

DEALER:

Servicing Dealer Name
Servicing Address Line 1
Servicing Address Line 2



P.O. BOX 4808
Syracuse, NY 13221
(800) 227-7437

Customer Protection Plan

OWNER:

Homeowner Name
Homeowner Address Line 1
Homeowner Address Line 2

EQUIPMENT LOCATION:

Installation, operation, and maintenance instructions originally packaged with the equipment must be observed and followed for coverage to remain effective. Damage or repairs resulting from lack of periodic maintenance and servicing will not be covered under this warranty.

Model	Serial#	Equipment	Start-Up Date	Coverage Selected
Covered Model Number	Covered Serial Number	Covered Equipment Description	Equipment Start-Up Date	Warranty SKU#
Additional lines added for each piece of equipment				

1st Year Labor Coverage

This Consumer Protection Plan is an optional warranty covering the labor costs of the above listed dealer associated with failure of the covered equipment due to defect in materials or workmanship under normal use and maintenance during the [1st through 5th / 1st through 10th] year period commencing on the 31st day after the start-up date of the covered equipment (or 90 days after the date of warranty registration if sold 31 or more (but less than 90) days after the equipment start-up date).

or

2nd Year Labor Coverage

This Consumer Protection Plan is an optional warranty covering the labor costs of the above listed dealer associated with failure of the covered equipment due to defect in materials or workmanship under normal use and maintenance during the [2nd through 5th / 2nd through 10th] year period commencing on the 366st day after the start-up date of the covered equipment.

or

6th-10th Year Parts Coverage

This Consumer Protection Plan is an optional warranty covering parts failure in the covered equipment due to defect in materials or workmanship under normal use and maintenance during the 6th through 10th year period commencing on the 5 year anniversary of the start-up date of the covered equipment in a non-owner occupied residential application. If a part fails due to defect during the applicable warranty period, Company will provide a new or remanufactured part, at Company's option, to replace the failed defective part at no charge for the part.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state. This warranty is in addition to the original warranty applicable to the listed equipment.

This warranty is transferable to subsequent owner while the equipment is located at the original equipment site. Send a copy of this warranty to Customer Protection Plan, Contract Administration Dept., P.O. Box 4808, Syracuse, NY 13221 to affect transfer. This warranty is not renewable.

SERVICE REQUEST:

If the equipment covered by this warranty fails to work and you have checked the items you can do yourself, follow these steps in order: 1) Contact the registered service dealer noted on this warranty for the diagnosis and/or repair of the equipment, or your builder

if yours is a new residence and the dealer is unknown; 2) Contact your distributor (see telephone yellow pages); 3) Call Consumer Relations Dept at 1-800-227-7437.

This warranty applies only to the product in its original installation location and is voided if the product is reinstalled elsewhere. All work under the terms of this warranty shall be performed during normal working hours, except for work related to the loss of heating or cooling, which will begin within 24 hours after your requested service. All replacement parts, whether new or remanufactured, assume as their warranty period only the remaining time period of the warranty.

THE COMPANY WILL NOT BE RESPONSIBLE FOR:

- 1) Damage or repairs resulting from lack of periodic maintenance and servicing, or from misapplication, faulty installation, abuse or misuse, improper servicing or alteration, unauthorized alteration, or improper operation.
- 2) Failure to operate due to, but not limited to, voltage conditions, blown fuses, open circuit breakers, or other damage due to the inadequacy or interruption of electrical service.
- 3) Loss, damage, repairs or maintenance required as a result of water, hail, theft, earthquake, riot, winds, fire, lightning, accidents, corrosive atmosphere or other conditions beyond the control of the company.
- 4) Normal maintenance outlined in the servicing instructions or owner's manual including, but not limited to, coil cleaning, filter cleaning and/or replacement, motor lubrication, and pre-season checkups.
- 5) Service made mandatory by change in federal, state, or local regulations.
- 6) The refinishing of cabinet parts, bases, mountings, decorations, trim, remote condensate pumps and electrical services or drains external to the covered equipment.
- 7) Additional or usual utility bills incurred due to any malfunction or defect in the equipment covered by this warranty.
- 8) Any expenses incurred by the owner for parts and labor which were not provided by a dealer noted on this contract.
- 9) Any extra expenses incurred by the dealer in performing under the warranty terms due to inaccessibility of the equipment.
- 10) ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER. Some states do not allow the exclusion of incidental or consequential damage, so the above limitation may not apply to you.

This contract covers this period Coverage Start Date TO Coverage End Date

Contract Code Number: Unique Warranty Number

Contract Value: Price Where Required

Distributor: Distributor Identifier

Dealer: Dealer Identifier

Customer: _____

State specific warranty terms and conditions, if applicable.