

WE'VE GOT YOUR BACK!



| CERTIFIED COMFORT EXPERT | Years of Operation | | |
|--------------------------|--------------------|---|---|
| | 1 | 2 | 3 |
| Type of Issue: | 1 | 2 | 3 |
| Anything* | ✓ | ✗ | ✗ |
| Multiple Minor Failures | ✓ | ✓ | ✗ |
| Major Failure | ✓ | ✓ | ✓ |



| LIBERTIES PLUS | Years of Operation | | |
|-------------------------|--------------------|---|---|
| | 1 | 2 | 3 |
| Type of Issue: | 1 | 2 | 3 |
| Anything* | ✓ | ✗ | ✗ |
| Multiple Minor Failures | ✓ | ✗ | ✗ |
| Major Failure | ✓ | ✗ | ✗ |

*** M&A Supply must be made aware of the issue and have the chance to make it right prior to unit replacement.**

Multiple minor failures = 3 or more separate minor failures. A failure that results in multiple warranty parts being replaced counts as one failure (Example: Defrost issue resulting in board and sensors being replaced). Each failure must be documented in order to be considered.

Major failure = Compressor, coil, heat exchanger, or reversing valve.

In cases of replacement, if a new, equivalent unit is not available due to changes in any law, regulation, technology, refrigerant or other reason, M&A Supply will provide the latest, comparable unit available. However, installation of the latest new unit available may require changes to or replacement of other components and/or accessories to the HVAC system. M&A Supply accepts no responsibility for the costs associated with such additional components and/or accessories. All units replaced due to major failure are subject to testing.

Any equipment related issues outside the scope of this program are to be handled on a case-by-case basis.

Dealer must have CCE/Liberties Plus dealer status at the time of install and at the time of claiming a replacement in order to qualify.

