



FACTORY ASSURANCE SOUTHWEST
Division of Factory Reps Southwest
P.O. Box 64935, Lubbock, Texas 79464
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EXTENDED WARRANTY PROGRAM GUIDE

Qualifying

Qualifying is easy. To participate, you must be registered with Factory Assurance Southwest (“FAS”).

To register with FAS, complete the Dealer Application and Participation Agreement and submit for processing. We will review your application and determine if your company meets the minimum requirements to participate in this program. These requirements include:

- A financially sound business that demonstrates good customer relations and above average HVAC installation and service techniques.
- A service department that is capable of handling service contracts and actively participates in approved FAS technical training programs.
- Agrees to participate in reasonable audit procedures at the discretion of FAS to determine the validity of claims, and agrees to allow FAS to directly solicit customer satisfaction comments.

Upon qualification, we will provide you with complete information and any materials you need to successfully sell FAS warranties. A dealer’s participation in this program may be suspended or revoked at any time if compliance with the minimum requirements is not met.

Eligible Equipment

- Warranties are offered on eligible brand equipment purchased from Robert Madden Industries, installed in owner-occupied residential applications up to one year from the installation date. Accessories that are used in conjunction with, or to enhance the performance of the Equipment, or were not installed by the original manufacturer are **NOT** eligible.
- Eligible brands: Carrier, Bryant, Payne, and Day & Night.
- Manual or digital thermostats must be listed on the registration form to be eligible for coverage.
- An ARI-certified matching furnace coil or fan coil is required for all split system air conditioning and heat pump installations to be eligible for coverage.
- All Equipment must be installed at the same time.
- All Equipment must be registered with the manufacturer within 90 days from the installation date to receive coverage. All brands can be registered with the manufacturer at www.servicebench.com.

Purchasing FAS Extended Warranties

After qualifying for participation in our warranty program, you may begin offering FAS Extended Warranties to your customers. To purchase an FAS Extended Warranty Contract, follow the easy steps below.

Filling out the FAS Registration Form

1. To complete the FAS Extended Warranty Registration Form, you will need the following information:

- Equipment owner's name, address, and phone number
- Equipment owner's mailing address if different than the equipment location address
- Model numbers, serial numbers, and installation date (list only one system per registration form)
- Type of coverage and Labor Rate desired
- Dealer's name, address, and phone number
- Cost of the warranty to the consumer, which is required by the state of Texas. In the event an extended warranty is cancelled, FAS will issue a refund to the dealer for the invoiced amount per the cancellation terms stated on the Extended Warranty Contract.

2. Make sure the information on the registration form is clearly printed or typed and the information is complete and correct. Registration forms are available upon request from FAS.
3. Separate the copies of the completed registration form and fax/mail to the appropriate party as printed on the form. You may also email registration forms to FAS@rmadden.com.
4. FAS will mail a copy of the Extended Warranty Contract to the installing dealer along with the billing invoice. Please review the contract for errors. If corrections are needed, contact FAS to notify them of the needed correction. If no corrections are needed, no action is required. Once the extended warranty invoice has been paid, FAS will mail the original Extended Warranty Contract directly to the consumer.
5. Extended warranty registrations must be received by FAS within one year from the installation date to be eligible for coverage. Registration forms received after one year will be denied.

Please know that it is the Dealer's responsibility to confirm that all submitted registrations are received by FAS within the eligible registration period. If you do not receive a copy of the Contract and billing invoice within 30 days of submitting an extended warranty registration, please notify FAS.

At this point, the equipment is now registered and eligible for coverage under the terms of the Extended Warranty Contract. If the equipment covered needs repair, you should provide service to the consumer and submit an FAS Extended Warranty Claim Form to FAS for reimbursement.

Performing Warranty Repairs

1. Check the warranty contract for coverage type, i.e., parts, labor, and when specific coverages start. The dealer may call FAS if any questions regarding coverage arise.
2. When recording failure dates, use the date of the original field service ticket.
3. Dealers must provide a 90 day guarantee on all warranty repairs made.
4. Only the installing dealer registered on the Extended Warranty Contract is authorized to repair the equipment. We must authorize any changes to the Contract's registered dealer in advance.
5. **Pre-authorization from FAS is required for repair or replacement of the compressor, condenser coil, fan coil evaporator coil, heat exchanger, ECM variable speed motor, or any claim exceeding \$500.00. If pre-authorization is not obtained, FAS reserves the right to deny the claim or limit the claim reimbursement to \$500.00.**

Filing FAS Extended Warranty Claims

Upon completion of the job, fill out an FAS Extended Warranty Claim Form for reimbursement. To submit a claim, follow the directions stated below.

NOTE: If the repaired part is under manufacturer's warranty, a **Service Credit Application** will need to be filed for reimbursement of the part cost. FAS Extended Warranties are inclusive of the manufacturer's warranty and do not replace the manufacturer's warranty.

Filling out the FAS Extended Warranty Claim Form

1. Fill out the FAS Extended Warranty Claim Form.
 - Provide the registration/contract number, the customer information, and equipment information as it appears on the Extended Warranty Contract.
 - A complete description of work performed is required.
 - Use the FAS Maximum Allowable Time Table to complete the labor section of the claim form. If the registered labor rate is unknown, you may contact FAS or leave these areas to be completed by the Warranty Administrator.
 - List all defective parts replaced in the repair. Mark-up on factory warranted parts, excluding compressors, is allowed **IF** parts coverage was purchased on the original registration. Proof of purchase on the replaced part is required to receive mark-up. Mark-up is not to exceed \$100 per part.
2. Make sure the information on the claim form is clearly printed or typed and the information is complete and correct. Claim forms are available upon request from FAS.
3. Separate the copies of the completed Claim Form and mail it to the address provided below or fax it to (806) 799-4375. FAS Claim Forms may also be emailed to FAS@rmadden.com.

Factory Assurance Southwest
Extended Warranty Department
P.O. Box 64360
Lubbock, TX 79464

4. We reserve the right to audit all claims to confirm validity; including contacting the consumer.
5. Once a claim has been approved, FAS will mail a copy of the audited claim notating any corrections made along with reimbursement. In the event a claim is denied, FAS will mail a copy of the denied claim along with a denial notice providing an explanation.
6. Claims must be received by FAS within 60 days of the repair completion date. Claims received after 60 days of the repair completion date will be denied.

Please know that it is the dealer's responsibility to confirm that all submitted claims are received by FAS within 60 days of the repair completion date. If you do not receive notification of approval or denial within 30 days of submitting an Extended Warranty Claim Form please notify FAS.

FAS Extended Warranty Registration & Claiming Guidelines & Limitations

- Extended Warranty Contracts must be purchased within one year from the installation date. The coverage period of any Contract begins and expires based on the Equipment's installation date.
- All equipment must be registered with the manufacturer within 90 days from the installation date. FAS will not be liable for coverage due to the failure to register the equipment with the manufacturer.
- Contracts are non-renewable.
- Only the dealer registered on the Contract is eligible to repair the equipment. Services rendered by any other dealer/contractor will not be covered. FAS must authorize any exceptions in advance.
- Coverage on a Labor Only Warranty Contract is strictly limited to labor.
- The FAS Maximum Allowable Repair/Replacement Times table should be used to determine repair time allowances. FAS will adjust claims that exceed the listed repair times.
- Approved labor will be paid at the Contract's registered Labor Rate. **Overtime/After Hour rates will not be accepted, nor will multiple service technicians at the repair site.**
- Service provided within the Dealer's normal servicing area, generally 1/2 hour drive time, is covered. **Drive time beyond 1/2 hour will not be reimbursed.**
- Parts coverage must be purchased to receive reimbursement for parts and/or mark-up. Parts are defined as operating components of the covered equipment: Excluded are accessories that are used in conjunction with or to enhance the performance of the Equipment, compressors, and heat exchangers.
- Parts reimbursements are based on the Dealer's actual part cost rather than a "list" or "master" price.
- When parts not covered by the manufacturer are required, Robert Madden Industries ("RMI") supplied parts for repairs on eligible equipment can be claimed for reimbursement at the Dealer's actual cost plus a normal mark-up of 70% not to exceed \$100.00. **The RMI order number the parts were purchased on must be notated on the claim form to be eligible for reimbursement and/or mark-up.**
- Non-RMI parts may be used only in emergency instances where unacceptable delays would occur. Non-RMI supplied parts for repairs on eligible equipment can be claimed for reimbursement at the Dealer's actual cost plus a normal mark-up of 50% not to exceed \$100.00. **A copy of the purchase invoice for non-RMI parts must accompany the claim form to be eligible for reimbursement and/or mark-up.**
- Replacement compressors **do not** qualify for reimbursement or mark-up and **must** be obtained from RMI.
- **R410A refrigerant** can be claimed at the Dealer's actual cost, not to exceed **\$6.00** per pound; with the maximum allowable amount on any claim being the manufacturer's recommended system charge with a lineset of up to 25 feet. See the Equipment's installation manual for the recommended system charge.
- In the case of a failed condenser coil or fan coil evaporator coil, FAS will allow for either repair or replacement of the part, whichever is most advantageous.
- The servicing dealer must provide a 90-day guarantee on all warranty repairs made. This does not apply if another defective part causes a subsequent breakdown.
- The reimbursement for any repair or replacement part covered by a *Carrier Service Manager's Bulletin* ("SMB") shall be governed by the SMB, which shall take precedence over any FAS Extended Warranty.
- "No failure found" calls will not be covered.
- State or local sales tax on parts may be reimbursed where applicable. Tax on labor will not be reimbursed.
- Freight and handling charges will not be reimbursed.
- FAS Contracts do not cover inspection services or routine preventative maintenance, nor will FAS cover equipment failure resulting from a lack of periodic maintenance.
- Repairs made not necessitated by mechanical breakdown are not covered unless authorized by FAS. Examples of items not covered: noise, vibrations, adjustments to loose screws, nuts, or bolts; loose insulation, adjustments or calibrations of valves, controls, wires, or thermostats; insects in components.
- All questionable repairs will be paid at the discretion of FAS. **See the Extended Warranty Coverage Limitations and Contract for additional coverage limitation details.**

FAS Extended Warranty Coverage Limitations

FAS Extended Warranty Contracts do not cover:

- Damage or repairs resulting from a lack of periodic maintenance and servicing, or from misapplication, faulty installation, abuse or misuse, improper servicing or alterations, unauthorized alteration, or improper operation.
- Loss, damage, repairs, or maintenance required as a result of water, hail, theft, earthquake, riot, winds, fire, lightening, accidents, bodily fluids, corrosive atmosphere, or any other condition beyond the control of Factory Assurance Southwest.
- Any and all cases in which the manufacturer of the Equipment would not honor any warranty regarding the covered equipment.
- Repairs to Equipment, including parts, or Equipment replacement covered by the manufacturer's warranty, manufacturer's recall, or similar manufacturer's incentive or repair program.
- Any cost recoverable under any other warranty, guarantee, or under an insurance policy.
- Damage or failure caused by animals or insects.
- Normal maintenance as outlined in the servicing instructions or owner's manual including, but not limited to: coil cleaning and/or replacement, motor lubrication, and pre-season checkups. Product that has been altered or misused or requires replacement due to normal wear, accidents or lack of proper maintenance. Refrigerant as a top-off or stand alone repair.
- Repairs made not necessitated by mechanical breakdown are not covered unless authorized by FAS. Examples of items not covered: noise, vibrations, or adjustments to loose screws, nuts, or bolts; loose insulation or duct work; adjustments or calibrations of valves, controls, or wiring. All other questionable repairs will be paid at the discretion of FAS.
- Charges as a result of a "No Failure Found" call, which includes, but is not limited to: problems that do not require parts, intermittent issues, voltage conditions, blown fuses or circuit breakers that are external of the equipment, wiring, or other damage due to inadequacy or interruption of electrical service.
- Manual or digital thermostats and controls units unless specifically listed on the face of the Contract.
- Accessories that are used in conjunction with, or to enhance the performance of, the covered equipment or were not installed by the original manufacturer.
- Services made mandatory by change in federal, state, or local regulations.
- The finishing of cabinet parts, bases, mountings, decorations, trim, remote condensate pumps and electrical service or drains external to the covered equipment.
- Loss of use, loss of business, and loss of profits, additional or unusual utility bills incurred due to any malfunction or defect in the Equipment covered by this warranty.
- Any expenses incurred by the owner for parts and labor which were not provided by the Dealer who is registered on the Contract or another approved dealer registered with Factory Assurance Southwest.
- Any additional costs above the authorized rates. Overtime/After Hour charges will not be covered, nor will the use of multiple service technicians.
- Any expenses incurred by the Dealer in performing under the warranty terms due to inaccessibility of the equipment.
- **ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.** Some states do not allow the exclusion of incidental or consequential damage, so the above limitations may not apply to you.



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Maximum Allowable Repair/Replacement Times

Time allowances marked with an * already include refrigerant handling.

Gas Furnace	Time Allowance	Controls	Time Allowance
Blower Assembly	.5	Strip Heater	.5
Blower Motor	1.0	Thermostat	1.0
Blower Wheel	1.0		
Capacitors	.5	A/C & Heat Pump	Time Allowance
Circuit Board - Variable Speed Condensing	1.5	Accumulator*	3.0
Circuit Board - All other furnaces	1.0	Compressor*	4.0
Collector Box	1.5	Condenser Coil*	4.0
Coupling Box - Multipoise Furnace	3.5	Condenser Fan Motor	1.0
Coupling Box - All other furnaces	1.5	Contactors	.5
Draft Safeguard Switch		Defrost Board	.5
(Vent Safety Shut-Off Switch)	.5	Dual Capacitor	.5
Flame Sensor	.5	Main Control Board	.5
Gas Valve	1.0	Pressure Switch*	2.5
Heat Exchanger (Includes secondary)	4.5	Reversing Valve*	3.5
Hot Surface Ignitor	.5	Service Valve*	3.0
Ignitor Controls	.5	Soft Start*	.5
Inducer Motor	1.0	Solenoid Valve	1.5
Inducer Motor Kit	.5	Start Capacitor and Relay	.5
Inducer Wheel	.5	Strainer*	2.0
Limit Switch	.5	Thermistor	.5
Pilot Assemble	1.0	Time delay Relay	.5
Pressure Switch	1.0		
Rollout Switch	.5	Furnace Coil/Fan Coil	Time Allowance
Secondary Heat Exchanger Only	2.5	Check-Flo-Rater®/Piston*	1.5
Transformer	.5	Blower Motor	1.0
Wiring Harness	1.0	Blower Motor Assembly	.5
All other minor components	.5	Blower Wheel	1.0
		Coil Change-Out*	3.0
		Coil Leak Repair*	2.5
		Solenoid*	1.5
		Strainer*	1.5
		TXV*	1.5

Notes:

1. **Loose nuts, bolts, wires, and insulation are not covered.**
2. **Noise, vibrations, and adjustments are not covered.**
3. **Fuses external to the equipment are not covered.**
4. **Only one trip per service call will be reimbursed.**
5. **Assembly is defined as all components making up the whole of a part.**