



Air Conditioning & Heating

# Asure<sup>SM</sup>

EXTENDED SERVICE PLAN

Protect their investment for years to come...



**Thank goodness for Goodman.<sup>®</sup>**



## Welcome to Asure!

Congratulations on your decision to become an Authorized Asure<sup>SM</sup> dealer! Goodman brand equipment is optimized to provide premium comfort through the latest innovations. However, any mechanical product occasionally fails. As an authorized Asure dealer, you can offer your customer extended agreements as a safeguard from those occasional failures.

### The Asure program provides your business with the following benefits:

- Adds value to homeowner's purchase. Provides the homeowner peace-of-mind that they have protected their investment and guaranteed their comfort system for the terms of their agreement against unplanned repair bills.
- Builds your customer base. By providing your customer with worry-free comfort, you earn your customer's loyalty and confidence, along with that of their friends and neighbors. What better way is there to grow your business?

### What is covered?

Asure provides coverage on all functional parts of Goodman brand 1-through-5 ton, single-phase residential HVAC products. Coverage may be offered on equipment that has been installed within the last year. Routine maintenance and the cost to correct failures other than those considered to be manufacturing defects are excluded from coverage.

### Coverage Options

- **Labor (L)** – Provides labor to repair or replace all Goodman brand parts and other manufacturer approved parts that fail under normal use and service due to a manufacturer's defect. This coverage is non-transferable between homeowners.
- **Parts and Labor (PL)** – Provides a replacement part for all Goodman brand parts and other manufacturer approved parts that fail under normal use and service due to a manufacturer's defect. It also provides labor to repair or replace all Goodman brand parts and other manufacturer approved parts that fail under normal use and service. This coverage is fully transferable between homeowners.
- **Compressor (C)** – Provides a new equivalent Goodman brand or other manufacturer approved compressor to replace the failed unit due to a manufacturer's defect in material or workmanship due to a manufacturer's defect. This coverage is non-transferable between homeowners.
- **Parts (P)** – Provide a replacement part only for all Goodman brand or other manufacturer approved parts that fail under normal use and service due to a manufacturer's defect. Labor costs are not included in this coverage. In the event of compressor or heat exchanger failure, unit replacement is not included in this coverage. This coverage is fully transferable between homeowners.
- **Limited Unit Replacement (LUR)** – Provide a new equivalent Goodman brand unit to replace the failed unit in the event of a compressor or heat exchanger failure due to a manufacturer's defect. Such coverage is limited to one replacement during the term of coverage identified on the face of this Agreement. This coverage is non-transferable between homeowners.



## Order Process

- The Dealer purchases the Asure agreement form from a Goodman brand Distributor. The Dealer completes the agreement with the consumer's installation information. A carbon copy of the agreement is left with the homeowner. The contract is filed with the dealer's distributor.
- The contract number, issued by the warranty department or the red pre-printed number in the upper right-hand corner is the agreement number to be referenced in the event of a claim covered by an Asure Extended Service Plan.
- Dealer must comply with state laws and regulations governing the sale of extended service contracts. For example, some states require that all applications must disclose the price paid by the homeowner for coverage.
- Extended service coverage is not in effect and the sale is not complete until the homeowner and installation information has been forwarded by the contractor to Goodman for registration, and the application has been accepted for coverage.
- Where required, if Asure does not receive all of the properly executed forms, including the sales price and your signature, Asure will reach out to the homeowner directly to confirm the policy.

## Claims Process

- Contractor verifies customer coverage by a copy of homeowner's Extended Service Agreement or by contacting the **Consumer Affairs Department at (877) 254-4729 or Product Registration Group (877) 688-9191, Option 1.**
- Contractor completes the warranty claim form (supplied by your Goodman brand Distributor) and files the claim through your Distributor.
- All repairs must be completed using Goodman specified replacement parts, where applicable. Non-Goodman parts are not reimbursable.
- Allowed claim reimbursement amount will be calculated by Goodman based on the nature of the service performed, the parts replaced as indicated on the form, and the current approved labor rate on file for your company. (See "Service Rate Schedule" and "Reimbursement Policy")
- Claims should be filed with your local distributor.

Asure makes every reasonable effort to pay claims within 30 days from receipt of the claim. Please ensure that all information is completed, as incomplete claim information delays processing.

## Contact Information

Your local Goodman brand Distributor can assist you with most questions you may have regarding the Asure Program.

## Service Rate Schedule

The following is a guide to the type of reimbursable repair services that fall under each Labor Rate Class. Asure will calculate the labor reimbursement for claims submitted based on the labor rate approved for your company in your Authorized Asure Dealer Agreement. Reimbursements for labor, travel time, diagnostics and shipping of parts are all included in these reimbursement allowances.

### Rate Classes:

RATE A – (Labor Rate X 1.5) Replacement of electrical or mechanical components, such as contactors, capacitors and fan relays.

RATE B – (Labor Rate X 2) Replacement of an electrical or mechanical component, such as fan or blower motors, fan blade or blower assembly.

RATE C – (Labor Rate X 2.5 plus \$50 for refrigerant replacement) Sealed system leak repairs with no parts replacement.

RATE D – (Labor Rate X 3.5 plus \$100 for refrigerant recovery and replacement) Sealed system leak repairs with parts replacement, including evaporator coil replacement.

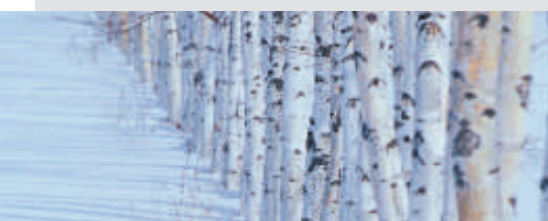
RATE E – (Labor Rate X 5 plus \$50 for refrigerant recovery and \$50 replacement) Limited to compressor, condenser coil or unit replacement. Filter drier replacement is required for all compressor replacements.\*

\* Unit replacement claims are not eligible for refrigerant recovery.

RATE F – Pays 5 hours – for replacement of heat exchangers only.

RATE G – Pays 1.75 hours plus \$100 refrigerant – for filter drier and/or TXV replacement.

Note: Repairs that include more than one rate class will always pay at the higher rate class, not both.



# Protect your investment for years to come...

## You're covered with an Asure<sup>SM</sup> Extended Service Plan!

**DAIKIN**



### GOODMAN – A MEMBER OF DAIKIN GROUP

Daikin Industries, Ltd. (DIL) is a global Fortune 1,000 company which celebrated its 90th anniversary in May 2014. The company is recognized as the largest HVAC (Heating, Ventilating, Air Conditioning) manufacturer in the world. DIL is primarily engaged in developing indoor comfort products and systems and refrigeration products for residential, commercial and industrial applications. Its consistent success is derived, in part, from a focus on innovative, energy-efficient and premium quality indoor climate and comfort management solutions.



Our continuing commitment to quality products may mean a change in specifications without notice.  
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