



**HVAC
EXTENDED
WARRANTIES**

MADE SIMPLE.



Prime Warranty...

Your **single-source solution.**

Prime Warranty is a leading provider of extended service plans across North America. We provide labor and/or parts warranties to enhance the existing warranty provided by the equipment manufacturer. Instead of taking a “one size fits all” approach, we work with select distributors to customize a product offering for their service area, this way the offering and procedures are much less complicated and are much easier for our customers to use and we back this up with very attentive customer service.



In our model, contractors sign up with Prime Warranty through a select distributor. Contractors order warranties online directly from Prime Warranty. Prime will invoice the contractor and the contractor will pay Prime directly. If there is a repair, the contractor will be reimbursed directly by Prime Warranty. The distributor does not need to get involved with the administration of the warranty after the contractor is set up and understands the processes.

The job of the distributor is to get the contractors signed up and to assist them in getting going. Prime Warranty will provide all the materials needed once the distributor is set up. The materials are self-explanatory as we follow the "KISS" format of Keep it So Simple. If needed we can also provide on-site or web-based training.

Prime Warranty Extended Service Plans offer a valuable tool to differentiate contractor offerings in an increasingly competitive environment and allow contractors to retain customers for the duration of the service plans with the flexibility needed to ensure long-term success.

Prime Warranty offers industry leading underwriting and risk management services to ensure our clients' warranty and extended service programs are structured for current and potential risks. Extended Service Programs offer peace of mind and value for both you and your customers while ensuring long-standing customer relationships as well as a profit center for years to come.

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Let's keep it **simple**

Prime Warranty is happy to partner with distributors to bring our extended labor and parts plans to licensed contractors. We pride ourselves on keeping our process simple with attentive customer support. To get started with Prime, contractors complete a short enrollment form that is tied to their distributor. The form is e-mailed together with proof of liability insurance and within a day or two, Prime Warranty will e-mail the contractor a welcome letter with their account number and helpful information on how to order warranties online. Your local Prime Representative will work with your distributor to develop their personalized product offering; and because we only partner with distributors, we can customize the warranties based on local market needs without costly extras, keeping our focus on easy to use procedures.



Prime makes it easy. Contractors work directly with Prime Warranty on a one-to-one basis to ensure a streamlined, efficient process. Warranties are ordered online, invoices are payable directly to Prime Warranty and repairs are reimbursed from Prime without the need for pre-approvals.



Parts and/or labor warranties



Easy online ordering



Purchase one year from installation



100% insured service plans



Fully transferable

Prime Warranty can provide warranties on most products that licensed contractors will install with the exception of commercial refrigeration systems. Prime Warranty covers unitary HVAC systems, water heaters, gas fireplaces, boilers, chillers, mini-splits, VRF systems and many more. Our goal is to provide a product offering that will encompass 95% of what a contractor will use day-to-day and manage other requirements as needed.

Residential Repairs

The following table provides the time allowed to repair or replace equipment parts under warranty on a per job/task basis. All of our warranties with labor include one hour for diagnostic at the hourly rate specified in each warranty.

■ 1 hour diagnostic *Plus* repair time indicated per claim.

Repair	Hours	Repair	Hours
Capacitor-Run/Start/Split (start assist)	1.00	Heating Element Assembly	1.50
Contactator	1.00	Ignitor- Hot Surface or Spark Ignition (Electrode) in Sealed Combustion	1.50
Crank Case Heater	1.00	Selector Switch	1.50
Defrost Relay	1.00	Defrost Board /Control / Timer	1.50
Defrost Sensor / Ambient Sensor	1.00	Couplers	1.50
Fan Blade	1.00	Fan and Limit Control (4 or more wires)	1.50
Reversing Valve Coil	1.00	Fan Center (complete)	1.50
Time Delay Relay (OEM Only)	1.00	Condenser Motor and Capacitor	1.50
Aquastat	1.00	Blower Motor - Direct-Drive, Belt or Blower Wheel	1.50
Door Switch	1.00	Gas Valve	1.50
Fan/Main Control or Ignition Module	1.00	Burners (4-6 pieces)	1.50
Fan, Sequencer or Other Relay	1.00	Bearing Assembly (1 Set) Over 1 HP or Shaft	1.50
Flame Sensor	1.00	Leak /Restriction	2.00
Ignitor- Hot Surface or Spark Ignition (Electrode) in Non-Sealed Combustion	1.00	Low or High Pressure Switch	2.00
Inducer/Combustion Assembly	1.00	Metering Device / Check Valve	2.00
Main, Auxiliary or Spill (Roll Out)	1.00	One Leak in Factory Joints or Valves (leak per term of the agreement)	2.00
Limit 2 -Wire	1.00	Liquid Line Solenoid Valve	2.00
Misc. Internal Wiring	1.00	Reversing Valve	2.50
Pressure Switch	1.00	Drain Pan	2.50
Thermocouple or Thermal Fuse	1.00	Expansion Valve	2.50
Thermostat	1.00	Leak in Coil (evaporator or condenser)	2.50
Transformer	1.00	Boiler Pumps (circulator)	2.50
Overload - External of Compressor	1.00	Accumulator / Receiver	2.50
All Fuel Control	1.00	Compressor and Drier 1 - 3.5 Tons	4.00
Cad Cell	1.00	Compressor and Drier 4 - 5 Tons	4.00
Zone System Damper	1.00	Replace Complete Coil with TXV/ Metering Device	4.00
Fuel Pump - Oil System	1.00	Condenser Coil	4.00
Burners (1 - 3 Pieces)	1.00	Primary and/or Secondary Heat Exchanger	4.00
Bearing Assembly (1 Set) Up to 1 HP or Shaft	1.00		
Reclaim / Recharge	1.00		

■ If multiple repairs are performed during one service call, the primary repair is paid at 100% of allotted hours. The secondary repair is paid at 75% of allotted time and all other repairs at 50% of allotted time. Reimbursement for repairs must be submitted to Prime Warranty within 60 days with proof of the repair. Warranties with labor include refrigerant at \$15.00/lb. based on the system charge.

Commercial Repairs

The following table provides the time allowed to repair or replace equipment parts under warranty on a per job/task basis. All of our warranties with labor include one hour for diagnostic at the hourly rate specified in each warranty.

■ 1 hour diagnostic *Plus* repair time indicated per claim.

Repair	Hours
ROOFTOP UNITS	
Recovery Time	1.00
Capacitor - Run/Start/Split (start assist)	1.50
Contactors	1.50
Crank Case Heater	1.50
Defrost Relay	1.50
Defrost / Ambient Sensor	1.50
Fan Blade	1.50
Overload - External of Compressor	1.50
Reversing Valve Coil	1.50
Time Delay Relay (when part of the original equipment)	1.50
Ignition Module	1.50
Flame Sensor	1.50
Igniter	1.50
Thermocouple or Thermal Fuse	1.50
Oil Burner Control	1.50
Oil Fuel Pump and Coupling	1.50
Oil Burner Motor and Coupling	1.50
Fan Limit & Fan Limit Switch (2 wires)	1.50
Gas Pilot Tube	1.50
Inducer Motor, Wheel or Assembly	2.00
Oil Burner Motor, Pump and Coupling	2.00
Fan Limit & Switch (4 or more wires)	2.00
Gas Valve	2.00
Defrost Board / Control / Timer	2.50
Motor	2.50
Leak / Restriction	3.00
Low or High Pressure Switch	3.00
Accumulator / Receiver	3.50
Reversing Valve	3.50
Service Valve Replacement	3.50

Repair	Hours
Compressor and Drier (1 -3 Ton)	5.00
Compressor and Drier (4 -5 Ton)	6.00
Compressor and Drier (6 -10 Ton)	7.00
Compressor and Drier (11 -15 Ton)	8.00
Condenser Coil	5.50
FURNACE PRIMARY and/or SECONDARY HEAT EXCHANGER	
Aquastat	2.00
Up To 200,000 BTU	5.00
201,000 - 350,000 BTU	6.50
351,000 and Above	8.00
COIL	
Leak in Factory Joints or Valves (one leak per term of the agreement)	2.50
Liquid Line Solenoid Valve	2.50
Metering Device / Check Valve	3.00
Drain Pan	3.50
Expansion Valve	3.50
Leak in Coil (evap. or cond.)	3.50
Replace Complete Coil	5.00



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What's Covered

■ Covered
■ Not Covered

ACCUMULATOR

- Replace Accumulator or Muffler

BLOWER MOTOR & WHEEL

- -Replace Blower Motor
- -Replace Variable Speed Blower Motor
- -Replace Variable Speed Module
- -Replace Blower Motor and Wheel
- -Replace Variable Speed Blower Motor & Wheel
- -Replace Blower Wheel
- *Capacitors are included if changed with a motor*
- -Pull and Clean Blower Wheel
- -Adjust Blower Wheel

BREAKERS

- -Replace Circuit Breaker- Internal Only
- -Replace Low Voltage Fuse (Internal Only)
- -Replace High Voltage Fuse (Internal Only)
- -Reset & Test / Tighten
- -Replace 30 / 60 Amp Disconnect

BURNER

- -Replace Burner
- -Pull and Clean Burner

CAPACITOR (repair only)

- -Replace Single Capacitor
- -Replace Dual Capacitor

CIRCUIT BOARD

- -Replace Circuit Board

COMPRESSOR

- -Replace Compressor
- -Replace Crankcase Heater (If factory supplied)
- -Repair Terminal
- -Replace Start Assist Assembly
- -Replace Sound Blanket
- -Add Sound Blanket

CONDENSER COIL

- -Replace Condenser Coil
- -Leak Repair
- -Clean Condenser Coil
- -Straighten Fins

CONDENSER FAN

- -Replace Condenser Fan Blade
- -Replace Condenser Motor
- -Replace Condenser Fan Blade & Motor

CONTACTOR

- -Replace Contactor
- -Replace Two Speed Contactor

DEFROST

- -Replace Circuit Board / Timer
- -Replace Two Speed Circuit Board
- -Replace Relay
- -Replace Thermostat
- -Clean & Adjust Light Pilot Assembly
- -Clean Flame Sensor

DRIER

- -Replace Filter Drier (No parts process fee cost only)

ELECTRONIC AIR CLEANER

- -Replace Air Pressure Switch
- -Replace Cells
- -Replace Cell Handle
- -Replace Current Sensing Relay
- -Replace Ionizing Wire
- -Replace Power Pack
- -Clean Cells and Pre-Filters
- -Replace Pre-Filter

ELECTRIC HEAT

- -Replace Fusible Link
- -Replace High Limit
- -Heater Package
- -Replace Sequencer / Heat Relay

EVAPORATOR (coil leak)

- -Simple Leak Repair
- -Replace Evaporator Coil
- -Cleaning

FAN BELT

- -Replace Fan Belt (if cause of repair)
- -Maintenance

FAN & LIMITS

- -Replace Fan Limit
- -Replace Fan Relay / Time Delay
- -Replace Fan Center Control
- -Replace Door Switch
- -Replace Limit Snap Disk / Fixed / Fusible / Rollout

FILTERS

- -Clean or Replace

FLUE

- -Replace Flue Cap or Elbow
- -Clean Obstruction

GAS VALVE

- -Replace Single or Two Stage Gas Valve
- -Conversion Kit Standing Pilot to Spark Ignition
- -Adjust Gas Pressure
- -Replace Gas Shut Off / Union / Gas Flex

HEAT EXCHANGER

- -Replace Heat Exchanger
- -Clean Heat Exchanger
- -Simple Carbon Monoxide Test

HUMIDIFIER

- -Replace Current Sensing Relay
- -Replace Orifice
- -Replace Humidistat
- -Replace Saddle Valve
- -Replace Solenoid Valve
- -Replace Humidifier Pad

IGNITION

- -Replace Hot Surface Igniter / Flame Sensor
- -Replace Thermocouple
- -Replace Standing Pilot Assembly

INDUCER

- -Replace Motor Assembly & Wheel
- -Replace Wheel or Motor
- -Replace Pressure Switch
- -Replace Sail Switch
- -Clean and Adjust Inducer

LOW VOLTAGE

- -Replace Transformer
- -Replace Fuse (Internal Only)

METERING DEVICE

- -Replace TXV
- -Replace Schrader
- -Replace Service Valve Recovery
- -Replace Access Valve
- -Clean Piston Blockage
- -Schrader Caps

OIL FURNACE

- -Replace Fuel Pump
- -Replace Oil Burner Motor
- -Replace Oil Pump Coupling
- -Replace Primary with Accustat
- -Replace Oil Burner Assembly
- -Replace Electrodes
- -Replace Oil Ignition Transformer
- -Replace Protector Relay
- -Replace Stack Switch or Control
- -Replace Auto Shut-Off Valve
- -Reline Oil Burner
- -Replace Fuel Filter Cartridge
- -Replace Fuel Oil Filter Assembly
- -Replace Oil Nozzle
- -Cleaning

PRESSURE SWITCH (refrigeration)

- -Replace Threaded Hi / Lo Pressure Switch With Schrader
- -Replace Hi / Lo Pressure Switch

REVERSING VALVE

- -Replace Reversing Valve
- -Replace Electrical Coil
- *Replacing both at the same time*

THERMOSTAT

- -Thermostat
- -Programmable Thermostat
- -Heat Pump Thermostat
- -Programmable Heat Pump Thermostat
- -Calibrate Thermostat
- -Adjust Heat Anticipator
- -Replace Thermostat Wire (*One Man - up to 50 ft.*) External Wiring

ULTRAVIOLET

- -Replace Circuit Board / Ballast
- -Replace Bulb

WATER LEAK

- -Replace Drain Pan
- -Replace Condensate Pump
- -Replace Auxiliary Drain Float Switch
- -Replace Auxiliary Drain Pan
- -Clean / Blowout Drain
- -Replace Condensate Drain

WIRING

- -Replace Low Voltage Fuse
- -Minor Repair Locate Short
- -Replace Thermostat Wire
- -Replace Thermostat Wire (*One Man - up to 50 ft.*) External Wiring

MISCELLANEOUS

- -Replace Low Ambient Kit / Freeze Stat
- -Repair Gas Leak Inside Unit Only - factory fittings only
- -Minor Repair Tape or Reattach Ductwork
- -Overnight Shipping Fees

Reimbursement Process

The process begins by ensuring reimbursement requests are filed with Prime within 60 days from the failure date of the equipment. When filing a request, please take into account the following:

- Diagnostic is included in warranties providing labor coverage. Prime will pay the equivalent of one hour labor at the rate specified in the warranty for repair diagnosis or travel time to the job site.
- A \$35.00 per part markup allowance is paid over and above the cost of each part for warranties including parts. Invoices for parts required for repairs must be submitted with requests to validate the cost.
- Reimbursements are based on repairs performed by one technician only as specified in the allowed labor guide. Rates have been adjusted to account for two technicians where applicable.
- Prime will reimburse out-of-warranty parts at the contractor's cost, plus the process allowance.
- Upon receipt by Prime of the completed reimbursement request and supporting invoices (if applicable), Prime Warranty will process payment within 30 days.

Requests may be submitted via fax, mail or e-mail.

Fax requests to: (855) 595-6303

E-mail: reimbursement@primewarranty.net

Mailing Address: 1166 E. Warner Rd. Suite #209, Gilbert AZ 85296

What is excluded under Extended Service Plans

Excluding, but not limited to:

1. All exclusions specified in the manufacturer's warranty apply to the extended warranty.
2. Normal maintenance costs (i.e. tune-ups, associated part(s), adjustments, filters, installation, start-up, etc.).
3. Failure caused by lack of maintenance.
4. Per hour labor rate applies regardless of overtime, holiday, or emergency repairs if applicable.
5. No freight costs for replacement part(s).
6. Repairs resulting from environmental conditions and/or natural disasters (flooding, storms, lightning, earthquakes etc.).

Note: Extended Warranty Plans are not maintenance agreements and apply to mechanical breakdowns only, therefore no adjustments or resets will be covered.

FAQ's

Q: How long do I have to purchase a warranty?

A: Warranties must be purchased within the first year from the date of the equipment installation. For example if a 5 year labor warranty is purchased 11 months after the date of installation, the 5 year warranty is not from the date of purchase, it is from the date of installation.

Q: Do I get parts markup?

A: If you purchased a parts warranty you will receive \$35.00 per part. If you purchased a labor warranty you are not entitled to receive the parts markup.

Q: Do I get a refrigerant allowance?

A: Yes, on labor plans Prime Warranty will pay \$15.00 per pound (based on system charge) if you have to open the refrigeration system to make the repair.

Q: Speaking of opening up the system, do I get an allowance for recovery?

A: Yes if you purchased a labor warranty. The allowance for reclaim and recharge (R&R) is one hour.

Q: Do I get coverage on zoning systems?

A: No. Warranties for accessories such as air cleaners, humidifiers etc. must be purchased separately.

Q: Are the warranties transferable?

A: Yes. Please notify Prime Warranty of a transfer of ownership of a property within 90 days. A \$35.00 fee is required to process the transfer.

Q: Do these plans include a diagnostic or trip charge?

A: Yes, you are entitled to one-hour for diagnostic or it can be used as your trip charge if you so choose.

Q: Does Prime Warranty pay for topping off a refrigerant charge?

A: No, however Prime will pay for refrigerant as part of a leak repair providing a standard leak check is performed.

Q: Can I transfer the warranties to another contractor?

A: Yes. In the event you sell your business, Prime Warranty will gladly assist in transferring your warranties to a contractor of your choice provided they are in good standing with Prime Warranty.

Q: Where do I mail payment when I purchase a warranty?

A: Prime Warranty P.O. Box 3920 Gilbert, AZ 85299

Q: Are the warranties brand specific?

A: No. Prime warranties can be applied to any brand of equipment.

Q: How long do I have to request reimbursement for a repair?

A: Please submit requests within 60 days of the repair.

Q: How long does it take to be paid for a repair?

A: Typically about 15 business days but may take up to 25 business days due to holidays, vacations, mail delays etc.

Q: Who do I call if I have questions?

A: Please call your distributor first. If they are unable to assist you, please give Prime a call at: (855) 595-6302

Corporate Offices:

U.S.A.

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