

**Asure**<sup>SM</sup>  
EXTENDED SERVICE PLAN

PROTECT YOUR CUSTOMERS' INVESTMENT  
FOR YEARS TO COME.



**Goodman**<sup>®</sup>  
Air Conditioning & Heating

# Welcome to **Asure**<sup>SM</sup>

**Congratulations on your decision to become an authorized *Asure* dealer! Goodman equipment is optimized to provide premium comfort through the latest innovations.**

Asure provides coverage on all functional parts of Goodman 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.

## LABOR (L)

Provides labor to repair or replace all Goodman 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.

## COMPRESSOR (C)

Provides a new equivalent Goodman 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.

## PARTS AND LABOR (PL)

Provides a replacement part for all Goodman 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.

## LIMITED UNIT REPLACEMENT (LUR)

Provide a new equivalent Goodman 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.

## THE ASURE **EXTENDED SERVICE PROCESS**

### ORDER PROCESS

The Dealer purchases the *Asure* agreement form from a Goodman Distributor. The Dealer completes the agreement with the consumer's installation information. The contract is filed with the dealer's distributor on the paper copy or through the Warranty Express application.

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 separately 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, through the distributor, 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 Receipt, through the warranty lookup function on [goodmanmfg.com](http://goodmanmfg.com) 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 on paper copy (supplied by your Goodman brand Distributor) or through the Warranty Express application, filing 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.

# Reimbursement repair service

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 indicated on the plan purchased. When two repairs are done in one service call, the claim will pay out at the larger allowance. Reimbursements for labor, travel time, diagnostics and shipping of parts are all included in these reimbursement allowances.

## RATE CLASSES:

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### Rate A – (Labor Rate X 1.5)

Replacement of electrical or mechanical components, such as contactors, capacitors and fan relays.

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### Rate B – (Labor Rate X 2)

Replacement of an electrical or mechanical component, such as fan or blower motors, fan blade or blower assembly.

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### Rate C – (Labor Rate X 2.5 plus an allowance for refrigerant)

Sealed system leak repairs with no parts replacement.

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### 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.

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### 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.

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### Rate F – (Labor Rate X 5)

Pays 5 hours – for replacement of heat exchangers only.

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

Replacement of filter drier and/or TXV.

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- 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.

**Asure**<sup>SM</sup>  
EXTENDED SERVICE PLAN

**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.



ONCE YOU CHOOSE THE **GOODMAN BRAND**, YOU'LL PROBABLY BE A FAN FOR LIFE.



Millions across North America are big fans already.  
Once you choose a Goodman brand, you'll probably be a big fan, too!  
See why others are saying, "Thank Goodness for Goodman."  
Just go to [www.goodmanmfg.com/reviews](http://www.goodmanmfg.com/reviews)

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## ABOUT DAIKIN

Daikin Industries, Ltd. (DIL) is a Fortune 1,000 company with more than 84,870 employees worldwide and is the world's #1 indoor comfort solutions provider. Daikin Comfort Technologies North America (DNA), Inc is a subsidiary of DIL, providing Daikin, Amana® brand, Goodman brand, and Quietflex brand products. DNA and its affiliates manufacture heating and cooling systems for residential, commercial, and industrial use and are sold via independent HVAC contractors. DNA engineering and manufacturing is located at Daikin Texas Technology Park near Houston, TX. For additional information, visit [www.northamerica-daikin.com](http://www.northamerica-daikin.com).

### Additional Information

Before purchasing this appliance, read important information about its estimated annual energy consumption, yearly operating cost, or energy efficiency rating that is available from your retailer.



Air Conditioning & Heating

A DAIKIN BRAND

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

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