

CLAIMS SUBMISSION

Claims can be submitted up to 60 days from the repair service date. Payments are reimbursed via check within 30 days from the approval of the coolCARE claims department.

No pre-Authorization needed if the agreement is active and repair is covered per the outline of the purchased agreement. Contractor Documents must be uploaded as a PDF and uploaded on all submitted claims. One labor allowance allowed per claim. Diagnostics/trip fees are included in the labor allowances. Maintenance calls are not included. Home and business owners are responsible for those charges.

Required Documents:

- Contractor work order with customer signature
- Distributor/Manufacturer part invoice

REFRIGERANT	JOB HOURS	ELECTRICAL	JOB HOURS
Compressor	4	Cad Cell	1
Accumulator	3	Circuit Board	1
Coil	3	Heater Element	1
Expansion Valve	3	Contractor-Crank Heater	1
Header/Dist.	3	Defrost/Control	1
Metering Device	3	Limit Control	1
Reversing Valve	3	Module	1
Check Valve	2	Motor (Condenser/Blower)	1
Drier	2	Overload (External)	1
Leak Restriction	2	Relay/Capacitor	1
Muffler	2	Solenoid	1
Pressure Switch	2	Start/Assist	1
Receiver	2	Heat Sequencer	1
Service Valve	2	Transformer	1
Refrigerant	Cost during repair	Misc. Wiring	1

PLUMBING	JOB HOURS
Boiler Pump (Circulator)	2
Storage Tanks (up to 100)	2
Toilets Residential	1
Garbage Disposal	1
Hot Water Dispenser	1
Whirlpool Pump	1
Tankless Water Heater	1
Tank Replacement (up to 50)	2
Tank Replacement (51+)	3
Pressure Relief Valve	1
Sump Pump	1
Sewage or Sand Mound	1
Well Pump	2.5
Fireplace Heater	1.5
Pellet Stove	1.5

MECHANICAL	JOB HOURS	COMBUSTION	JOB HOURS
Bearing	1	Heat Exchanger	4
Belt/Pulley	1	Blower Assembly	2
Damper	1	Burner	1
Drain Pan	1	Comb/Vent Blower	1
Fan/Blower	1	Gas Valve	1
Motor Mount	1	Igniter	1
Pulley Shaft	1	Flame Sensor	1
Misc.	1	Pilot Burner	1
Timer	1	Pump/Oil	1

CONTRACTOR MARK UP TABLE OF REPLACEMENT PARTS

Companion Repairs will pay 1 Labor charge and 1 parts allowance, but they will still pay for multiple parts for part & labor plan types.

Example: A condenser fan motor and a capacitor =1 labor charge, 2 parts and 1 parts allowance for the motor.

Residential	
All Parts	\$35 Flat Fee
Commercial	
\$1 - \$50	\$15 Flat Fee
\$50 - \$150	\$35 Flat Fee
\$151 - \$250	\$50 Flat Fee
\$250.00 up	\$75 Flat Fee
Refrigerant	50% markup part cost

EDITING INFORMATION: To make a change to Customer information listed on a printed agreement dealers must complete the Edit/Cancel Form. Changes to serial numbers due to failure of equipment must have a contractor work order. Changing coverage requires canceling and reordering new policy.

TRANSFERRING COOLCARE: Coverage is fully transferable within 90 days of new ownership. Transfer form must be mailed to Trinity Warranty Solutions along with \$30 Check payable to trinity warranty.