



Providing peace of mind  
for you and your family



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# PROTECT THEIR INVESTMENT FOR YEARS TO COME...

## ASURE<sup>SM</sup> EXTENDED SERVICE PLAN

### Welcome to *Asure!*

Congratulations on your decision to become an Authorized *Asure* dealer! *Amana* 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 service 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 *Amana* brand 1-through-5 ton, single-phase residential HVAC products. Coverage may be offered on equipment that has been installed within the last 6 months. 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 *Amana* 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. Select labor plans have a deductible charged to the dealer.
- Parts and Labor (PL) – Provides a replacement part for all *Amana* 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 *Amana* 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 *Amana* 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 where applicable.
- Limited Unit Replacement (LUR) – Provides a new equivalent *Amana* 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 where applicable.

#### Order Process

- The Dealer purchases the *Asure* agreement from an *Amana* brand Distributor.  
  
The Dealer completes the agreement with the homeowner's installation information. The contract is filed with the dealer's distributor.
- The contract number, issued by the warranty department, through Warranty Express, 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 *Asure* 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 sale price and your signature, *Asure* will reach out to the homeowner directly to confirm the policy.

#### CONTACT INFORMATION

Your local *Amana* brand distributor can assist you with most questions you may have regarding the *Asure*<sup>SM</sup> Program.



### Claims Process

- Contractor verifies customer coverage by a copy of homeowner's Extended Service Agreement or by contacting the **Homeowner Support Department at (877) 254-4729 or Warranty Department (877) 688-9191, Option 1.**
- Contractor completes the warranty claim form (supplied by your *Amana* brand Distributor) and files the claim through your Distributor.
- All repairs must be completed using manufacturer-specified replacement parts, where applicable. Non-manufacturer specified parts are not reimbursable.
- Allowed claim reimbursement amount will be calculated based on the nature of the service performed, the parts replaced as indicated on the form, and the labor rate (See "Service Rate Schedule" and "Reimbursement Policy").

### Claims should be filed with your local distributor.

We make 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.



- Dealer labor rates will be based on three tier payout options, determined by the plan purchased.
- \*Tier labor rate payout options:
  - Tier 1 Plan = \$85 per hour
  - Tier 2 Plan = \$125 per hour
  - Tier 3 Plan = \$150 per hour
- \* Total labor payout is determined by multiplying the tier labor rate x the hours indicated in the current service rate schedule, depending on type of repair.
- A \$65 trip charge will be provided for any repair that includes labor. This will be a one-time trip charge every 30 days per address based on initial repair date.
- All plans will be transferable for a transaction fee of \$75 per contract
- Refrigerant and recovery payouts will be \$75 dollars each.
- All contracts must be submitted and approved in Warranty Express within 6 months of the installation date.

### 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. Select labor plans have a deductible charged to the dealer that will be subtracted from the Rate Class Schedule below.

#### 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 an allowance for refrigerant)

Sealed system leak repairs with no parts replacement.

##### RATE D – (Labor Rate X 3.5 plus an allowance for refrigerant and recovery)

Sealed system leak repairs with parts replacement, including evaporator coil replacement.

##### RATE E – (Labor Rate X 5 plus an allowance for refrigerant and recovery)

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 – (Labor Rate X 5)

Replacement of heat exchangers only

##### RATE G – (Labor Rate X 1.75 plus an allowance for refrigerant)

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.*

Don't just take our word for it...  
Our customers are reviewing us every day!  
See all our reviews on [www.amana-hac.com/reviews](http://www.amana-hac.com/reviews).

Amana brand products average **4.7 out of 5** stars in homeowner satisfaction with thousands of reviews captured on *Amana* brand Heating and Air Conditioning products.

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"...Pleased with our old Amana!  
It lasted over 20 years!" — *deeMike*

"...I got this heat pump and couldn't be happier. It's quiet, efficient, and amazing. Totally worth the money. The warranty is amazing, too." — *CSGilbert*

"...The best part about the unit we bought is the lifetime warranty on the compressor of the outdoor unit. How can you beat that?" — *Scott189*

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Complete warranty details available from your local dealer or at [www.amana-hac.com](http://www.amana-hac.com). To receive the Lifetime Unit Replacement Limited Warranty, Lifetime Compressor Limited Warranty, Lifetime Heat Exchanger Limited Warranty (in each case, for as long as you own your home), and 10-Year Parts Limited Warranty online registration must be completed within 60 days of installation. Online registration is not required in California or Quebec. The duration of warranty coverages in Texas differs in some cases.

We use the industry leader in homeowner reviews, BazaarVoice, to administer and validate the reviews for *Amana* brand products that you see on the website. This means reviews are directly from homeowners, with checks to prevent fabrication, modification, or fraudulent activities. To see how BazaarVoice authenticates reviews, please visit [www.bazaarvoice.com/legal/authenticity-policy/](http://www.bazaarvoice.com/legal/authenticity-policy/).



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