

Warranty

This section outlines in detail the responsibilities of the Warranty Department:

- Administer warranty policies.
- Administer Field Scrap Program on warranty parts.
- Administer “ePAY” program: tools to change the business of warranty from a negative to a positive in the contractor’s mind.

Nortek Global HVAC Warranty

Nortek Global HVAC offers an Expressed (Limited) Warranty on all products that it manufactures and/or sells. This warranty is extended to the end-user of the product. The warranty is provided in a written form and tells the end-user what the warranty covers.

The warranty statement spells out specifically what is or is not included with the product that was purchased. In some states the consumer has additional protection/coverage under the laws of that state and apply only to that specific state.

Warranties are either Implied or Expressed. The Nortek Global HVAC warranty is an Expressed Warranty, in that it states specifically what is covered under the warranty offer. However, there are Implied Warranties with the product that say to the consumer that the product being purchased is “merchantable” and is “fit for the purpose in which it was designed.”

The Nortek Global HVAC Warranty, in addition to being Expressed, is also limited in that it spells out the limitation of the warranty.

The distributor and/or retailer of Nortek Global HVAC products is not authorized to offer a warranty on Nortek Global HVAC product other than what is stated on the printed warranty statement. It is the retailer’s ultimate responsibility to explain the warranty provisions to the consumer on the product that the consumer purchases from the retailer.

It is also the practice of the retailers to provide added value to the product when they install

said product to or in the consumer’s home. The added value includes items such as providing a quality installation, providing service after the sale of the product and taking the responsibility of assisting the consumer user in resolving any complaints associated with the product and more specifically the installation of the product.

The distributor enhances the added value of the retailer by providing the retailer a convenient outlet for obtaining Nortek Global HVAC product, replacement parts, and warranty administration.

The administration of the Nortek Global HVAC warranty is a partnership relationship. Nortek Global HVAC provides the distributor with the tools to administer the warranty at a local level. These tools are:

1. ePAY and Labor Credit Procedures.
2. Field Scrap Program and Procedures.
3. Warranty Claim Procedures.
4. Warranty Support.
5. Warranty Policy on Each Product.

REPLACEMENT PARTS WARRANTY POLICY

It is Nortek Global HVAC’s policy that distribution purchase all warranty parts from Nortek Global HVAC. Use of replacement parts purchased from third parties for the purposes of providing warranty service on Nortek Global HVAC equipment is not permissible. Nortek Global HVAC will not provide warranty compensation when un-authorized replacement parts are utilized (see exclusions indicated on warranty documentation).

2015 Residential Warranties

Ultra Premium (Maytag 1200)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Quality Pledge & Labor (Matched System Only)	1 Year & \$250.00	12 Years & \$250.00
Ultra Premium (Maytag 120)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Quality Pledge & Labor (Matched System Only)	None	1 Year & \$250.00
Premium Brands/Sid Harvey Philco (RD)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressor	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Quality Pledge & Labor A/C (Matched System Only)	1 Year & \$250.00	10 Years & \$250.00
Standard Product / J, E, K Series Product	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressors	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Quality Pledge & Labor applies to 16 seer or higher and all "E" series product	None	1 Year & \$250
Rentals/Apartment and 13 and 14 SEER Standard Split Systems	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressors	5 Years	10 Years
Labor Coverage (PAC)	90 Days	90 Days
Quality Pledge & Labor (Matched System Only)	None	None
Dry R-22, NonARI Matching equipment, REPL Coils (Regardless of Registration)	(JS5BD/JT5BD, REPL Coils)	
Parts Coverage	5 Years	N/A
Compressors	5 Years	N/A
Heat Exchangers	N/A	N/A
Labor Coverage (PAC)	90 Days	N/A
Quality Pledge & Labor	None	N/A
Commercial Product (Regardless of Registration)	All Brands	
Parts Coverage	1 Year	N/A
Compressors	5 Years	N/A
Heat Exchangers	10 Years	N/A
Labor Coverage (PAC)	90 Days	N/A
Quality Pledge & Labor	None	N/A

2014 Residential Warranties

Ultra Premium (Maytag 1200)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor A/C (must be a matched system)	1 Years & \$250.00	12 Years & \$250.00
Ultra Premium (Maytag 120)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor (must be a matched system)	None	1 Year & \$250.00
Premium Brands	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressor	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor A/C (must be a matched system)	1 Years & \$250.00	10 Years & \$250.00
Standard Product / E, G, J, K N, Series Product	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressors	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor (must be a matched system)	None	1 Year & \$250
Apartment/Rentals and 13 SEER J(S,T)4BD Split Systems	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressors	5 Years	10 Years
Heat Exchangers	N/A	N/A
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor	None	None
Dry R-22 and NonARI Matching equipment, REPL Coils (Regardless of Registration)	(JS5BD/JT5BD, REPL Coils)	
Parts Coverage	5 Years	N/A
Compressors	5 Years	N/A
Heat Exchangers	N/A	N/A
Labor Coverage (PAC)	90 Days	N/A
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	N/A
Quality Pledge & Labor	None	N/A

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2014 Residential Warranties continued

Commercial Product (Regardless of Registration)		
Parts Coverage	1 Year	
Compressors	5 Years	
Heat Exchangers	10 Years	
Labor Coverage (PAC)	90 Days	
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	
Quality Pledge & Labor	None	

2013 Residential Warranties

Ultra Premium (Maytag 1200)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor A/C (must be a matched system)	1 Years & \$250.00	12 Years & \$250.00
Ultra Premium (Maytag 120)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor (must be a matched system)	None	1 Year & \$250.00
Premium Brands	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressor	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor A/C (must be a matched system)	1 Years & \$250.00	10 Years & \$250.00
Standard Product / E, G, J, K N, Series Product	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressors	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor (must be a matched system)	None	1 Year & \$250
JS6 Builders Series and Apartment/Rentals	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressors	5 Years	10 Years
Heat Exchangers	N/A	N/A
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor	None	None
Dry R-22 and NonARI Matching equipment, REPL Coils (Regardless of Registration)	(JS5BD/JT5BD, REPL Coils)	
Parts Coverage	5 Years	N/A
Compressors	5 Years	N/A
Heat Exchangers	N/A	N/A
Labor Coverage (PAC)	90 Days	N/A
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	N/A
Quality Pledge & Labor	None	N/A

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2013 Residential Warranties continued

Commercial Product (Regardless of Registration)		
Parts Coverage	1 Year	
Compressors	5 Years	
Heat Exchangers	10 Years	
Labor Coverage (PAC)	90 Days	
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	
Quality Pledge & Labor	None	

2011 Residential Warranties		
Ultra Premium (Maytag 1200)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor A/C (Matched System Only)	5 Years & \$250.00	12 Years & \$250.00
Ultra Premium (Maytag 120)	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor (Matched System Only)	None	1 Year & \$250.00
Premium Brands	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressor	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor A/C (Matched System Only)	5 Years & \$250.00	10 Years & \$250.00
Standard Product / J, E, N Series Product	Non Registered	Registered & Matched
Parts Coverage (Residential Use)	5 Years	10 Years
Compressors	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor	None	1 Year & \$250
Rental/Apartment Complexes (Regardless of Registration)	All Brands	
Parts Coverage	5 Years	N/A
Compressors	5 Years	N/A
Heat Exchangers	10 Years	N/A
Labor Coverage (PAC)	90 Days	N/A
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	N/A
Quality Pledge & Labor	None	N/A
Dry R-22 & Builder Series, NonARI Matching equipment, REPL Coils (Regardless of Registration)	(JS5BD/JT5BD, JS6/B6, REPL Coils)	
Parts Coverage	5 Years	N/A
Compressors	5 Years	N/A
Heat Exchangers	N/A	N/A
Labor Coverage (PAC)	90 Days	N/A
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	N/A
Quality Pledge & Labor	None	N/A
Commerical Product (Regardless of Reg.)	All Brands	
Parts Coverage	1 Year	N/A
Compressors	5 Years	N/A
Heat Exchangers	10 Years	N/A
Labor Coverage (PAC)	90 Days	N/A
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	N/A
Quality Pledge & Labor	None	N/A

Products manufactured after 2-1-06 and installed after 4-1-07		
	Unregistered or Second owner	Registered
Ultra Premium (Maytag 1200)		
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor (Matched System Only)	5 Years & \$250.00	12 Years & \$250.00
Ultra Premium (Maytag 120)		
Parts Coverage (Residential Use)	5 Years	12 Years
Compressor	5 Years	12 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Quality Pledge & Labor (Matched System Only)	None	1 Yr on outdoor unit 10 Yrs from 4-07 through 4-09 12 Yrs from 4-09 through 1-11
Premium Product		
Parts Coverage	5 Years	10 Years
Compressors	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Quality Pledge (Matched Systems only)	5 Years	10 Years
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Standard Product		
Parts Coverage	5 Years	10 Years
Compressors	5 Years	10 Years
Heat Exchangers	20 Years	Lifetime (original owner)
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season
Furnace Quality Pledge	N/A	10 Years
A/C Quality Pledge	N/A	1 Year
Commercial		
Parts Coverage	1 Year	1Years
Gas / Electric Heat Exchangers	10 Years	10 Years
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days
Apartments/Rentals		
Parts Coverage	5 Years	5 Years
Compressors	5 Years	5 Years
Gas / Electric Heat Exchangers	10 Years	10 Years
Labor Coverage (PAC)	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days each season

Product Warranties Effective February 1, 2006			
Premium Brands	Frigidaire	Tappan	Westinghouse
Parts Coverage (Residential Use)	8 Years	8 Years	8 Years
Parts Coverage (Commercial Use)	1 Year	1 Year	1 Year
Compressors Matched System Only	10 Years	10 Years	10 Years
Compressors Commercial	5 Years	5 Years	5 Years
Gas / Electric Heat Exchangers (Residential Use)	20 Years	20 Years	20 Years
Gas / Electric Heat Exchangers (Commercial Use)	10 Years	10 Years	10 Years
Gas Furnace Heat Exchangers (80% Models)	20 Years	20 Years	20 Years
Gas Furnace Heat Exchangers (90% Models)	Lifetime (First Owner)	Lifetime (First Owner)	Lifetime (First Owner)
Oil Furnace Heat Exchangers	Lifetime (First Owner)	Lifetime (First Owner)	Lifetime (First Owner)
Labor Coverage (PAC)	90 Days	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	90 Days Each Season
Quality Pledge (Matched System Only)	5 Years	5 Years	5 Years
Quality Pledge Labor (Matched System Only)	\$250.00	\$250.00	\$250.00
Standard + Product	Philco	Kelvinator	Gibson / Grandaire
Parts Coverage (Residential Use)	5 Years	5 Years	5 Years
Parts Coverage (Commercial Use)	1 Year	1 Year	1 Year
Compressors Matched System Only	10 Years	10 Years	10 Years
Compressors Commercial	5 Years	5 Years	5 Years
Gas / Electric Heat Exchangers (Residential Use)			
Gas / Electric Heat Exchangers (Commercial Use)			
Gas Furnace Heat Exchangers (80% Models)			
Gas Furnace Heat Exchangers (90% Models)			
Oil Furnace Heat Exchangers			
Labor Coverage (PAC)	90 Days	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	90 Days Each Season
Quality Pledge (Matched System Only) (SEE NOTE)	1 Year	1 Year	1 Year
Quality Pledge Labor (Matched System Only)	\$250.00	\$250.00	\$250.00
Standard Product	Philco	Kelvinator	Gibson / Grandaire
Parts Coverage (Residential Use)	5 Years	5 Years	5 Years
Parts Coverage (Commercial Use)	1 Year	1 Year	1 Year
Compressors	5 Years	5 Years	5 Years
Compressors Commercial	5 Years	5 Years	5 Years
Gas / Electric Heat Exchangers (Residential Use)	10 Years	10 Years	10 Years
Gas / Electric Heat Exchangers (Commercial Use)	10 Year	10 Year	10 Year
Gas Furnace Heat Exchangers (80% Models)	20 Years	20 Years	20 Years
Gas Furnace Heat Exchangers (90% Models)	Lifetime (First Owner)	Lifetime (First Owner)	Lifetime (First Owner)
Oil Furnace Heat Exchangers	Lifetime (First Owner)	Lifetime (First Owner)	Lifetime (First Owner)
Labor Coverage (PAC)	90 Days	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	90 Days Each Season
Quality Pledge (Matched System Only)	None	None	None
Quality Pledge Labor (Matched System Only)	None	None	None
"U" Product	All Brands		
Parts Coverages (Residential Use)	5 Years		
Compressors	5 Years		
Labor Coverage (PAC)	90 Days		
Quality Pledge	None		
"E" Product	All Brands		
Parts Coverages (Residential Use)	5 Years		
Compressors	5 Years		
Labor Coverage (PAC)	90 Days		
Quality Pledge	1 Yr		

Product Warranties Effective January 1, 2005 TO Feb 1, 2006			
	Frigidaire	Tappan	Westinghouse
Premium Brands			
Parts Coverage (Residential Use)	8 Years	8 Years	8 Years
Parts Coverage (Commercial Use)	1 Year	1 Year	1 Year
Compressors (12+ SEER) Matched System Only	10 Years	10 Years	10 Years
Compressors (12+ SEER) Commercial	5 Years	5 Years	5 Years
Gas / Electric Heat Exchangers (Residential Use)	20 Years	20 Years	20 Years
Gas / Electric Heat Exchangers (Commercial Use)	10 Years	10 Years	10 Years
Gas Furnace Heat Exchangers (80% Models)	20 Years	20 Years	20 Years
Gas Furnace Heat Exchangers (90% Models)	Lifetime (First Owner)	Lifetime (First Owner)	Lifetime (First Owner)
Oil Furnace Heat Exchangers	Lifetime (First Owner)	Lifetime (First Owner)	Lifetime (First Owner)
Labor Coverage (PAC)	90 Days	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	90 Days Each Season
Quality Pledge (Matched System Only)	5 Years	5 Years	5 Years
Quality Pledge Labor (Matched System Only)	\$250.00	\$250.00	\$250.00
Deluxe Brands			
	Philco	Kelvinator	
Parts Coverage (Residential Use)	6 Years	6 Years	
Parts Coverage (Commercial Use)	1 Year	1 Year	
Compressors (12+ SEER) Matched System Only	10 Years	10 Years	
Compressors (12+ SEER) Commercial	5 Years	5 Years	
Gas / Electric Heat Exchangers (Residential Use)	15 Years	15 Years	
Gas / Electric Heat Exchangers (Commercial Use)	10 Years	10 Years	
Gas Furnace Heat Exchangers (80% Models)	20 Years	20 Years	
Gas Furnace Heat Exchangers (90% Models)	Lifetime (First Owner)	Lifetime (First Owner)	
Oil Furnace Heat Exchangers	Lifetime (First Owner)	Lifetime (First Owner)	
Labor Coverage (PAC)	90 Days	90 Days	
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	
Quality Pledge (Matched System Only)	1 Year	1 Year	
Quality Pledge Labor (Matched System Only)	\$250.00	\$250.00	
Standard Brands			
	Gibson	Grandaire	
Parts Coverage (Residential Use)	5 Years	5 Years	
Parts Coverage (Commercial Use)	1 Year	1 Year	
Compressors (12+ SEER) Matched System Only	10 Years	10 Years	
Compressors (12+ SEER) Commercial	5 Years	5 Years	
Gas / Electric Heat Exchangers (Residential Use)	10 Years	10 Years	
Gas / Electric Heat Exchangers (Commercial Use)	10 Year	10 Year	
Gas Furnace Heat Exchangers (80% Models)	20 Years	20 Years	
Gas Furnace Heat Exchangers (90% Models)	Lifetime (First Owner)	Lifetime (First Owner)	
Oil Furnace Heat Exchangers	Lifetime (First Owner)	Lifetime (First Owner)	
Labor Coverage (PAC)	90 Days	90 Days	
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	
Quality Pledge (Matched System Only)	None	None	
Quality Pledge Labor (Matched System Only)	None	None	

Product Warranties Effective 4/17/00 to 1/5/05			
Premium Brands	Frigidaire	Tappan	Westinghouse
Parts Coverage (Residential Use)	8 Years	8 Years	8 Years
Parts Coverage (Commercial Use)	1 Year	1 Year	1 Year
Compressors (12+ SEER) Matched System Only	10 Years	10 Years	10 Years
Compressors (12+ SEER) Commercial	5 Years	5 Years	5 Years
Gas / Electric Heat Exchangers (Residential Use)	10 Years	10 Years	10 Years
Gas / Electric Heat Exchangers (Commercial Use)	10 Years	10 Years	10 Years
Gas Furnace Heat Exchangers (80% Models)	20 Years	20 Years	20 Years
Gas Furnace Heat Exchangers (90% Models)	Lifetime (First Owner)	Lifetime (First Owner)	Lifetime (First Owner)
Oil Furnace Heat Exchangers	Lifetime (First Owner)	Lifetime (First Owner)	Lifetime (First Owner)
Labor Coverage (PAC)	90 Days	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	90 Days Each Season
Quality Pledge (Matched System Only)	5 Years	5 Years	5 Years
Quality Pledge Labor (Matched System Only)	\$250.00	\$250.00	\$250.00
Deluxe Brands	Philco	Kelvinator	
Parts Coverage (Residential Use)	6 Years	6 Years	
Parts Coverage (Commercial Use)	1 Year	1 Year	
Compressors (12+ SEER) Matched System Only	10 Years	10 Years	
Compressors (12+ SEER) Commercial	5 Years	5 Years	
Gas / Electric Heat Exchangers (Residential Use)	10 Years	10 Years	
Gas / Electric Heat Exchangers (Commercial Use)	10 Years	10 Years	
Gas Furnace Heat Exchangers (80% Models)	20 Years	20 Years	
Gas Furnace Heat Exchangers (90% Models)	Lifetime (First Owner)	Lifetime (First Owner)	
Oil Furnace Heat Exchangers	Lifetime (First Owner)	Lifetime (First Owner)	
Labor Coverage (PAC)	90 Days	90 Days	90 Days
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	90 Days Each Season
Quality Pledge (Matched System Only)	None	None	
Quality Pledge Labor (Matched System Only)	None	None	
Standard Brands	Gibson	Grandaire	
Parts Coverage (Residential Use)	5 Years	5 Years	
Parts Coverage (Commercial Use)	1 Year	1 Year	
Compressors (12+ SEER) Matched System Only	10 Years	10 Years	
Compressors (12+ SEER) Commercial	5 Years	5 Years	
Gas / Electric Heat Exchangers (Residential Use)	10 Years	10 Years	
Gas / Electric Heat Exchangers (Commercial Use)	10 Year	10 Year	
Gas Furnace Heat Exchangers (80% Models)	20 Years	20 Years	
Gas Furnace Heat Exchangers (90% Models)	Lifetime (First Owner)	Lifetime (First Owner)	
Oil Furnace Heat Exchangers	Lifetime (First Owner)	Lifetime (First Owner)	
Labor Coverage (PAC)	90 Days	90 Days	
Labor Coverage (PAC) 2 Seasons	90 Days Each Season	90 Days Each Season	
Quality Pledge (Matched System Only)	None	None	
Quality Pledge Labor (Matched System Only)	None	None	

Product Assurance Commitment

Nortek Global HVAC has made a commitment to stand behind our products. That’s right, we want contractors who install our products to realize how confident we are in the equipment we manufacture.

To prove this, we are offering the contractor a ninety (90) day protection plan (PAC) to help assist with the cost of any product failures on all Nortek Global HVAC equipment.

Just as important, we want the contractor to receive their payment as soon as possible, so we provide a “ePAY” program. We want your contractors to have a hassle free experience should the need arise to service our equipment. We want you to have the advantage of taking care of them quickly.

The distributor is the one who determines who qualifies for this program. There is no labor warranty - just a commitment and means to back up our products. You decide when and with whom to use this program.

Residential Use

Nortek Global HVAC will pay for repairs or replacement on the following basis (within the first 90 days up to a maximum of):

Air Conditioners:	
Refrigerant leak	\$90
Refrigerant component changes (i.e. evaporator coil, reversing valve, compressor and condensing coil).....	\$150
\$12 a pound R-410A or R-22	
Mechanical repairs outside refrigerant system	\$30

Furnaces	
Replacement of a heat exchanger	\$90
Other repairs to system	\$30

Commercial Use

Air Conditioners:	
Refrigerant system.....	\$150
Compressor change	\$175
\$12 a pound R-410A or R-22	
Mechanical repairs outside refrigerant system	\$60

Furnaces	
Replacement of a heat exchanger	\$175
Other repairs to system	\$60

We will protect our equipment and then pick up a second ninety (90) days for the seasonal change.

The PAC includes Package Heat Pumps, Package Gas/Electrics, Matched Split System Air Conditioners and Matched Split System Heat Pumps.

Example: System installed May 30 would be covered until August 30 for cooling, then for the first ninety (90) days of the heating season in your area. This is to be determined by our District Sales Manager and the distributor.



Warranty Claim Procedures

The procedure for disposing of defective in-warranty parts consists of three elements:

1. The contractor's responsibility.
2. The distributor's responsibility.
3. Nortek Global HVAC's responsibility.

The Contractor's Responsibility

The contractor who has completed the in-warranty service work must complete the Warranty Claim form (#6070). It is strongly advised that the form be completed while at the home where the work is being performed.

The contractor must complete the Nortek Global HVAC warranty form by indicating the following:

1. **The Contractor's I.D. number, is shown**
2. The full address, including postal ZIP Code and complete phone number of the company that is performing the warranty work.
3. The model number, serial number and brand name of all components that are required.
4. Proof of installation or purchase information provided by the homeowner.
5. The name and phone number of the homeowner.
6. The nature of the complaint and specific type of service work performed in full detail.
7. A description and the Nortek Global HVAC part number of the defective part replaced.
8. Attach the material tag from the claim form to the defective part.
9. Return the Warranty Claim form and the

defective part to the Nortek Global HVAC distributor in customer's area. (Keep the original for contractor's files.)

10. The warranty claim must be returned within 30 days after the service work was completed. Any claim sent in later than 30 days following service work may be denied.

A Nortek Global HVAC Distributor's Responsibility

As a distributor of Nortek Global HVAC products, the distributor agrees to administer the Nortek Global HVAC Warranty program in his geographical territory.

1. Processing the Warranty Claim Form (#6070)

The Nortek Global HVAC distributor must verify that the Nortek Global HVAC Warranty Claim form submitted by the contractor is completed correctly and accurately.

The items on the Warranty Claim form to verify and fill in by the distributor are:

- a. Distributor information, such as the **distributor account** number, debit memo/reference number (if applicable) and name is completed.
- b. The contractor's ID number, name, address, city, state, ZIP Code and telephone number.
- c. The model number, serial number and brand name of equipment (outdoor and indoor units).
- d. Proof of purchase will be required when the unit is out of warranty from the ship date and on all parts purchased over the counter.
- e. Service date
- f. Be certain to include the owner/user **name and phone number**.
- g. The complaint by the owner/user and the type of work performed including a complete technical description.
- h. The **Nortek Global HVAC** part number and description of the defective part returned.
- i. Pay the contractor per the Product Assurance Commitment or **protection plan guidelines** for the in-warranty service work performed. (**Circle** the ePAY or credit on the Warranty Claim

form and complete the appropriate section).

- j. Issue a credit to the contractor for the defective parts that are returned.
- k. **Enter on eNORA** within 90 days after the date of service. Any **claims (including corrections to refused claims) submitted** later than 90 days following service, may be denied.
- l. Copeland compressors that are less than 20 months old, compare manufacture date to service date, and have a serial number that ends in 0, 1, or 2 must be returned within the 20 month period (per Tech Bulletin-105R).

* Direct return compressors require proof of delivery faxed or mailed to Nortek Global HVAC.

The parts department has approved the use of non-Nortek Global HVAC purchased compressors for warranty replacement parts. However, if a non-Nortek Global HVAC compressor is used there will be a \$125 fee.

Occasionally, compressors are missed when they are scanned into Nortek Global HVAC's database. In this situation, the tag off the new compressor box is required to prove it was purchased from Nortek Global HVAC.

Copeland Models
CR Series
CR Com LLC
C/O Transfreight
3220 Hwy. 31
South Building E
Decatur, AL 35601

ZR Series
Copeland Corp.
Warranty Lab
1675 W. Campbell Rd.
Sidney, OH 45365

Claims involving coil/compressor/unit change outs must list the old and new model serial numbers (**If the unit is replaced, include the indoor section model and serial number**). Please use the air handler serial number if an original coil is replaced.

Nortek Global HVAC's Responsibility

It is the responsibility of the Warranty Department to:

1. Process the Warranty Claim completely, accurately and in a timely fashion.
2. Provide assistance to the distributor in the completion of the Nortek Global HVAC Warranty form as requested.
3. Provide the Nortek Global HVAC distributor with accurate warranty cost incurred in the distributor's territory.
4. Issue credit to the distributor for in-warranty parts at the "last price paid" for the replacement part.

Claim Turnaround Time

Nortek Global HVAC is committed to processing warranty **accurate, complete claims** within **ten (10)** days from the date Nortek Global HVAC's Warranty Department receives the documents. For faster credits use eNORA to process your claims.

Any claim submitted to Nortek Global HVAC that is older than **ninety (90) days** from the date of service will be refused. Corrections

to refused claims must also be filed within 90 days of the date the claim was denied.

Special Note: Credit for labor and/or parts to the distributor will be in the form of a credit.

All correspondence on Warranty Claim procedures should be directed to:

Nortek Global HVAC
Warranty Department
8000 Phoenix Parkway
O'Fallon, MO 63368
warranty@nordyne.com
800-422-4328

Parts delivered to this address will be refused unless specifically requested. All warranty claim forms must be legible and complete. **Forms not meeting this basic criteria will be returned unprocessed.**

Nortek Global HVAC will continue its policy on the procedures for disposing of defective in-warranty parts. The procedure was established to facilitate the processing of credits to the contractor and the distributor to reduce the added cost of handling of the defective parts and to streamline overall warranty operations.

Please see page 17 for a list of parts that need to be returned including addresses and freight lines.

Parts To Be Returned

Boards	Broad Ocean Motor	Copeland										Danfoss Co.	Samsung Co.	Micro-Channel	Inverters & Interface boards	
NORDYNE 2800 Hoff Rd Dyersburg TN 38024	Broad Ocean Dept NOR 207 E 5th ST Washington MO Prepaid Acct # X4X019	Copeland 1675 W. Campbell Rd Sidney OH 45365										NORDYNE 2800 Hoff Rd Dyersburg TN 38024	NORDYNE 2800 Hoff Rd Dyersburg TN 38024	NORDYNE 2800 Hoff Rd Dyersburg TN 38024	NORDYNE 8000 Phoenix Pkwy O'Fallon MO 63366 Acct # 683902 Freight Collect UPS	
Acct # E5F799		Freight Collect										Freight Collect	Freight Collect	Acct # E5F799 Freight Collect		
UPS	UPS	Roadway										RDWY AK,AZ, CA,CO,HI, ID,MT,NM,NV, OR,UT, WA,WY Any state other than listed above uses CNWY	RDWY AK,AZ, CA,CO,HI, ID,MT,NM,NV, OR,UT, WA,WY Any state other than listed above uses CNWY	UPS for one RDWY for Multiple AK,AZ,CA,CO,HI,ID,MT,NM,NV, OR,UT,WA,WY Any state other than listed above uses CNWY		
Copeland's warranty period is 20 months from manufacture date. They require the return of compressors where the serial numbers end in 0,1, or 2.																
624631	921218	621128	622331	622555	622622	918285	920334	921226	921624	922143	622488	622436	664584	921840	M0076107	624758
624656	622500 after Jan 11	621130	622332	622556	622622	918339	920334	921226	921624	922144	622493	622437	664585	921841	M0076123	624759
624693	622501 after Jan 11	621732	622332	622556	622628	918340	920335	921227	921625	922145	622494	622438	664586	921842	M0077027	624760
624742	622511 after Dec 10	621733	622333	622557	622629	918350	920335	921227	921625	922146	921095	622508	664685	922091	M0077028	624761
903106	622512 after Dec 10	621733	622333	622557	622630	918351	920336	921228	921626	922147	921096	622515	664686	922092	M0077029	624762
919943	622514 after Apr 10	621805	622339	622557	622631	918352	920336	921228	921626	922148	921097	622516	664692	922093	M0077030	624763
920915	622607 after Apr 11	621805	622339	622558	622632	918352	920337	921229	921627	922149	622488R	622517	664693	922115	M0077031	624764
917178A		621833	622354	622558	622633	918666	920337	921229	921627	922150	622493R	622518	664694	922116	M0077032	624765
		621834	622355	622560	622634	918671	920364	921255	921628	922151	622494R	622623	664699	922117	M0077033	624767
		621836	622355	622561	622635	918786	920365	921255	921629	922152		622624	664703	922118	M0077035	624768
		621862	622356	622562	622635	918786	920366	921421	921629	922153		622625	664857	922119	M0077036	624769
		621862	622356	622563	622650	918789	920367	921421	921630	922154		921762	664857R	922120	M0077037	624770
		621956	622358	622564	622651	918846	920489	921422	921630	922155		921763	664858	922244	M0077038	624771
		621963	622359	622564	622652	918846	920489	921422	921632	922156		921764	664862	922245	M0077039	624772
		621975	622362	622565	622653	918848	920497	921423	921632	922157		622437R	664863	922246	M0077040	624773
		621976	622362	622570	622658	918848	920500	921423	921634	922158		622438R	664864	922247	M0077041	624774
		621979	622363	622570	622676	918867	920500	921424	921634	922159		622508R	664876	922248	M0077042	
		622015	622370	622571	911250	918868	920501	921424	921635	922160		622515R	664883	922249	M0077043	
		622016	622372	622571	911367	918869	920501	921425	921636	922161		622516R	921482	922250	M0077044	
		622017	622373	622572	912362	918870	920579	921425	921636	922162		622518R	921483	922251	M0082802	
		622017	622374	622572	912362	918871	920876	921426	921637	922163		622624R	921484	922252	M0082803	
		622021	622375	622573	912604	918872	920876	921426	921637	922164		622624R	921485	922253	M0082804	
		622052	622376	622573	912604	918873	921043	921427	921638	922165		622625R	921486	922254	M0082806	
		622061	622394	622574	912606	918874	921043	921427	921638	922166		622625R	921487	922255	M0082807	
		622062	622395	622574	912606	918941	921044	921462	921639	922167			921488	922256	M0082808	
		622084	622403	622575	912759	919099	921044	921463	921639	922168			921514	M0032680	M0082809	
		622121	622403	622575	914656	919100	921045	921463	921640	922169			921515	M0032681	M0082810	
		622122	622404	622576	914865	919101	921045	921464	921640	922170			921516	M0057701	M0082811	
		622123	622404	622576	917103	919102	921046	921464	921641	922171			921517	M0057702	M0082812	
		622124	622405	622577	917105	919103	921046	921465	921641	922172			921518	M0057703	M0082813	
		622125	622405	622578	917219	919104	921047	921465	921690	922173			921519	M0057704	M0082814	
		622126	622406	622579	917244	919105	921047	921466	921769	922174			921520	M0063701	M0097701	
		622127	622407	622579	917244	919125	921048	921466	921769	922175			921521	M0063702	M0097702	
		622128	622407	622580	917245	919130	921048	921467	921782	922176			921522	M0063703	M0097703	
		622143	622408	622580	917245	919606	921049	921467	921792	922177			921523	M0063704	M0097704	
		622161	622409	622581	917246	919607	921049	921468	921793	922178			921524	M0063706	M0097705	
		622208	622410	622584	917246	919608	921050	921468	921844	922179			921525	M0063707	M0097706	
		622223	622411	622584	917247	919609	921050	921469	921927	922180			921526	M0063708	M0097707	
		622265	622412	622585	917247	919609	921051	921469	921927	922181			921527	M0063709	M0097708	
		622266	622413	622585	917455	919610	921051	921470	921928	922182			921528	M0063710	M0097709	
		622267	622446	622586	917455	919610	921052	921470	921928	922183			921529	M0063736	M0097710	
		622268	622446	622586	917456	919611	921052	921611	922020	922184			921661	M0063737	M0097711	
		622268	622523	622587	917456	919611	921053	921612	922020	922185			921662	M0063738	M0097712	
		622269	622523	622587	917457	919631	921054	921612	922121	922186			921663	M0063739	M0097713	
		622269	622524	622588	917457	919632	921055	921613	922122	922187			921664	M0063740		
		622270	622524	622588	917458	919633	921055	921614	922123	922188			921665	M0063741		
		622270	622525	622589	917459	919634	921056	921614	922124	922189			921666	M0063742		
		622287	622525	622589	917459	919635	921056	921615	922127	922190			921667	M0063743		
		622287	622527	622591	917862	919636	921057	921615	922128	922191			921668	M0063745		
		622291	622527	622592	917862	919637	921057	921616	922129	922192			921699	M0063746		
		622294	622528	622593	917942	919638	921058	921616	922130	922193			921700	M0063747		
		622312	622528	622594	917943	919639	921059	921617	922131	922194			921701	M0063748		
		622314	622536	622601	917948	919640	921059	921617	922132	922195			921702	M0063749		
		622316	622536	622602	917948	919641	921060	921618	922133	922196			921703	M0063750		
		622317	622536	622606	917950	919681	921060	921618	922134	922197			921704	M0063751		
		622318	622543	622615	917988	919708	921061	921619	922135	922198			921705	M0063752		
		622318	622552	622616	917989	920138	921062	921619	922136	922199			921706	M0066901		
		622319	622552	622617		920138	921063	921620	922137	922200			921707	M0066902		
		622319	622553	622618		920139	921064	921621	922138	922201			921708	M0066903		
		622326	622553	622618		920139	921224	921621	922139				921709	M0066904		
		622326	622554	622619		920332	921224	921622	922140				921795	M0076101		
		622330	622554	622620		920332	921225	921623	922141				921796	M0076102		
		622330	622555	622621		920333	921225	921623	922142				921837	M0076103		
													921838	M0076104		
													921839	M0076105		

Reasons That a Warranty Claim could be refused

If a claim was refused, and can be corrected, please e-mail warranty@nordyne.com with the corrections. In the subject line list the claim number that was refused.

- **“CLM Too old to process”** – If the service date was keyed incorrectly a service ticket will be required to correct. E-mail warranty@nordyne.com the claim number and a copy of the service ticket.
- **“Invalid new unit serial- Re-file”** – the replacement serial number is invalid. – Re-process the claim including the correct new unit serial number.
- **“Invalid serial”** – Nortek Global HVAC serial numbers are 12 digits long and start with a letter. – E-mail the claim number and the correct serial number to warranty@nordyne.com.
- **“Need A-coil or Air Handler serial #”** – The claim was filed with the outdoor unit serial number. E-mail the claim number and the A-coil or air handler serial number to warranty@nordyne.com.
- **“Need Authorization #”** – the work performed is not covered under standard parts warranty. – Need an Authorization number to process.
- **“Need data plate”** – need data tag off the unit.
- **“Need defect”** – The claim was filed without a technical defect on why the part was replaced. – We need to know why the part was replaced. What caused the part to fail; i.e. Compressor locked rotor amps. Bad compressor will not be allowed.
- **“Need new serial Re-file#”** – The claim was filed without the new unit serial number. – Please re-enter the claim and include the replacement unit or coil serial number.
- **“Need proof of delivery”** – need proof that the part was returned. E-mail warranty@nordyne.com one of the following; tracking number, bill of lading, or signed delivery receipt.
- **“Need proof of purchase”** – The unit that the claim was filed on is out of warranty by the ship date. – E-mail warranty@nordyne.com with the claim number and proof of purchase.
- **“Need tag off new comp. box”** – need the tag off of the replacement compressor box.
- **“Need unit returned”** – on quality pledge all units must be returned and tested.
- **“Not covered under warranty”** – The work performed is not a covered item under warranty.
- **“Out of warranty”** – the minimum residential warranty is 5 years.
- **“Re-file”** – the claim must be resubmitted with the correct information.
- **“See claim #”** – this claim was paid under a different claim number or labor was already paid under a different claim number.
- **“Too many claims call Warranty”** – the unit has had more than 3 of the same part fail or more than 6 claims on the unit total – the servicer needs to call in and speak to the warranty department.
- **“Wrong account re-file”** – the distributor number used won’t price part requested – Re-file the claim using the correct distributor number.
- **“Use of third party replacement parts”** – it is Nortek Global HVAC’s policy that distribution purchase all warranty parts from Nortek Global HVAC. Use of replacement parts purchased from third parties for the purposes of providing warranty service on Nortek Global HVAC equipment is not permissible. Nortek Global HVAC will not provide warranty compensation when un-authorized replacement parts are utilized (see exclusions indicated on warranty documentation).

Nortek Global HVAC Internet Sales Policy

It has come to our attention several online sites have been selling our equipment and have been violating the warranty policy by advertising the full warranty with registration.

Nortek Global HVAC's warranty for ALL brands in residential and manufactured housing state the warranty is not applicable if sold through the Internet. Specifically, under the Conditions and Exclusions, the warranty states:

Equipment ordered over the internet, other than from manufacturer, is not covered.
(Reference condition/exclusion #9 under manufactured housing warranties)

This condition is applied to consumers purchasing products on the Internet, then self-installing (DIY) or not hiring the original contractor the distributor sold the original equipment to.

The reasons are fairly obvious for the warranty policy...HVAC equipment is sensitive and its performance is highly dependent on the skill of the installer. When sold on the Internet, the risk of failure increases; therefore Nortek Global HVAC does not cover the product when sold via this method.

This Internet statement has been in place for several years on the warranty, but due to recent multiple violations, we want to remind customers about this warranty condition and further elaborate on this policy. It's important you remind your customers about this policy.

Additional Internet Sales Policy And Explanation

It has come to our attention several online sites have been selling our equipment and have been violating the warranty policy by advertising the full warranty with registration.

Copyright and Registered Trademarks.
These online stores have also downloaded pictures and verbatim content from one or more of our copyrighted consumer websites. This is being used in conjunction with the product listing to promote the sale of equipment directly to the consumer. Downloading this content from our website is a VIOLATION OF Nortek Global HVAC's COPYRIGHT and prosecutable. In some cases, these instances are in violation of the registered trademarks. The unauthorized use of registered trademarks creates risk for Nortek Global HVAC licensing agreements, and our licensing partners may choose to seek action directly with those in violation of this policy.

Distributor Territory.
All of the websites currently in violation clearly sell and ship outside of the distributor's territory, most advertising anywhere in the US and Canada. If Nortek Global HVAC distributors are selling product to these contractors and knowingly allow this to occur, then they knowingly are violating the territory terms of the distributor agreement.

Impact to All Contractors and Distributors.
Anytime a brand of Nortek Global HVAC equipment is sold online and installed by a

consumer or a contractor not familiar with the product or trained to install HVAC equipment properly, it creates a risk to Nortek Global HVAC and the reputation of these brands. This risk affects ALL contractors and distributors who sell our products today, and this is why Nortek Global HVAC does not support these types of sales.

Contractor Websites.

A contractor selling Nortek Global HVAC equipment can advertise products, pricing and take equipment transactions on the site as long as he is the final installing contractor and it does not violate the distributor's territory agreement for the brand(s).

Resolving Violations.

1. **Nortek Global HVAC prefers to contact the owner of the online site and have a conversation about correcting all violations, setting a reasonable deadline for resolution.** Sometimes the owner is a contractor. However, in these instances, it has been our experience these websites are registered under a different name than the contractor registered in Nortek Global HVAC's contractor database. In other words, there seems to be a pattern among violators to hide their identity.
 - a. Nortek Global HVAC has spent hours sleuthing the Internet and domain databases to identify whom to contact. Most of these sites have a private domain registration so information is not available, or the registration is not identified with a contracting business. Additionally, the registered location of the web domain does not always reflect their operating location, making it difficult to also identify the distributor

territory in which they are buying Nortek Global HVAC equipment.

2. **In the event the contractor and/or distributor cannot be identified, the next steps are taken:**
 - a. File a BBB complaint against the online company since this will force a response from the online violator. If the request to correct the situation is met, then the complaint will be retracted. (This can be done quickly and without legal intervention.)
 - b. If this does not result in correction, OR there is no way to reach the BBB, then our only option is to send a Cease and Desist through Nortek Global HVAC's legal advisors with the intent to pursue action in court if not corrected. A Cease and Desist letter from Nortek Global HVAC or our licensing partner should be taken seriously since failing to comply will result in legal action, regardless of customer buying status.

Complaints of a third party selling Nortek Global HVAC HVAC products through wholesale outlets, eBay, Amazon, etc. will be reviewed closely for violations described in this document. In certain circumstances, Nortek Global HVAC may not be able to prevent the sale of goods on the Internet, but in all cases Nortek Global HVAC may pursue the reseller for falsely advertisement of the warranty, and use of any Nortek Global HVAC copyrighted material (photos, written copy and documents.) Our licensing partners (Whirlpool, Electrolux and CBS) may pursue separate action for use of registration of the trademark, or misrepresentation of the brand.

ePAY Program

Nortek Global HVAC Generated Checks

Checks are printed at Nortek Global HVAC and sent directly to the contractor. ePAY can only be initiated through the **eNORA** system.

ePAY checks are totaled; one check for each contractor for all claims entered that day.

Details of claims are provided on the contractor's ePAY check stub.

1. **Select ePAY in the check list field of eNORA.**
2. **Checks are mailed the following business day after warranty approval.**

Labor Credit

1. **Select CREDIT in the check list field of eNORA.**
2. Write CREDIT in the **Labor** box of the paper claim. **Labor that is refused will be noted to the distributor and a check will not be sent to the contractor. This will eliminate labor charge backs.**

Protection Plan Labor Rate Chart

Compressor Bearing Unit

Filter Drier and Compressor 2 – 3 Tons	4
Filter Drier and Compressor 3.5 - 5 Tons	5
Contactors	1
Liquid Flow Control	4
Leak / Restriction	2
Low or High Pressure Switch	2
Reversing Valve	2.5
Reversing Valve Coil	1
Capacitor Run / Start	1
Time Delay Relay	1
Other Electrical	1
Refrigerant	\$12 LB
Refrigerant Recovery Time	.5
Condenser Coil (includes recovery)	4.0
Evaporator Coil (includes recovery)	3.5

Air Handler and Evaporator Coil

Indoor Fan Motor	1.5
Indoor Blower Wheel	1.5
Drain Pan	1
Indoor Coil Leak	2.5
Leak in Factory Joints	2.5

Furnace – Oil / Gas or Air Handler

All Fuel Control	1
Blower Motor up to 1 HP or bracket / mount	1
Burners 1-3	1
Burners 4-6	1.5
Cad Cell	1
Couplers	1.5
Door Switch	1
Fan & Limit Control – 4 or more wires	1.5
Fan / main control or ignition module	1
Fan, Sequencer, or other relay	1
Flame Sensor	1
Fuel Pump – oil system	1
Gas Valve	1.5
Heating Element Assembly	1.25

Furnace – Oil / Gas or Air Handler

Igniter – hot surface or electrode non-sealed combustion	1
Igniter – hot surface or electrode sealed combustion	1.5
Inducer / Combustion Assembly	1
Inducer Motor and/or Wheel	1.5
Integrated Control Board	1.5
Main, Auxiliary or Spill (rollout) Limits 2 – wire	1
Misc. Internal Wiring	1
Pressure Switch	1.0
Primary and Secondary Heat Exchanger	6
Selector Switch	1.5
Transformer	1

Note: For multiple repairs, Nortek Global HVAC will allow the hours available for the higher repair job and half of the time for any subsequent parts.