

Program Information

Program Details

Program Basics

Objective - This program aims to offer customers labor warranty coverages on their HVAC systems for their home heating and cooling. It hopes to give customers ease-of-mind when dealing with equipment breakdowns.

Program - “Climate Shield Complete” by AIG

Equipment Brand - This program only covers HVAC equipment manufactured by Carrier, Bryant, or Payne.

Warranty Period - Only a 10-year plan is available with this program.

Terms & Definitions

Program Name - The name of this program is “Climate Shield Complete” and will be referred to as the “program” or “warranty” throughout this document unless otherwise specified.

Residential Site - A residential site is defined as (1) a single-family dwelling/condominium occupied by one family, (2) where business is not conducted, and (3) equipment is less than or equal to five tons.

Program Restrictions

Eligible Locations - This program is only available for residential sites. Commercial sites are not eligible for this program.

Please refer to the definition of “Residential Sites” in the “Terms and Definitions” section to learn more about the requirements for the location.

Previously Installed Equipment - Any equipment that has been installed more than five (5) years in the past are not eligible for this program.

Equipment Condition - For the equipment to be eligible for warranty, the equipment must be in good working order at the time of warranty purchase. If it’s determined that any pre-existing condition exists, the payment claim may be denied.

Program Rules

Warranty Term Start - Regardless of when the warranty is purchased, the warranty term will begin from the date of the equipment’s installation.

Program Information

Coverage Details

Maintenance

Preventative Maintenance Plans - This warranty does not cover normal, periodic, or preventative maintenance or check-ups. To be eligible for this program, the equipment **must be under a maintenance contract and regular maintenance must be performed** on the equipment.

Covered and Excluded Repairs

Covered Repairs Included - Any mechanical failures during normal operation are covered with this program.

Excluded Repairs - The following are not covered under this program:

- Repairs as a result of installation error
- Repairs resulting from a lack of proper maintenance
- Normal, periodic or preventative maintenance service
- Equipment not meeting the specifications set by the manufacturer and the Air Conditioning and Refrigeration Institute

Wait Period

The product you are purchasing from AIG is an extended service agreement contract. The contract start date begins the later of thirty (30) days from contract purchase or upon expiration of the dealer's labor warranty, whichever is later. Residential contracts sold greater than twelve (12) months from the installation date have a ninety (90) day wait period. Claims or losses that occur prior to or during a wait period are not covered.