



AIG Warranty HVAC/R Frequently Asked Questions

Why should I offer my consumers extended service agreements?

Offering extended service agreements (ESA) gives you the opportunity to clarify the manufacturer's limited warranty and gives your consumers the choice to be protected from costly out-of-pocket expenses should failures occur. Your company also deserves protection from costly expenses related to consumer concessions, as well as to be reimbursed for your services when unexpected failures occur in the early months or years following installations.

Can I get coverage for all manufacturers?

Yes. AIG has brand specific and brand agnostic programs, including options for any manufacturer.

What do extended service agreements cover?

Repairs needed as a result of mechanical and electrical failures are covered in our plans.

When will the ESA take effect?

The labor portion can begin as early as thirty-one (31) days from installation date. If parts are included in the plan sold, then coverage begins upon expiration of the factory parts warranty. For all labor coverage, effective dates can be as early as thirty-one (31) days after the contract is received by AIG Warranty.

How do I pay for AIG warranty ESA that my consumers purchase?

Our user-friendly website allows you to pay for each policy by credit card.

Will my consumer be required to pay a deductible if they need to set up service?

No. Consumers that purchase AIG Warranty ESAs will not be required to pay a deductible when setting up a service call.

Will I be the preferred servicer for consumers that purchase an AIG Warranty ESA from my company?

Yes. If your company sells an AIG ESA to a homeowner, then you will have first right of refusal for all service calls that may be needed. Your company information will also print on the certificate of coverage that consumers will receive once the plan is purchased.

Is annual maintenance required on equipment covered by AIG Warranty HVAC/R ESA?

Yes. Annual maintenance is a requirement of the AIG Warranty ESA and must be completed per the manufacturer's specifications. The annual maintenance requirement prints on the front page of the Certificate of Coverage and in the Terms and Conditions that consumers receive. If selected during claims processing, proof of annual maintenance of the covered equipment may be required.

Are AIG Warranty ESA plans only offered on new installations?

Residential: New equipment and previously installed equipment are eligible for coverage. Previously installed equipment must be in good working condition and coverage must be sold within sixty (60) months of installation. If purchased after twelve (12) months from installation, the wait period increases to ninety (90) days.

Commercial: New equipment installed within the previous twelve (12) months is eligible for coverage.

What trip and/or labor rates will I be paid for completed repairs?

AIG Warranty HVAC/R protection plans have multiple reimbursement options and labor rates will vary depending on the plan sold. Reimbursement rates range from:

- \$85 to \$400 per hour for residential plans.
- \$100 to \$500 per hour for commercial plans.