DAIKIN



Protect Their Investment For Years To Come

Asure
EXTENDED SERVICE PLAN

Welcome to *ASURE!*

Congratulations on your decision to become an Authorized *ASURE* Dealer! Daikin 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 Daikin brand 1-through-5 ton, single-phase residential HVAC products. Coverage may be offered on equipment that has been installed within the last six 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 Daikin brand parts and other manufacturer approved parts that fail under normal use and service due to a manufacturer's defect. Select labor plans have a deductible charged to the dealer.

» **Parts and Labor (PL) –** Provides a replacement part for all Daikin 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 Daikin brand parts and other manufacturer approved parts that fail under normal use and service. This coverage is fully transferable between homeowners.

Order Process

» The Dealer purchase the *ASURE* agreement form from a Daikin 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 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.

» The 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.

Order Process (cont.)

» 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 Daikin 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 Homeowner Support Department at (877) 254-4729 or Warranty Department at (877) 688-9191, Option 1.

» Contractor completes the warranty claim form (supplied by your Daikin brand Distributor) and files the claim through your Distributor.

» All repairs must be completed using Daikin specified replacement parts, where applicable. Non-Daikin parts are not reimbursable.

» Allowed claim reimbursement amount will be calculated by Daikin based on the nature of the service performed, the parts replaced as indicated on the form, and the current labor rate ndicated on the plan. (See "Service Rate Schedule" and "Reimbursement Policy")

» **Claims should be filed with *ASURE*.**

Daikin 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.

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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.

CONTACT INFORMATION

Your local Daikin 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 indicated on the plan purchased. Reimbursements for labor, travel time, diagnostics and shipping of parts are 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 allowance for refrigerant) Sealed system leak repairs with no parts replacement.

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

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

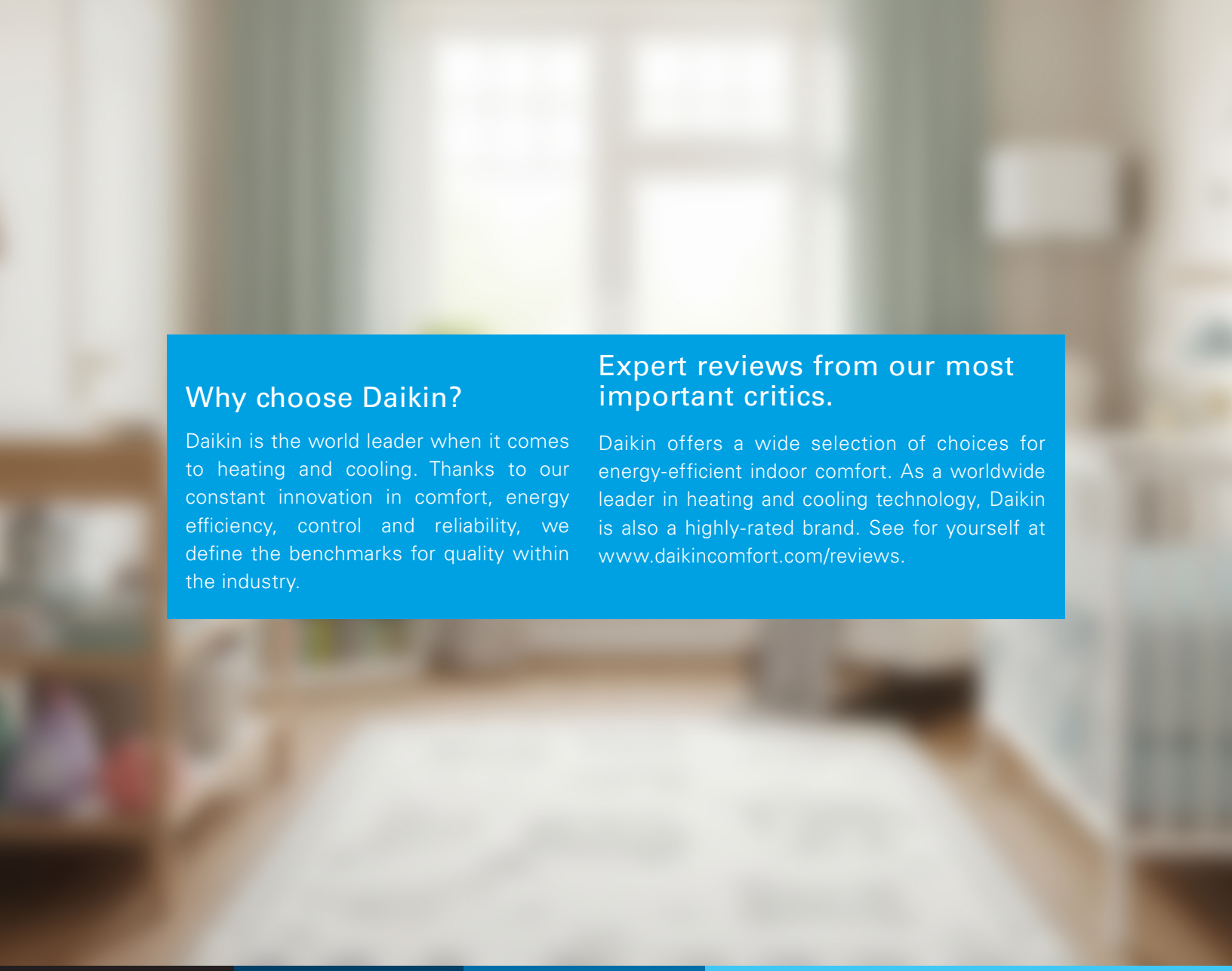
* Unit replacement claims are not eligible for refrigerant recovery.

RATE F – (Labor Rate X 5) for replacement of heat exchangers only.

RATE G – (Labor Rate X 1.75) 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.

Program details are subject to change without prior notification.
DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC.
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Why choose Daikin?

Daikin is the world leader when it comes to heating and cooling. Thanks to our constant innovation in comfort, energy efficiency, control and reliability, we define the benchmarks for quality within the industry.

Expert reviews from our most important critics.

Daikin offers a wide selection of choices for energy-efficient indoor comfort. As a worldwide leader in heating and cooling technology, Daikin is also a highly-rated brand. See for yourself at www.daikincomfort.com/reviews.

BUILD YOUR SYSTEM | DISCOVER REBATES | FIND A CONTRACTOR | LEARN ABOUT DAIKIN HVAC:
www.daikincomfort.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.

DAIKIN

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

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