_\_\_\_

Date Received Transfer Fee \_\_\_\_\_



PO Box 5640  
Villa Park, IL 60181  
Tel 877-302-5072  
Fax 312-445-8726



## TRINITY WARRANTY ESA UPDATES / CANCELLATION FORM

### FOR UPDATES:

Please provide the ESA number, the name of the homeowner/equipment owner, the reason for the change, and the incorrect/correct information. You only need to complete the fields that need to be corrected.

For all equipment changeouts, please include the service ticket or work order documenting the changeout. Updates will not be made without the proper paperwork.

SEND THIS FORM AND OTHER DOCUMENTATION TO [updates@trinitywarranty.com](mailto:updates@trinitywarranty.com) FOR PROCESSING. PLEASE ALLOW 4 WEEKS TO RECEIVE UPDATED PAPERWORK.

*\*This form cannot be used for any change to an order code or coverage. For all order code or coverage changes, see the process below. You will need to cancel the ESA and place a new order for equipment coverage.*

### FOR CANCELLATIONS:

You may cancel this Agreement at any time. If this Agreement is canceled before the 31st day after the purchase date:

You will be refunded the full purchase price of the Agreement, decreased by the amount of any claims paid under the Agreement, and no cancellation fee will be imposed.

If this Agreement is canceled on or after the 31st day of the purchase date:

You will be refunded the prorated purchase price of the Agreement based on the time remaining (calculated in months) less a decrease by the amount of any services or claims that have been provided or paid under the Agreement. A cancellation fee will be imposed in the amount of \$50.

Please complete this form electronically and email it to [updates@trinitywarranty.com](mailto:updates@trinitywarranty.com).

### \*\*\*\*\*ESA UPDATES\*\*\*\*\*

ESA Number:		Homeowner/Equipment Owner Name:					
Reason for Change (Required): (entry error, equipment changeout, etc.)							
Consumer Details:		Incorrect Information	Correct Information	Consumer Details:		Incorrect Information	Correct Information
Name:				Phone Number:			
Address:				Installation Date:			
Equipment Type 1: (furnace, AHU, etc.)	Equipment Info:	Incorrect Information	Correct Information	Equipment Type 2: (furnace, AHU, etc.)	Equipment Info:	Incorrect Information	Correct Information
	Model Number:				Model Number:		
	Serial Number:				Serial Number:		
	Manufacturer/Brand:				Manufacturer/Brand:		
Equipment Type 3: (furnace, AHU, etc.)	Equipment Info:	Incorrect Information	Correct Information	Equipment Type 4: (furnace, AHU, etc.)	Equipment Info:	Incorrect Information	Correct Information
	Model Number:				Model Number:		
	Serial Number:				Serial Number:		
	Manufacturer/Brand:				Manufacturer/Brand:		

### \*\*\*\*\*ESA CANCELLATIONS\*\*\*\*\*

ESA Number(s):		Homeowner/Equipment Owner Name:	
Reason for Change: (customer didn't want, accidentally ordered, etc.)			
Dealer Name:			