

POLICY BENEFITS



*PROTECTION you need.
PEACE OF MIND you deserve.*

The fully insured coolCARE protection plan is a simplified program designed to protect contractors and their customers from the high cost of repairing HVAC/R systems.

Customer Service
support@coolcareprotection.com
214.379.7162
COOLCAREPROTECTION.COM

DOCUMENTATION & COVERAGE

Each certified coolCARE contractor will register the appropriate term and coverage type sold to you. Consumer documents are generated and sent to coolCARE service providers 5-7 days following the registration date and will list all covered equipment face side of the declaration section. All coolCARE contractors are pre-authorized to perform service for active agreements on warrant-able repairs.

Administrator: Trinity Warranty LLC
1919 S Highland AVE STE 250D
Lombard, IL 60148

coolCARE Protection Plans
1431 Regal Row
Dallas, TX 75247

This brochure is not a service contract but an outline of coverage available through coolCARE Protection Plans authorized dealers.

RELAX, YOU'RE COVERED.

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PEACE OF MIND you deserve.*



coolCARE
PROTECTION PLANS

MOST COMMON COVERED REPAIRS

CONDENSERS



- Compressor
- Condenser Coil
- Accumulator
- Fan Motor
- Reversing Valve
- Run Capacitor

AIR HANDLER / FURNACE



- Heat Exchanger
- Blower Motor
- Control Board
- Thermal Expansion Valve
- Pressure Switch

EVAPORATOR COIL & REFRIGERANT



- Leak repair or replacement of the entire evaporator coil
- Refrigerant is covered for repairs / replacement and covered up to manufacturer recommended pressure specifications.

THERMOSTAT



- Included on complete system installs
- Coverage also available to improve Manufacturer's Warranty coverage

EXCLUSIONS

Registers, grills, key valves, duct work, plumbing, venting, belts, dampers or nuisance calls such as resetting breakers, low or dead thermostat batteries and adjustments made to programming. Air filters, drain lines, condensate pumps, refrigerant lines, ducts, welding, electrical wiring external of the equipment, bulbs, humidifier, fuses or breakers, unless part of the original unit as provided by the manufacturer and/or stated on face of warranty.

OWNER'S RESPONSIBILITIES

This is not a maintenance contract and does not cover the cost of routine/seasonal maintenance. Owner's Responsibilities include providing normal care and maintenance including but not limited to, cleaning evaporator and condenser coils, drains, burners, or heat exchangers; lubrication; adjustments; normal filter maintenance; and accessibility for service.

All Service must be performed in accordance with manufacturer specifications and by an approved coolCARE servicer.

Defects in material and/or faulty workmanship as supplied by the manufacturer or manufacturer recalls and/or labor repair allowance will not be covered by under this Extended Service Plan. Routine maintenance, including but not limited to "topping off" an air conditioner or replacing oil nozzles, or any repairs which are made necessary because routine maintenance was not performed by Equipment Owner.

HOW TO OBTAIN SERVICE

When repairs are required, homeowner or business owner is required to call the mechanical contractor on the face side of the Extended Service Plan agreement. The contractor will repair your equipment and will be paid by the program manager for services covered under the plan, in accordance with the terms and conditions of this plan.

If the contractor called is unable to perform service on the equipment or if emergency repairs are needed, please call program manager at (877) 302-5072 or email support@coolcareprotection.com