



Extended Warranty Program

Intro- duction

Welcome to Prime Warranty

Prime Warranty is a leading provider of HVAC extended service plans across North America. Our Extended Service Plans (ESP's) enhance manufacturer warranties to protect equipment owners against unexpected repair costs that can include parts & labour with term coverage up to 10 years.

We offer parts and/or labour coverage for all types of residential and commercial HVAC products such as heat pumps, furnaces, boilers, air conditioners, water heaters, geothermal systems and more!

Prime Warranty Service Plans are underwritten by A-rated carriers ensuring the highest degree of security and stability through a "Contractual Liability Policy" ensuring equipment owners will be covered throughout the term of their agreement.

Why Prime

Prime Warranty Extended Service Plans offer contractors a valuable tool to differentiate their offerings in an increasingly competitive environment while retaining customers for the duration of the service plans.

In order to become an approved Prime dealer, contractors must first enroll in the program. Upon enrollment you will have the opportunity to sell warranties to equipment owners to provide coverage for mechanical breakdowns.

- All types and brands of residential, commercial & industrial HVAC equipment
- Parts and/or labour coverage up to 10 years
- Multiple hourly labour rates to choose from
- One-hour diagnostic included in labour warranties
- Purchase warranties from up to one year from date of installation
- Fully transferable
- No hidden fees or deductibles
- No pre-approvals for repairs
- 30 day repair reimbursement
- Online warranty order system



Enroll- ment

Dealer Enrollment Process

If you have already enrolled in the Warranty Program and have received your Welcome letter via e-mail, please proceed to page 4.

ENROLLING IN THE PROGRAM IS EASY

To sign up for the Extended Warranty Program, the following documents are required:

- A completed Dealer Enrollment form ([Click here to download the form](#))
- A copy of your general liability insurance document(s)

Submit these documents by fax or email to Prime Warranty:

Fax: (855) 595-6303 | Email: service@primewarranty.ca

Upon receipt of your completed enrollment form and insurance documents, Prime Warranty will email you a welcome letter with your account number, which is required to purchase extended warranties.

Order- ing

Warranty Purchase Options

Currently there are two options available for purchasing warranties.

Online

1

For your convenience warranties can be ordered online on the Prime Warranty website. To order online, simply visit our website to register.

To register and/or order online visit: [Prime Warranty](#)

For step-by-step instructions to assist you through the online purchase process.

[Click Here](#)

Order Form

2

Upon the sale of an extended warranty to a homeowner, contractors can complete and submit a warranty order form to Prime Warranty either by fax: (855) 595-6303 or email: service@primewarranty.ca

[Click Here to download a warranty order form](#)

With either method, when you place an order you may edit or cancel it within 24 hours at which time Prime will send you an invoice for the warranty amount ordered along with copies of the respective warranty contract(s).

Note: It is the responsibility of the contractor to provide a copy of the warranty contract to the purchaser.

Repairs

The following table provides the time allowed to repair or replace residential equipment parts under warranty on a per job/task basis. All of our warranties with labour include one hour for diagnostic at the hourly rate specified in each warranty.

■ 1 hour diagnostic *Plus* repair time indicated per reimbursement request

Repair	Hours	Repair	Hours
Accumulator / Receiver	2.5	Liquid Line Solenoid Valve	2
Actuator	1	Locknut	1
Bearing	1	Low or Hi Pressure Switch	2
Bearing Assembly (1 set) 1+ HP or Shaft	1	Main board	1
Breaker	1	Metering Device / Check Valve	2
Bushings	1	Misc. Internal Wiring	1
Capacitor – Run / Start / Split (start assist)	1	Motor Support	1
Check Valve	2	O-Ring	1
Sensor - Defrost, Coil, or Air	1	Leak	2
Complete System	3	Overload – External of Compressor	1
Compressor including drier & capacitor	4	Pan heater	1
Condenser Motor	1.5	PCB / PCP Assembly	1
Condenser coil	4	Pipe sensor	1
Contacteur	1	Pressure sensor	1
Crank Case Heater	1	Pressure Switch	1.5
Defrost Board/Control/Timer incl. sensor	1.5	Refrigerant Recovery/Vacuum	1
Defrost Relay	1	Relay	1
Detecting plate	1	Replace Complete Coil with TXV /	
Drier	2	Metering Device	4
Electrical Board	1	Reversing Valve and reversing valve coil	2.5
Expansion Valve	2.5	Reversing Valve Coil	1
Fan / Main Control or Ignition Module	1	Service Loop	1
Fan assembly	1.5	Service Valve – Replacement	2.5
Fan Blade - propeller	1	Solenoid Coil	1
Filter drier - internal to unit	1	Switch	1
Grommet	1	Terminal Block	1
Ground String	1	Thermistor	1
Head pressure control	2.5	Time Delay Relay (when part of the original equipment)	1
High Pressure switch	2	Transducer	1
Housing - Bushing	1	Transformer	1
Internal wiring	1	Wire harness	1
Inverter board	1.5	Schrader valve - a/c	1
Leak / Restriction	2	Check Valve - heat pump	2
Leak in Coil (evaporator or condenser)	2.5	Liquid Line solenoid - refrigerant circuit	2
Leak in factory joint or valve	2		

■ If multiple repairs are performed during one service call, the primary repair is paid at 100% of allotted hours. The secondary repair is paid at 75% of allotted time and all other repairs at 50% of allotted time. Reimbursement for repairs must be submitted to Prime Warranty within 60 days with proof of the repair. Warranties with labor include refrigerant at \$15.00/lb. based on the system charge.

What's Covered

■ Covered
■ Not Covered

ACCUMULATOR

- Replace Accumulator or Muffler

BLOWER MOTOR & WHEEL

- -Replace Blower Motor
- -Replace Variable Speed Blower Motor
- -Replace Variable Speed Module
- -Replace Blower Motor and Wheel
- -Replace Variable Speed Blower Motor & Wheel
- -Replace Blower Wheel
- Capacitors are included if changed with a motor*
- -Pull and Clean Blower Wheel
- -Adjust Blower Wheel

BREAKERS

- -Replace Circuit Breaker- Internal Only
- -Replace Low Voltage Fuse (Internal Only)
- -Replace High Voltage Fuse (Internal Only)
- -Reset & Test / Tighten
- -Replace 30 / 60 Amp Disconnect

BURNER

- -Replace Burner
- -Pull and Clean Burner

CAPACITOR (repair only)

- -Replace Single Capacitor
- -Replace Dual Capacitor

CIRCUIT BOARD

- -Replace Circuit Board

COMPRESSOR

- -Replace Compressor
- -Replace Crankcase Heater (If factory supplied)
- -Repair Terminal
- -Replace Start Assist Assembly
- -Replace Sound Blanket
- -Add Sound Blanket

CONDENSER COIL

- -Replace Condenser Coil
- -Leak Repair
- -Clean Condenser Coil
- -Straighten Fins

CONDENSER FAN

- -Replace Condenser Fan Blade
- -Replace Condenser Motor
- -Replace Condenser Fan Blade & Motor

CONTACTOR

- -Replace Contactor
- -Replace Two Speed Contactor

DEFROST

- -Replace Circuit Board / Timer
- -Replace Two Speed Circuit Board
- -Replace Relay
- -Replace Thermostat
- -Clean & Adjust Light Pilot Assembly
- -Clean Flame Sensor

DRIER

- -Replace Filter Drier (No parts process fee cost only)

ELECTRONIC AIR CLEANER

- -Replace Air Pressure Switch
- -Replace Cells
- -Replace Cell Handle
- -Replace Current Sensing Relay
- -Replace Ionizing Wire
- -Replace Power Pack
- -Clean Cells and Pre-Filters
- -Replace Pre-Filter

ELECTRIC HEAT

- -Replace Fusible Link
- -Replace High Limit
- -Heater Package
- -Replace Sequencer / Heat Relay

EVAPORATOR (coil leak)

- -Simple Leak Repair
- -Replace Evaporator Coil
- -Cleaning

FAN BELT

- -Replace Fan Belt (if cause of repair)
- -Maintenance

FAN & LIMITS

- -Replace Fan Limit
- -Replace Fan Relay / Time Delay
- -Replace Fan Center Control
- -Replace Door Switch
- -Replace Limit Snap Disk / Fixed / Fusible / Rollout

FILTERS

- -Clean or Replace

FLUE

- -Replace Flue Cap or Elbow
- -Clean Obstruction

GAS VALVE

- -Replace Single or Two Stage Gas Valve
- -Conversion Kit Standing Pilot to Spark Ignition
- -Adjust Gas Pressure
- -Replace Gas Shut Off / Union / Gas Flex

HEAT EXCHANGER

- -Replace Heat Exchanger
- -Clean Heat Exchanger
- -Simple Carbon Monoxide Test

HUMIDIFIER

- -Replace Current Sensing Relay
- -Replace Orifice
- -Replace Humidistat
- -Replace Saddle Valve
- -Replace Solenoid Valve
- -Replace Humidifier Pad

IGNITION

- -Replace Hot Surface Igniter / Flame Sensor
- -Replace Thermocouple
- -Replace Standing Pilot Assembly

INDUCER

- -Replace Motor Assembly & Wheel
- -Replace Wheel or Motor
- -Replace Pressure Switch
- -Replace Sail Switch
- -Clean and Adjust Inducer

LOW VOLTAGE

- -Replace Transformer
- -Replace Fuse (Internal Only)

METERING DEVICE

- -Replace TXV
- -Replace Schrader
- -Replace Service Valve Recovery
- -Replace Access Valve
- -Clean Piston Blockage
- -Schrader Caps

OIL FURNACE

- -Replace Fuel Pump
- -Replace Oil Burner Motor
- -Replace Oil Pump Coupling
- -Replace Primary with Accustat
- -Replace Oil Burner Assembly
- -Replace Electrodes
- -Replace Oil Ignition Transformer
- -Replace Protector Relay
- -Replace Stack Switch or Control
- -Replace Auto Shut-Off Valve
- -Reline Oil Burner
- -Replace Fuel Filter Cartridge
- -Replace Fuel Oil Filter Assembly
- -Replace Oil Nozzle
- -Cleaning

PRESSURE SWITCH (refrigeration)

- -Replace Threaded Hi / Lo Pressure Switch With Shrader
- -Replace Hi / Lo Pressure Switch

REVERSING VALVE

- -Replace Reversing Valve
- -Replace Electrical Coil
- Replacing both at the same time*

THERMOSTAT

- -Thermostat
- -Programmable Thermostat
- -Heat Pump Thermostat
- -Programmable Heat Pump Thermostat
- -Calibrate Thermostat
- -Adjust Heat Anticipator
- -Replace Thermostat Wire (One Man - up to 50 ft.) External Wiring

ULTRAVIOLET

- -Replace Circuit Board / Ballast
- -Replace Bulb

WATER LEAK

- -Replace Drain Pan
- -Replace Condensate Pump
- -Replace Auxiliary Drain Float Switch
- -Replace Auxiliary Drain Pan
- -Clean / Blowout Drain
- -Replace Condensate Drain

WIRING

- -Replace Low Voltage Fuse
- -Minor Repair Locate Short
- -Replace Thermostat Wire
- -Replace Thermostat Wire (One Man - up to 50 ft.) External Wiring

MISCELLANEOUS

- -Replace Low Ambient Kit / Freeze Stat
- -Repair Gas Leak Inside Unit Only - factory fittings only
- -Minor Repair Tape or Reattach Ductwork
- -Overnight Shipping Fees

Reimburse- ment

Repair Service Reimbursement

- Requests for repair reimbursements may be submitted via fax, mail or email.
- Once you submit a completed request form, Prime Warranty will process your payment within 30 days.
- Prime will pay the equivalent of one hour labour for repair diagnosis or travel time to the job site.
- Warranties are based on repairs performed by one technician only (rates have been adjusted to account for two technicians where applicable). Please refer to the attached Reimbursement Schedule for labor payout.

■ [Click here to download a Repair Reimbursement Request form](#)

What is excluded under Extended Service Plans

Excluding, but not limited to:

1. All exclusions specified in the manufacturer's warranty apply to the extended warranty.
2. Normal maintenance costs (i.e. tune-ups, associated part(s), adjustments, filters, installation, start-up, etc.).
3. Failure caused by lack of maintenance.
4. Per hour labour rate applies regardless of overtime, holiday, or emergency repairs if applicable.
5. Repairs resulting from environmental conditions and/or natural disasters (flooding, storms, lightning, earthquakes etc.).

Note: this plan is not a maintenance agreement; it is for mechanical breakdowns only, therefore no adjustments or resets will be covered.

FAQ'S

Answers to frequently asked questions

Q: Are Prime warranties insured?

A: Prime Warranty Service Plans are 100% underwritten by A-rated insurance carriers ensuring equipment owners will be covered throughout the term of their warranty agreement.

Q: How long do I have to purchase a warranty?

A: Warranties must be purchased within the first year from the date of the equipment installation.

Q: Do I get a refrigerant allowance?

A: Yes, on labour plans Prime Warranty will pay \$15.00 per pound (based on system charge) if you have to open the refrigeration system to perform a repair.

Q: Do I get an allowance for recovery?

A: Yes if you purchase a labour warranty. The allowance for reclaim and recharge (R&R) is one hour.

Q: Are the warranties transferable?

A: Yes. Please notify Prime Warranty of a transfer of ownership of a property within 90 days. A \$35.00 fee is required to process the transfer.

Q: Do these plans include a diagnostic or trip charge?

A: Yes, you are entitled to one-hour for diagnostic or it can be used as your trip charge if you so choose.

Q: Does Prime Warranty pay for topping off a refrigerant charge?

A: No, however Prime will pay for refrigerant as part of a leak repair providing a standard leak check is performed.

Q: Are the warranties brand specific?

A: No. Prime warranties can be applied to any brand of equipment.

Q: Do repairs have to be pre-approved by Prime?

A: No. In the interest of addressing repair issues quickly and efficiently for our customers, pre-approvals are not required.

Q: How long do I have to file a request for repair service reimbursement?

A: Please submit requests within 60 days of the repair.

Q: How long does it take to be reimbursed for repair service?

A: Typically about 15 business days but may take up to 25 business days due to holidays, vacations, mail delays etc.

Q: Who do I call if I have questions?

A: Please call Prime Warranty at: 1 (855) 595-6302



Mailing Address

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Online

service@primewarranty.ca
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