



DEALER PROGRAM GUIDE

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 10-year labor coverage in addition to our standard 10-year limited parts warranty for residential projects. Additionally, we provide complimentary 3-year labor coverage in addition to our standard 3-year limited parts warranty for commercial projects. The labor coverage is extended when an Ecoer Condensing Unit or Packaged Unit is installed with a qualifying gateway and the Ecoer limited warranty registration has been completed. This labor coverage within this Extended Service Agreement (ESA) will extend to both an Ecoer indoor unit and a non-Ecoer branded indoor unit if installation occurs at the same time. Some exclusions apply, review the chart below for more clarification on qualifying systems.

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

When the equipment is properly registered with Ecoer, it will automatically include labor coverage lasting 10 years for residential projects and 3 years for commercial projects from the date of installation. Once the registration has processed (usually within 30 days), the dealer can download the Declarations Page and Terms & Conditions for the labor coverage from the Ecoer Web Portal, administered by Trinity Warranty.

Ecoer Limited Parts Warranty Status	Qualifying Outdoor Series	Qualifying Model # Prefix	Qualifying Gateway Device	Indoor Unit(s)
Registered *	ESi Series	EODA18	EG910L or ELG02/ELO02	Ecoer or Non-Ecoer Branded** indoor units, coil or gas furnaces, etc
	TDi Series	EODA19		/
	RTi Series	ERDA	ECT01	EAHAEC
	SDi Series	ESCA	/	SNC + Ecoer thermostat

*It must be registered successfully, 10 years in the residential system and 3 years in the commercial system.

**Non-branded Ecoer products are subject to their own manufacturer's limited warranty parts, qualifies for 10-year/ 3-year labor only ESA if installed at same time.

See Premier Comfort guidelines for complete eligibility requirements and pricing.

Dealer Enrollment Process

Once the equipment is registered, the dealer will need to enroll with Trinity Warranty, so they will be the "servicer of record" on the DEC page and be reimbursed for labor on repairs performed on the equipment.

Web Portal Enrollment:

To enroll in the program, go to esa.trinitywarranty.com/ecoer, and click on 'Enroll' under Dealer Enrollment. Enter your company information, and upload your W-9 and COI. When you click on 'Send Enrollment,' Trinity will process the enrollment and you will receive a welcome email with your new account number. Next, go back to the landing page, esa.trinitywarranty.com/ecoer, and click on 'Register' under Dealer Portal Registration. You will create a user name and password, and once you receive email verification, you can sign into the portal.

Paper Enrollment:

A dealer can also enroll in the program by completing the Dealer Sign-Up Form provided in this program guide. The following documents are also required:

- W-9 (please use a form that is 2018 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. Upon receipt of the completed enrollment application and the required documents, Trinity will send the dealer a welcome email with the new customer number and program information.

Download your ESAs

Once the equipment is registered with Ecoer, an ESA will be generated, listing the dealer as the 'servicer of record.' It will outline the equipment coverage and the start and end dates. Go to esa.trinitywarranty.com/ecoer and sign into the web portal. Click on 'Agreements/My Agreements' to view all your ESAs. You can view your ESAs online, as well as download a copy for your customers. Please review the ESA for accuracy prior to forwarding 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

Trinity's 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 for leaks and burnouts, up to \$20.00 per pound up to a maximum of \$200 for R-410A. Proof of costs are 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.

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

WARECODELF0224

Signature	Date
Printed Name	Title



Dealer Reimbursement Rate

The dealer 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

Claims must be submitted within 60 days of the failure date to be considered for payment. You can file a claim on the web portal: esa.trinitywarranty.com/ecoer. See the Web Portal User Manual under Help/Documents in the Ecoer ESA Web Portal for guidelines. Or you can fill out the enclosed Claim Form and submit it to Trinity Warranty via email 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: Claims@trinitywarranty.com

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.

Refrigerant reimbursement is for leaks and burnouts, up to \$20.00 per pound up to a maximum of \$200 for R-410A. Proof of costs are required.

If Ecoer offers to replace faulty equipment, we will reimburse you for 2.5 hours at the labor reimbursement rate of \$90, which is \$225. File a claim as you normally would on the web portal, indicating the replacement of faulty equipment and include:

- The invoice from the supply house, showing the new equipment
- The service ticket with customer signature
- You will also need to complete the Updates & Cancellation Form (found on the web portal) showing the change, and send it to updates@trinitywarranty.com. The ESA will then be extended through the original coverage end date.

Please Note:

See the specifics concerning exclusions listed in the terms and conditions of the ESA. Once you submit your correctly completed claim, we will process a check for you within 30 days. You may also set up ACH with Trinity.

Trinity Warranty Reimbursement Guidelines - Hourly Repairs

System Type / Repair Condenser / Heat Pump/Package Unit	Hours Residential
Accumulator / Receiver	2.5
Capacitor – run / start / split (start assist)	1.0
Condenser Coil Replacement 1-5 ton	4.0
Condenser Coil Replacement 6-25 ton	-
Condenser Coil Replacement 26-50 ton	-
Condenser Coil Replacement >50 ton	-
Contactors 1-5 Ton	1.0
Contactors 1-10 Ton	-
Contactors >10-50 Ton	-
Crank Case Heater	1.0
Control Board	1.5
Defrost Relay	1.0
Sensor	1.0
Compressor & Drier 1 –5 ton (compressor size)	4.0
Compressor & Drier 6 – 10 ton (compressor size)	-
Compressor & Drier 11 - 15 tons (compressor size)	-
Compressor & Drier 16 - 25 tons (compressor size)	-
Compressor & Drier 26 - 35 tons (compressor size)	-
Compressor & Drier 36 - 50 tons (compressor size)	-
Compressor & Drier 51- 80 ton (compressor size)	-
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 1/4 - 1 HP	1.5
Motor & Capacitor 1.5 - 5 HP	-
Motor & Capacitor 6 - 10 HP	-
Motor & Capacitor > 10HP	-
Overload – external of compressor	1.0
Reversing Valve	2.0
Reversing Valve Coil	1.0
Service Valve/DTC 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
Recovery Time 1- 5 Tons (Only if Repair requires opening the Sealed System)	1.0
Recovery Time 6-15 Tons (Only if Repair requires opening the Sealed System)	-
Recovery Time > 15 Tons (Only if Repair requires opening the Sealed System)	-

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
Evaporator Coil Replacement 1-5 ton	4.0
Evaporator Coil Replacement 6-25 ton	-
Evaporator Coil Replacement 26-50 ton	-
Evaporator Coil Replacement >50 ton	-
System Type / Repair - Furnace – Oil / Gas or Air Handler	Hours Residential
All Fuel Control	1.0
Bearing Assembly (1 set) or shaft	1.5
Blower Motor / Inducer Motor and/or wheel	1.5
Blower Motor bracket / mount	1.5
Burners 1 – 3 pieces	1.0
Burners 4 – 6 pieces	1.5
Cad Cell	1.0
Couplers	1.5
Door Switch	1.0
Fan & Limit Control – 4 or more wires	1.5
Fan / main control or ignition module	1.0
Fan Center (complete)	1.5
Fan, Sequencer, or other relay	1.0
Flame Sensor	1.0
Fuel Pump – oil system	1.0
Gas Valve 1 –5 ton	1.5
Gas Valve 6 –10 ton	
Gas Valve > 10	
Heat Exchanger - Primary and/or Secondary	5.0
Heating Element Assembly	1.5
Igniter – hot surface or spark ignition (electrode) sealed/non-sealed combustion	1.5
Inducer / Combustion Assembly	1.0
Main, Auxiliary, or Spill (roll out) Limits 2 - wire	1.0
Misc. Internal Wiring	1.0
Pressure Switch	1.0
Selector Switch	1.5
Thermocouple or Thermal Fuse	1.0
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*****

Trinity will pay for the cost of refrigerant up to \$20.00 per pound up to a maximum of \$200 only for leaks and burnouts (markup or PA does not apply). An invoice for refrigerant must be submitted with the claim.

Multiple and Companion Repairs

Multiple Repairs

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

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

Please note:

Companion Repairs will pay 1 Labor charge and 1 parts 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 email. 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 \$20.00 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 multiple repairs, the primary repair is reimbursed at 100%, the secondary at 75%, and any additional repairs at 50%. Email Completed Claim to: claims@trinitywarranty.com Trinity Warranty Solutions, PO Box 5640, Villa Park, IL 60181 877-302-5072 www.trinitywarranty.com WARECODLCF0224			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. This form is also found on the Ecoer ESA Web Portal.

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. If equipment is replaced, we require a service ticket or work order signed by the customer. This form is also found on the Ecoer ESA Web Portal.

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:	enroll@trinitywarranty.com
Claims Email:	claims@trinitywarranty.com
ESA Changes Email:	updates@trinitywarranty.com



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 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.

*******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:											