



Dealer Service Agreement

1. Authorized Service Contractor/Rep, upon request, will perform service and repair work on HVAC equipment for JB Warranties (JBW) agreement holders when agreement holders have a valid claim.

The Authorized Service Contractor/Rep agrees to charge the manufacturer for labor and parts whenever they are covered under the manufacturer's warranty. JBW will not begin labor payment before the 91st day of receipt or before the coverage start date stated of the applicable executed agreement.

It is very important for you to know if the consumer's agreement covers both part(s) and labor or if it covers only the part(s) or only the labor. If only one part(s) or labor is covered, it will be clearly stated on the consumer's agreement. All service contracts only cover mechanical and electrical failure.

2. Authorized Service Contractor/Rep must agree to perform the needed service and to repair the unit as efficiently and reasonably as possible. Service shops must give a minimum of 90 days guarantee on labor and honor the standard manufacturer's warranty on parts they install. No claims on service parts are paid until after the manufacturer's warranty has been completed.
3. Authorized Service Contractor/Rep must not make any repair pursuant to an agreement without first checking the warranty date and terms of coverage. Only items covered by the warranty are subject to payment.
4. JBW requires that the following must be included on all claim submissions.
 - a. Service Company name, complete address and phone number and email address.
 - b. Customer's name, complete address and phone number and email address.
 - c. Extended warranty service contract number, type and length of agreement.
 - d. Type of unit covered (such as condensing unit, air handler, compressor, etc) and size of unit.
 - e. Product manufacturer, model number and serial number.
 - f. Date unit was purchased.
 - g. Date of service.
 - h. Nature of problem (diagnosis and date of diagnosis).
 - i. Type of service performed and details of the repair.
 - j. List of part numbers used (even if still under manufacturer's warranty).
 - k. Itemized list of charges.
 - l. Copy of distributor's invoice on all parts.






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- m. The customer's and service technician's signature on all service/repair tickets must be kept on file by the Contractor / Rep and made available to JBW upon request.
 - n. Claims must be legible.
 - o. A copy of the signed service ticket, work order must be submitted including the technician's arrival and departure times.
 5. If any of the information outlined in Section 4 is missing, then the claim shall be returned for additional information. ZERO TOLERANCE for altering original documentation.
 6. Parts invoice must accompany all claims, including claims against labor only agreements. ZERO TOLERANCE for altering original documentation.
 7. "No problem found" calls are not covered, and no reimbursement is issued. This includes resetting of tripped safety switches. The consumer pays for such calls.
 8. JBW agreements do not provide for two men per truck labor rates on residential products. Two men on COMMERCIAL roof mount and large ground mount units are covered for compressor and coil replacement only. Crane fee not to exceed \$250 on roof-mounted units for commercial compressor and coil replacements.
 9. JBW agrees to pay labor and/or parts and/or Parts Allowance per the programs reimbursement schedule Parts may be requested to be returned to JBW for evaluation. The labor rate is listed and approved as shown on-line in the JBW Application.
 10. All service work must be done during normal working hours. No extra charges for after hours, weekend and holiday overtime are allowed. Standard day rates will be paid.
 11. The agreement becomes effective on the 91st day from receipt of the agreement from JBW. No claims will be paid for work done to any and all pre-existing conditions that occur prior to the effective date of this contract. If an Agreement's coverage is changed, there will be a 45-day waiting period, during which a claim cannot be filed.
 12. Authorized Service Contractor/Rep agrees JBW may verify, if they desire, directly with the customer or holder of the agreement, work performed for which the claim has been filed. Random audits will be performed. The Contractor/Rep Service Agreements for Contractor/Reps who submit fraudulent claims or experience excessive claims will be automatically terminated, and their customer list reassigned to another authorized contractor.
 13. JBW will pay Authorized Service Contractor/Rep \$1.00 per mile up to 30 miles outside the Servicer's normal trade area, defined as outside a 30-mile radius of the Servicer's shop or office.
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- 14.** Claims must be submitted within thirty (30) days of service. Any missing supporting documents must be submitted within 30 days of the date of repair. Incomplete claims will not be considered and will be denied. Denied claims can be revisited within 30 days of claim denial on a case-by-case basis.
- 15.** JBW reserves the right to assign agreements to other registered service Contractor/Reps(s) if any of the following conditions are met: (a) service Contractor/Rep fails to perform service work promptly and competently when requested to do so by JBW or the consumer, (b) service Contractor/Rep ceases to operate as a business, or (c) Contractor/Rep requests such assignment.
- 16.** This agreement may be terminated by either party at any time.
- 17.** In the event of any grounds default by Authorized Service Contractor/Rep or other grounds for termination, JBW shall provide written notice to Authorized Service Contractor/Rep and request them to cure the default. If, within three working days of notice, the Authorized Service Contractor/Rep has not cured such default or provided JBW with adequate assurances that the default will be cured, then JB Warranties reserves the right to assign the agreements(s) to another registered service Contractor/Rep. In the event of such assignment or termination, JBW shall not be liable to the Authorized Service Contractor/Rep for any damages arising out of said assignment or termination, including but not limited to lost profits or revenues.
- 18.** It is understood and agreed that the Authorized Service Contractor/Rep shall carry a minimum of \$1,000,000.00 Comprehensive General Liability Insurance and shall provide evidence of such insurance upon request.
- 19.** EXCLUDING APPROVED FACTORY APPLIED PROTECTIVE COATINGS, neither contractor nor affiliate will offer JBW on equipment located within 1 mile of salt-water coastal environment, UNLESS JBW SEACOAST COVERAGE IS PURCHASED. JBW is not eligible for equipment installed in a corrosive atmosphere where chemicals or aerosols are present.
- 20.** Capacitors replaced during maintenance calls are not covered.

PICK YOUR PLAN

WHAT'S COVERED	LABOR PLUS 	LABOR ONLY 	PARTS ONLY 
LABOR	✓	✓	✗
HOURLY LABOR RATE	✓ \$85 - \$300	✓ \$85 - \$300	✗
TRIP CHARGE/DIAGNOSTIC (1 per claim)	✓ \$65	✓ \$65	✗
PARTS	✗	✗	✓
PARTS ALLOWANCE	✓ *See Schedule	✗	✗
RECLAIM ALLOWANCE	✓ \$55	✗	✗
REFRIGERANT ALLOWANCE	✓ \$7.50/lbs*	✗	✗

Refrigerant allowance per pound - \$7.50 or market price (410-a)*

PARTS ALLOWANCE SCHEDULE

PARTS COST (Sum of total parts)	ALLOWANCE
\$0.01 - \$9.99	\$5
\$10 - \$24.99	\$15
\$25 - \$49.99	\$20
\$50 - \$74.99	\$25
\$75 - \$99.99	\$30
\$100 - \$124.99	\$35
\$125 - \$149.99	\$40
\$150+	\$45

EXCLUDES COILS FOR PARTS ALLOWANCE

ALLOWANCE SCHEDULE / SERVICE RATES

ELECTRICAL	JOB HOURS ALLOWED
BLOWER ASSEMBLY (CAGE, WHEEL, MOTOR, AND HOUSING)	1
CAPACITOR	0.5
CIRCUIT BOARD	1
INVERTER BOARD	2
HEATER ELEMENT / STRIPS	1
DEFROST / CONTROL BOARD	1
FAN SWITCH / CONTROL	1
CRANK CASE HEATER	1
MODULE / ECM	1
MOTOR (BLOWER)	1.5
MOTOR (CONDENSER)	1
RELAY / CONTACTOR	1
SOLENOID	1
START KIT / COMPRESSOR ASSIST	1
SWITCH / SEQUENCER / THERMISTOR / LIMIT / FAN	1
THERMOCOUPLE	1
TIMER	1
TRANSFORMER / REACTOR COIL	1
THERMOSTAT	1
WIRE-IGNITION SWITCH	1
MISC. WIRING	0.5 / 1
TRANSDUCER SWITCH	0.5
MOTOR (EEV / STEPPER)	1
SENSOR	1
INDUCER MOTOR	1
FUSE / HARNESS	0.5

- Secondary compressor replacement on residential systems allow for additional 30 minutes
- 2x hourly rate allowed only on commercial compressor and coil replacements for roof mounted or large ground mounted units
- Secondary drain pan is not covered

COMBUSTION	JOB HOURS ALLOWED
HEAT EXCHANGER	4
BURNER	1
COMB. / VENT / IND. BLOWER	1
GAS VALVE	1
IGNITER / ELECTRODE	0.5
NOZZLE	1
ORIFICE	1
PILOT / FLAME SENSOR / ROD	1
PUMP - ALL FUELS	1
PRESSURE SWITCH - AIR	1

MECHANICAL /	JOB HOURS ALLOWED
DAMPER (SENSOR / ZONE CONTROL / DAMPER MOTOR)	1
BEARING	1
PULLEY	1
DRAIN PAN - PRIMARY ONLY	2
FAN BLADE / BLOWER WHEEL	1
MOTOR MOUNT	1
ORIFICE	1
PULLEY SHAFT	1
SPRING	1
LOUVER	0.5
LOUVER MOTOR	1
PTAC REPAIRS / REPLACEMENT	2
MISC.	0.5 / 1
CONDENSING / PACKAGE UNIT	4
AIR HANDLER	4
CASED COIL	3
FURNACE	4

PLUMBING	JOB HOURS ALLOWED
BOILER PUMP (CIRCULATOR)	2
STORAGE TANKS (UP TO 100 GAL)	2
AQUASTAT	1
HEATING ELEMENT	1
SERVO / WATER FLOW / SENSOR KIT	1
PC BOARD	1
PRESSURE RELIEF	1
WELL PUMP	2.5
BYPASS SERVO ASSEMBLY	1
DRAIN VALVE	1
WATER HEATER TANK	2
TANKLESS HEAT EXCHANGER	2

REFRIGERANT	JOB HOURS ALLOWED
COMPRESSOR	4
ACCUMULATOR	3
EVAP COIL / COND COIL	3
TXV / EXPANSION VALVE	3
HEADER / DIST. / MANIFOLD	3
METERING DEVICE	3
REVERSING VALVE	3
CHECK VALVE	2
DRIER / STRAINER	2
LEAK REPAIR (FACTORY WELDS)	2
MUFFLER	2
PRESSURE SWITCH	1
RECEIVER	2
SERVICE VALVE	2
TUBING	2
VALVE CORE	0.5

MULTIPLE FAILURES ARE REIMBURSED AS FOLLOWS:

NON-RELATED REPAIRS

- ✓ One (1) diagnostic charge
- ✓ Multiple part allowances for repairs (if applicable)
- ✓ Part(s) cost (if applicable)
- ✓ Sum of labor charges for all repairs. (See allowance schedule)

RELATED REPAIRS

- ✓ One (1) diagnostic charge
- ✓ One (1) part allowance (if applicable)
- ✓ Part(s) cost (if applicable)
- ✓ One (1) primary repair labor charge. (See allowance schedule)

PRIMARY REPAIRS - RELATED REPAIR SCHEDULES

FURNACE / AIR HANDLER	MOTORS	OUTDOOR UNIT	OUTDOOR COIL	INDOOR COIL
HEAT EXCHANGER	MOTOR (COND FAN / BLOWER)	COMPRESSOR	CONDENSER COIL	EVAPORATOR COIL
BURNER	MODULE / ECM	CAPACITOR	DRIER	LEAK - RESTRICTION
COMB / VENT BLOWER	CAPACITOR	ACCUMULATOR	LEAK - RESTRICTION	HEADER / DIST / MANIFOLD
GAS VALVE	FAN BLADE / BLOWER WHEEL	CONTACTOR	HEADER / DIST / MANIFOLD	CHECK VALVE
IGNITER / ELECTRODE	MOTOR MOUNT	DRIER	TXV	DRIER
NOZZLE	PULLEY SHAFT	START / ASSIST		DRAIN PAN - PRIMARY ONLY
ORIFICE		SERVICE VALVE		TXV / EXPANSION VALVE
PILOT / FLAME SENSOR / ROD		MUFFLER		
FAN BLADE / BLOWER WHEEL		REVERSING VALVE		
MOTOR MOUNT		SURGE PROTECTOR		
BLOWER ASSEMBLY		CIRCUIT BOARD		
		SPRING		
		CRANKCASE HEATER		

*Extenuating circumstances will be reviewed on a case by case basis.

To market the Premium Protection Plan, all contractors must be approved by JB Warranties and agree to the terms on the Dealer Service Agreement. **Florida contractors** must have a Service Warranty Representative 2-52 license. If you do not have this license, please follow the steps below.

1. Go to the following website: <http://www.myfloridacfo.com/division/agents/licensure/general> - Contact Number: (850) 413-3137.
2. Click on 2-52 "Service Warranty Sales Representative"
3. Click on "Apply for License"