



TRINITY
Warranty - Repair - Maintenance



10-Year Labor Warranty on Full System

Ecoer Inc is pleased to offer labor coverage in addition to parts coverage on all ESi, TDi, SDi and RTi heat pump systems. 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, providing 10 years of coverage for residential systems and 3 years for commercial systems. The labor coverage is per the agreement as outlined by our labor warranty partner Trinity. Below is a list of systems covered.

Systems Covered

Ecoer ESi, or TDi heat pump + Ecoer air handling unit + Ecoer gateway	Covered
Ecoer ESi, or TDi heat pump + 3rd party air handling unit + Ecoer gateway	Covered
Ecoer ESi, or TDi heat pump + Ecoer cased coil + Ecoer furnace + Ecoer gateway	Covered
Ecoer ESi, or TDi heat pump + Ecoer cased coil + 3rd party furnace + Ecoer gateway	Covered
Ecoer ESi, or TDi heat pump + 3rd party cased coil + Ecoer furnace + Ecoer gateway	Covered
Ecoer RTi packaged unit + Ecoer gateway	Covered
Ecoer SDi heat pump + Ecoer air handling unit + SDi thermostat	Covered
Ecoer SDi heat pump + Ecoer cased coil + Ecoer furnace + Ecoer thermostat	Covered*
Ecoer SDi heat pump + Ecoer cased coil + 3rd party furnace + Ecoer thermostat	Covered*

* (In the event that the Ecoer thermostat is not available any heat pump thermostat will qualify)

Terms:

1. Service Contractor must be a certified Ecoer dealer.
2. Contractors must enroll in the Extended Service Agreement (ESA) as outlined below. The extended service agreement is administered through Trinity Warranty Company.
3. the labor portion of the agreement becomes effective 31 days following registration.



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4. All exclusions in the Ecoer's 10 year parts warranty apply to the Extended Service Agreement. Coverage is limited to the equipment itself (no ductwork, field piping, etc.) and does not include nuisance calls or normal maintenance.
5. 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.
6. Residential equipment is defined as single-family dwellings / condominiums / apartments, and equipment less than or equal to 5 tons.

Items Covered

1. Any mechanical failures of the covered equipment including all drive components, heat exchangers, controls, refrigerant, and valves.
2. The ESA will pay at a rate per the ESA Agreement.
3. The dealer must guarantee labor for ninety (90) days on all repairs performed within the terms of the ESA.

Items Not Covered

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

How to enroll

Email Completed Claim to: claims@trinitywarranty.com

Fax Completed Claim to: 312-445-8726

Customer Service Hotline: 877-302-5072

Online Application: <https://www.trinitywarranty.com/enroll>

You will need the following

1. IRS Form W-9 Click [here](#) to download the W-9 template
2. Certificate of Liability Insurance with Trinity named as a certificate Holder
3. Worker Compensation Policy