



RESIDENTIAL/COMMERCIAL HVAC COMMERCIAL REFRIGERATION



TRINITY ESA LABOR WARRANTIES



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A. Getting Started with Trinity Warranty Solutions:

To get started, you will need to complete the following:

- Obtain a **2-52 license** from the State of Florida. See Trinity's 2-52 FL License procedure within appendix (page 25) for more information and resources on how to obtain and maintain your 2-52 license.
- Enroll into the Trinity Warranty program (see *Dealer Enrollment Process below*)

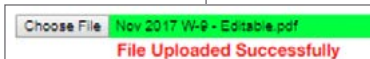
B. Enrolling as a Trinity Dealer:

Enroll online at tropicsupply.trinitywarranty.com.

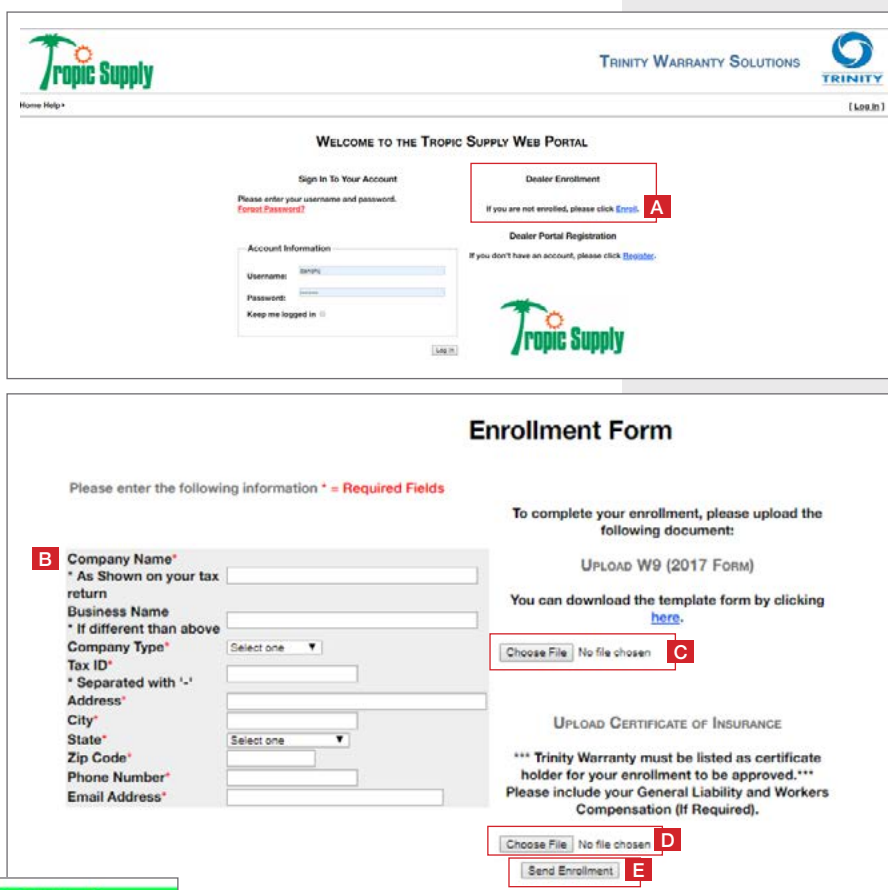
Open a browser window and enter 'tropicsupply.trinitywarranty.com' to bring up the home page. Do not type "www" in front of this website address. On the top right of the screen click on "Enroll". **A**

- Enter your company name as shown on your tax return and your business name (dba) if it's different from your company name. Enter your company type, tax ID, address, city, state, zip code, phone number and email address. **B**
- Upload your W-9 (please use a form dated 2017 or newer). A W-9 form is available for download if needed. Click on "Choose File" to select your file. **C**
- Upload a Certificate of Insurance (COI) and proof of General Liability and Workers Compensation (if required). Your COI must list Trinity Warranty as the certificate holder: **D**
Trinity Warranty
PO Box 5640
Villa Park, IL 60181

After uploading your files, you will receive the following message:



Once all the fields have been completed and your W-9, COI, and General Liability and Workers Compensation information have been uploaded, click on "Send Enrollment". **E** Trinity will approve your enrollment and send you a welcome email with your account number and additional program information.



The top screenshot shows the 'Tropic Supply' website with a 'WELCOME TO THE TROPIC SUPPLY WEB PORTAL' message. It includes a 'Sign In To Your Account' section with fields for Username and Password, and a 'Dealer Enrollment' section with a link to 'Enroll' (labeled A). Below the sign-in section is an 'Account Information' box with fields for Username, Password, and a 'Keep me logged in' checkbox.

The bottom screenshot shows the 'Enrollment Form'. It has a heading 'Please enter the following information * - Required Fields'. The form includes fields for Company Name (labeled B), Business Name, Company Type (a dropdown menu), Tax ID, Address, City, State (a dropdown menu), Zip Code, Phone Number, and Email Address. To the right of the form, there are instructions to upload a W-9 (2017 Form) and a Certificate of Insurance. There are 'Choose File' buttons for both uploads (labeled C and D) and a 'Send Enrollment' button (labeled E).

C. Purchasing Your Trinity ESA Labor Warranty at Tropic Supply:

Tropic Supply offers a wide variety of coverage options for residential HVAC, light commercial HVAC, commercial HVAC and commercial refrigeration applications. Please visit your local Tropic Supply resource center to purchase your policy at the counter. We have included our standard rate sheets in the Appendix of this document (pages 26-30).

For those with access to online ordering through our Tropic e-commerce site, Trinity Warranty ESA labor policies CANNOT be processed using the PICKUP option as they are non-stock items. You can place orders for Trinity Warranty ESA Labor Policies using the DELIVERY option during checkout. **A**



Shipping Information

METHOD

☒ Delivery **A**

☐ Pickup

D. Completing the Order Process with Trinity Warranty Solutions

Once you have purchased your Trinity ESA Labor Warranty from Tropic Supply, you must register the equipment with Trinity Warranty Solutions.

Completing the Trinity Warranty Order Process

Trinity created the tropicsupply.trinitywarranty.com web portal to make it easier for you to register your ESA labor warranties.

(1) REGISTER AS A USER:

- To access the Trinity Warranty web portal, you must first register as a portal user.
- If you are not already on the web portal home page, open a browser window and enter 'tropicsupply.trinitywarranty.com'. Do not type "www" in front of this web address.
- Under Dealer Portal Registration, click on "Register". **B**
- Create a user name. Enter the user name and click on "Next". **C**

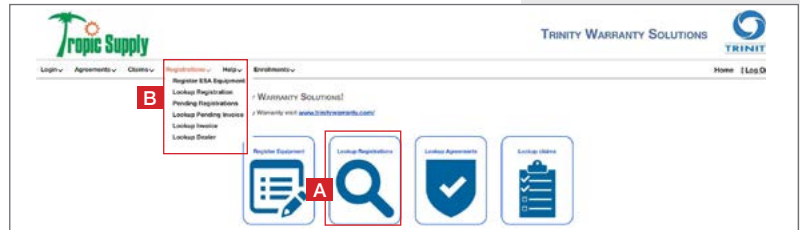
- Enter your first and last name, and the Trinity account number you were assigned during the Trinity Warranty enrollment process. Then, enter a password, confirm that password, and enter your email address. Lastly, select a security question and answer, and click "Create User". **D**
- Log In: Once you have registered with the web portal, return to the Trinity Warranty Home Page and LOG IN. **E**

(2) REGISTER YOUR EQUIPMENT:

- To register your equipment, click on **"Register Equipment"**, **A** or click on **"Registrations"** and then **"Register ESA Equipment"** **B** on the navigation bar at the top of the screen.

Your company name and account number will automatically be displayed.

- Enter the customer's information at the top of the screen. If the customer is a homeowner, make sure you enter their first and last name in the CUSTOMER FIRST NAME and CUSTOMER LAST NAME/COMPANY fields. If the customer is a business, enter the company name in the CUSTOMER LAST NAME/COMPANY field. **C** Then select the appropriate equipment application. **D** You must also include a PO number and the amount you charged the customer for the ESA policy. **E**
- Under EQUIPMENT, select the equipment type. **F** For system registrations where two pieces of equipment are installed (i.e. condenser AND air handler), you will not be able to enter serial numbers until you click on the **+**. Model and serial numbers for all other equipment types can be entered BEFORE you click on the green plus sign.
 - You must select a brand to move forward in the product registration process. If you do not see the brand you are trying to register in the drop-down box, choose "Other" and the field will become a text field in which you can type the brand name. **G**
 - Under "Coverage", select the coverage you purchased from Tropic Supply. **H**
 - Click on the **+** to continue the registration process.
- Enter all components included with the system. Use the "Optional" categories to include items such as heat kits and thermostats if they were installed. Enter model and serial numbers when available. **I** Trinity will not grant coverage to components that are not included on the Registration form. PLEASE NOTE: The components section does not apply to Commercial Refrigeration.
- Once you have entered all the required information, click on the **✓**. If you want to delete the information, click on the **✗**. **J**



DEALER REGISTRATION FORM
PLEASE READ THIS BEFORE REGISTERING!
Rate sheet

* = Required Fields

Contractor Name*	Contractor #*	Find contractor
Customer First Name*	Customer Last Name/Company*	Install Date*
Address*	Phone Number*	Application* Residential
City*	State* Select state	Zip Code*
Email*	Notes	Tropic Invoice #*
Dealer PO #*	Agreement Charge*	

EQUIPMENT

Equipment Type	Model number	Serial number	Size	Brand	Coverage
Select Equipment					
AC Package System					
Complete AC System					
Complete HP System					
HP Package System					
Mini-Split 1 Zone					
Mini-Split 2 Zone					
Mini-Split 3 Zone					
Mini-Split 4 Zone					

Submit Registration

DEALER REGISTRATION FORM
PLEASE READ THIS BEFORE REGISTERING!
Rate sheet

* = Required Fields

Contractor Name*	Contractor #*	Find contractor
Customer First Name*	Customer Last Name/Company*	Install Date*
Address*	Phone Number*	Application* Residential
City*	State* Select state	Zip Code*
Email*	Notes	Tropic Invoice #*
Dealer PO #*	Agreement Charge*	

EQUIPMENT

Equipment Type	Model number	Serial number	Size	Brand	Coverage
Complete AC System				Road	

Submit Registration

DEALER REGISTRATION FORM
PLEASE READ THIS BEFORE REGISTERING!
Rate sheet

* = Required Fields



Contractor Name*	Contractor #*	Find contractor
Customer First Name*	Customer Last Name/Company*	Install Date*
Address*	Phone Number*	Application* Residential
City*	State* Select state	Zip Code*
Email*	Notes	Tropic Invoice #*
Dealer PO #*	Agreement Charge*	

EQUIPMENT

Equipment Type	Model number	Serial number	Size	Brand	Coverage
Complete AC System				Road	LABOR-0VRSC100 - 10yr \$100/hr Labor Rate \$35 Parts Allowance 1 ✓
Parts					
Outdoor Unit	AC Condensing Unit	RA1660A1NA	2410109214	5	Road
Indoor Unit	Air Handler	RH17317STMJA	2121843106	5	Road
Optional	Heat Strip Kit	RXH8174C10J		110KV	Road
Optional	Thermostat	PRO11705			HONEYWELL
Optional	Select one...				Road

Only listed equipment will be covered.

Submit Registration

- Once you have finished entering your registration details, you can edit the registration by clicking  or delete the registration by clicking . **K**
- When you have completed the entire order, click on “Submit Registration”. **L** You will receive a message asking you to confirm that you want to place the order. **M** Click “OK” to place the order or “Cancel” to cancel the order.
- You will know that your registration is successful when you receive an Order # at the bottom of the screen. If you do not receive an Order #, please check all fields and correct any errors indicated before submitting again.

DEALER REGISTRATION FORM

PLEASE READ THIS BEFORE REGISTERING:
[Rate sheet](#)

* = Required Fields

Contractor Name*	Contractor #*	Find contractor
Customer First Name*	Customer Last Name/Company*	Install Date*
Address*	Phone Number*	Application* Residential
City*	State* Select state	Zip Code*
Email*	Notes*	
Dealer PO #*	Agreement Charge*	Tropic Invoice #*

Equipment: Don't forget to hit the plus sign to add the item to this registration **K**

Equipment Type	Model number	Serial number	Size	Brand	Coverage
Complete AC System					LABOR: 13YR/SC: 105 - 10yr \$100PH Labor Rate \$35 Parts Allowance
Parts	Equipment Type	Model	Serial	Size	Brand
Outdoor Unit	AC Condensing Unit	RA155DAJMA	3010150214	5	Road
Indoor Unit	Air Handler	RH1736175TANJA	W21843106	5	Road
Optional	Heat Strip/Kit	RX0-B1724C10J		18KW	Road
Optional	Thermostat	PRC11725			HONEYWELL
Optional	Select one:				Road

Only listed equipment will be covered.

Select Equipment: Model Number Serial Number Size -- -- +

Submit Registration **L**

You are about to place this order. Changes can be made until Approval.
Are you sure you want to place this order? **M**

OK **Cancel**

E. Filing Claims

Filing a Claim

The tropicsupply.trinitywarranty.com web portal allows you to perform the following additional functions:

- File a Claim
- Search/View a Claim

To file a claim, click on “Claims” at the top of the screen, then “File Claim”. **A**

A list of your Trinity ESA Labor Warranties will be displayed. You can search for a specific policy by entering information into the search fields and clicking the “Filter” button. **B**

You can also select the appropriate Trinity ESA Labor Warranty from the list displayed by clicking on the “Select” link next to appropriate policy. **C**
Select “File Claim” **D**

On the top half of the screen, you will see the following information:

- Customer name
- Agreement number
- Customer address
- Your company information

Right below this information, there are a number of empty fields that need to be completed. Enter the service date and your parts invoice number if applicable. Then use the drop-down menu on the repair type to choose the type of repair. Next, enter a description of the problem in the “Problem Description” box, being as specific as you can. Last, enter the work performed to repair the equipment in the “Work Performed” box. **E**

Please note: All claims and invoices must be submitted within 60 days of the failure date to be considered for payment.

The screenshot displays the Trinity Warranty Solutions web portal. At the top, the 'Claims' menu is highlighted, and the 'File Claim' option is selected. Below the navigation bar, there are four main action buttons: 'Register Equipment', 'Lookup Registrations', 'Lookup Agreements', and 'Lookup claims'. The 'Lookup Agreements' section is active, showing a search form with fields for Homeowner, Agreement #, Dealer #, Address, Serial #, Order Date, City, Invoice #, and Model #. A 'Filter' button is present. Below the search form, a table lists available agreements with columns for Agreement, Homeowner, Dealer, Address, Order Date, City, Zip, Serial Number, and Model Number. The third row is selected, and the 'File Claim' link is highlighted. The 'ESA MANAGEMENT' section shows the 'Claims' tab, with a table listing claims. The 'File Claim' link is highlighted. Below this, the 'ADD/VIEW CLAIM' form is shown, with fields for Customer Name, Agreement, Submission Date, Customer Address, Customer Phone, Name, Account Number, Address, Phone, Fax, Email, Service Date, Invoice Number, Repair Type, Problem Description, and Work Performed. The 'File Claim' link is highlighted.

Agreement	Homeowner	Dealer	Address	Order Date	City	Zip	Serial Number	Model Number
Select 361738	GERMAINE SEIDLER	Tri-Town Heating & A/C Inc.		9/8/2015	GREENFIELD	53220	54015F16069	EUIP23BN
Select 361739	PAUL SHORTS	Tri-Town Heating & A/C Inc.		9/8/2015	MUSKEGO	53150	55914207430	A96US2V090CIG5
Select 362379	Doug Bellows	Tri-Town Heating & A/C Inc.		10/6/2015	Muskego	53150	55914207220	A96US2V070B125-01
Select 362379	Walter Casarini	Tri-Town Heating & A/C Inc.		10/6/2015	Greenfield	53220	55914207772	A96US2V070B125-01

Claim Number	Fail Date	Work Invoice	Total Requested	Status	Check Number	Paid Date
File Claim						

ALL CLAIMS AND INVOICES MUST BE SUBMITTED WITHIN 60 DAYS OF THE FAILURE DATE TO BE CONSIDERED FOR PAYMENT.

ADD/VIEW CLAIM
Web ID : 0 Creation Date : Status : In creation

Customer Name Agreement Submission Date
Customer Address Customer Phone
Name (Assign New Dealer) Account Number
Address
Phone Fax Email
Service Date Invoice Number
Repair Type
Problem Description
Work Performed

The equipment covered by the ESA will be displayed on the bottom half of this screen. To enter information on the equipment, click to enter a checkmark in the Select field. **A** Next, using the drop-down menu, choose whether you repaired or replaced the equipment. Enter a description of the repair, the hourly rate and the number of hours it took you to perform the repair, then click "Add Detail". The claims form will automatically calculate the labor total for you. **B** The number of hours allowed per type of repair is listed in the Reimbursement Guidelines in the Appendix of this guide. (pages 21-23)

The grand total for labor and parts allowance will automatically calculate.

You may enter notes in the conversation field if needed. **C**

Before you submit, please upload the service ticket with the customer's signature as well as any parts invoice, if applicable. Once you have completed entering all the information, click on "Submit Claim", which will send the claim to Trinity to adjudicate. **D**

The screenshot displays the Trinity ESA Labor Warranties claims form. It is divided into several sections: Equipment, Labor, Parts, Conversation, and Documents. Red boxes and letters A, B, C, and D highlight specific areas of interest.

Equipment Section: A table with columns: Equipment Type, Model Number, Serial Number, Install Date, Select, and Repaired / Replaced. A red box labeled **A** highlights the 'Select' column, which contains a dropdown menu.

Labor Section: A table with columns: Repair / Labor Description, Hourly Rate, No. Hours, and Labor Total. A red box labeled **B** highlights the 'Add Detail' button.

Parts Section: A table with columns: Parts Description, Qty, Part Cost, Markup, Part Total, Edit, and Delete. A red box labeled **C** highlights the 'Send' button.

Conversation Section: A text area for entering notes. A red box labeled **C** highlights the 'Send' button.

Documents Section: A section for uploading files. A red box labeled **D** highlights the 'Submit Claim' button.

Summary Section: A table on the right side of the form showing calculated totals: Labor Total (75.00), Process Allowance (35.00), Parts Total (0.00), Markup Total (0.00), Tax (0.00), and Total (110.00).

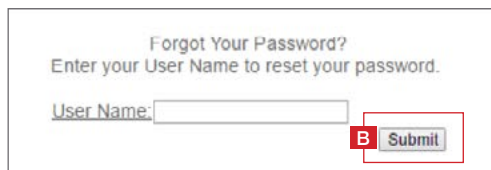
F. Frequently Asked Questions

We have included a list of the most frequently asked Trinity Warranty questions below. If you need help with the Trinity Warranty online portal, please call the following number and ask for the Trinity Warranty Dealer Portal Help Desk: 877-302-5072.

1: WHAT DO I DO IF I FORGOT MY PASSWORD?

Click on “Forgot Password” on the home page. **A**
(tropicsupply.trinitywarranty.com)

Enter your username to reset your existing password. If you’ve forgotten your username, please contact the Trinity Warranty Dealer Portal Help Desk at 877-302-5072. **B**



If your user name is correct, you will receive the following message after you click the submit button:

Your password has been reset and sent to you.

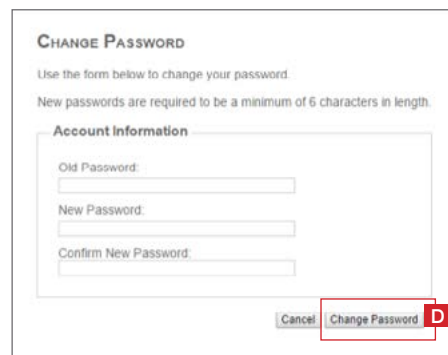
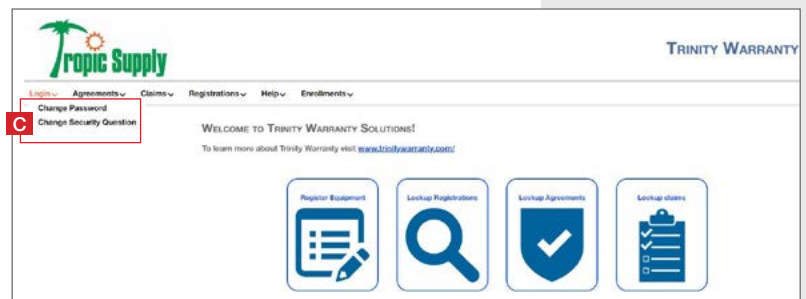
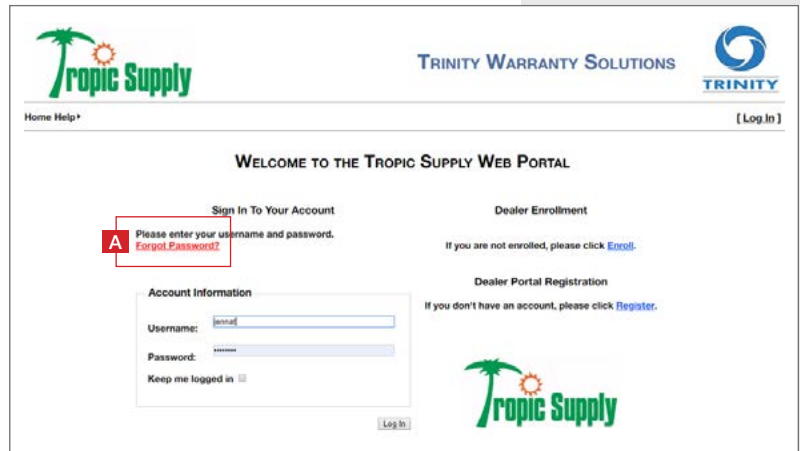
2: HOW DO I CHANGE MY PASSWORD?

You can change your password at any time. On the menu bar at the top of the home page, click “Login”, then “Change Password”. **C**

Create a new password by entering the following information:

- Old Password
- New Password
- Confirm Password

Click on “Change Password” and your password will be changed. **D**



Trinity Warranty Dealer Portal Help Desk: 877-302-5072



3: HOW DO I CHANGE MY SECURITY QUESTION AND ANSWER?

You can change your security question and answer at any time. On the menu bar at the top of the home page, click "Login", then "Change Security Question". **A**

You will need to enter your current password, select a new security question and type the new security answer. Click "Change Security Question and Answer" to complete the process. **B**

The screenshot shows the Trinity Warranty Solutions home page with the Tropic Supply logo. A red box labeled 'A' highlights the 'Change Security Question' link in the top navigation menu. Below the navigation bar, there are four icons: Register Equipment, Lookup Registrations, Lookup Agreements, and Lookup Claims. The 'CHANGE SECRET' form is shown below, with a red box labeled 'B' highlighting the 'Change Security Question and Answer' button at the bottom right.

4: HOW DO I VIEW MY REGISTRATION?

To view a registration, click on "Registration" then "Lookup Registration" on the home page. **C**

You will see a list of your registrations.

You can search for a specific registration by entering any known information, such as name or address and clicking the "Filter" button. **D**

You can view the details of a specific registration by clicking on the "Select" link next to the list of registrations. **E**

The screenshot shows the 'Lookup Registrations' page. A red box labeled 'C' highlights the 'Lookup Registrations' link in the navigation menu. On the right side, there is a search form with fields for 'Dealer PO #', 'Install Date', and 'Dealer #', and a 'Filter' button highlighted with a red box labeled 'D'. Below the search form is a table of registrations. A red box labeled 'E' highlights the 'Select' link next to a registration with ID 223.

5: HOW DO I CHANGE A REGISTRATION?

*Note: You may make changes to registrations listed in your portal – **IF** Tropic Supply has NOT issued a Purchase Order (PO) for the policy. If Tropic Supply has issued a PO, you will need to contact the Trinity Warranty Dealer Portal Help Desk at 877-302-5072.*

To change a registration, click on "Registration" then "Lookup Registration" on the Trinity home page.

A. If Tropic Supply has not issued a PO, you will see "Edit / Cancel" on the far right of the screen. **F**

Order ID	Contractor	Customer	Order Date	Install Date	Entity PO	
Select 19240	Majestic AC Inc #14873	LEWIS	01/08/2019	02/05/2018		Edit / Cancel F

To change the registration, click on "Edit" and the registration information will appear. Make any necessary changes, and then click on "Update Registration". The registration will be updated with your change(s).

B. If Tropic Supply has assigned a PO to the registration, you will see "Order Processed" on the far right of the screen. You must contact the Trinity Warranty Dealer Portal Help Desk at 877-302-5072 to make any changes.

6: HOW DO I CANCEL A REGISTRATION?

Note: You may cancel a registration in your portal – IF Tropic Supply has NOT issued a Purchase Order (PO) for the policy. If Tropic Supply has already issued a PO, you must contact the Trinity Warranty Dealer Portal Help Desk at 877-302-5072.

To cancel a registration, click on “My Registration” then “Lookup Registration” on the Trinity home page. If Tropic Supply has not issued a PO, you will see “Edit / Cancel” on the far right side of the screen. To cancel a registration, click on “Cancel” **A**

Reg ID	Contractor	Customer	Registration Date	Install Date	Dealer PO	Entity PO Invoiced	
Select 224						NO	Edit Cancel A

You will see the following message: “You are about to cancel this registration. Once canceled, you will not be able to change this registration. Continue?” If you wish to cancel, click “OK”, and the registration will be canceled. If you clicked “Cancel” by mistake, click on “Cancel”. **B**

tropicsupply.trinitywarranty.com says
You are about to cancel this registration. Once cancelled, you will not be able to change this order. Continue ?

B

When you cancel a registration, the registration will remain in the list of your registrations, but will display the message “Registration Canceled”. **This registration will not be processed.**

If Tropic Supply has issued a PO, you will see “Order Processed” on the far right of the screen. You must contact the Trinity Warranty Dealer Portal Help Desk at 877-302-5072 to cancel the registration.

7: HOW DO I VIEW MY PROCESSED/COMPLETED TRINITY ESA LABOR WARRANTIES?

You can access all of your completed Trinity ESA Labor Warranties in the Trinity Warranty portal. Click on “Agreements” then “Lookup Agreement” on the Trinity Portal home page. **C**

All your processed/completed agreements will be listed.

(1) You can view the details of a specific Trinity ESA Labor Warranty by clicking the “Select” button. **D**

Tropic Supply **TRINITY WARRANTY**

Log in Agreements > Claims > Registrations > Help > Enrollments >

C Lookup Agreement

LOOKUP AGREEMENT

Homeowner: _____ Address: _____ City: _____
Agreement #: _____ Serial #: _____ Invoice #: _____
Dealer #: _____ Order Date: _____ Model #: _____
[Find the dealer number](#)

(2) You can search for a specific Trinity ESA Labor Warranty by entering any known information in the appropriate field and clicking on the “Filter” button.

You can search by any of the following data: **E**

- Homeowner Name
- Agreement Number
- Address
- City
- Serial Number
- Order Date
- Invoice #
- Model #

LOOKUP AGREEMENT

Homeowner: _____ Address: _____ City: _____
Agreement #: _____ Serial #: _____ Invoice #: _____
Dealer #: _____ Order Date: _____ Model #: _____
[Find the dealer number](#)

E

Reg ID	Homeowner	Dealer	Address	Order Date	City	Zip
Select 285	Cindy Hart	7th Generation Heating & Cooling LLC	284 Hanchey Dr	8/10/2018	Nokomis	34272

D

Select the agreement number you want to review by clicking “Select”. This will allow you to see the agreement online. If you wish to **download** a copy of your Trinity ESA Labor Warranty, click on the “policy number” instead of “Select”. This number is listed to the right of “Select”. **F**

LOOKUP AGREEMENT

Homeowner: _____ Address: _____ City: _____
Agreement #: _____ Serial #: _____ Invoice #: _____
Dealer #: _____ Order Date: _____ Model #: _____
[Find the dealer number](#)

Reg ID	Homeowner	Dealer	Address	Order Date	City	Zip
Select 285	Cindy Hart	7th Generation Heating & Cooling LLC	284 Hanchey Dr	8/10/2018	Nokomis	34272

F

Trinity Warranty Dealer Portal Help Desk: 877-302-5072



You can review the agreement details, such as coverage start and end dates. **A**

You can also review consumer details – name, address, phone number, and email address. **B**

Equipment details can also be reviewed. **C**

ESA MANAGEMENT

Agreement Details | Consumer Details | Equipment Details | Agreement Notes | Billing Details | Claims

Agreement **392922** Order Code **UXK63P** SKU **X-RSSAC100X0XB**

Description
US Residential Standard/HI Efficiency Split AC System Labor and PA 31st day - 10th year @100/hr, No parts coverage

Order Date **9/10/2018** Issue Date **9/12/2018** Install Date **8/22/2018**

Start Date **10/11/2018** End Date **8/22/2028**

Term in months **120** Printed **Yes**

ESA MANAGEMENT

Agreement Details | **Consumer Details** | Equipment Details | Agreement Notes | Billing Details | Claims

Agreement **392922**

Consumer

ID	First Name	Middle Name	Last Name
C34302	Cindy		Hart

Address

Location	Address1	Address2	City	State
Equipment	394 Hanchey Dr.		Nokomis	FL

Phone

Type	Area Code	Prefix	Phone
Main	765	561	2467

Email

Email Type	Email Address
None Given	

ESA MANAGEMENT

Agreement Details | Consumer Details | **Equipment Details** | Agreement Notes | Billing Details | Claims

Agreement **392922**

Equipment

Select	EquipmentType	SerialNumber	ModelNumber	Size	Manufacturer
Select	AIR HANDLER STANDARD	W291845255	RHMV6024ME ACJA	5	RUUD
Select	A/C	W011801048	UA2060AJVCB	5	RUUD


Add

8: HOW DO I REVIEW MY CLAIMS?

Click on "Claims" and then "My Claims" on the Trinity Portal. You will see a list of your claims. **D**

Click on "Select" to view any of the claims listed. **E**

If you are looking for a specific claim, fill in any of the search fields and then click "Filter". **F**



TRINITY WARRANTY SOLUTIONS

Login | Agreement | **Claims** | My Claims | File Claim | Lookup Claims | Add New Claim

Agreement # City ZIP Code

Find the dealer number Filter Reset

Agreement	Homeowner	Dealer	Address	OrderDate	City	Zip	Serial Number	Model Number
Select 367738	GERMAINE SEIDLED	Tri-Town Heating & A/C Inc		9/8/2015	GREENFIELD	53220	56015F16069	EUIP238N
Select 367739	PAUL SHORTS	Tri-Town Heating & A/C Inc		9/8/2015	MUSKEGO	53150	55914207430	A96US2V090C365
Select E 367739	Doug Bellows	Tri-Town Heating & A/C Inc		10/6/2015	Muskego	53150	55914207220	A96US2V0708125-01
Select 367739	Wally Vaccaro	Tri-Town Heating & A/C Inc		10/6/2015	Greenfield	53220	55914207172	A96US2V0708125-01

ADD/VIEW CLAIM

Web ID: 6691 Creation Date: 3/8/2019 Status: Completed

Customer Name **Doug Bellows** Agreement **362377** Submission Date **3/8/2019 12:00:00 AM**

Customer Address Customer Phone

Name (Assign New Dealer) **Tri-Town Heating & A/C Inc** Account Number **14381**

Address **372 W 16490 Janesville RD, Muskego, WI 53150**

Phone **(414)221-1520** Fax **(414)229-9578** Email **jpbart@trinityheating.com**

Service Date **2/28/2019** Invoice Number **13798**

Repair Type **Pressure Switch**

Problem Description **NO heat**

Work Performed **Found several fault codes. 222, 227 & 273. All pressure switch fault codes. Replaced pressure switch.**

9: DOES A CONTRACTOR HAVE TO HAVE A LICENSE TO SELL THE TRINITY ESA LABOR WARRANTY?

Yes, contractors interested in selling Trinity ESA Labor Warranties must have a 2-52 license. To learn more about how to obtain your 2-52 license, see Trinity's 2-52 FL License procedure within the Appendix of this Guide (page 25).

10: HOW LONG AFTER INSTALLATION CAN THE TRINITY ESA LABOR WARRANTY BE PURCHASED?

Residential and light commercial HVAC equipment is considered "new" up to 2 years after installation and is eligible for extended warranty coverage during that time, however any residential or light commercial HVAC systems installed after 1 year must submit their registration with an Inspection Form (see page 24 of the Appendix) to ensure there are no preexisting issues with the equipment. As a result, Trinity ESA Labor Warranties for residential and light commercial HVAC equipment can be purchased within 24 months of the date of installation. Commercial HVAC and refrigeration equipment is considered "new" up to 6 months after installation and is eligible for extended warranty coverage during that time. As a result, Trinity ESA Labor Warranties for commercial HVAC and refrigeration equipment can be purchased within 6 months of the date of installation.

11: WHEN A CONTRACTOR PURCHASES AN ESA LABOR WARRANTY AFTER THE PRODUCT HAS BEEN INSTALLED, WHEN DOES COVERAGE BEGIN?

Coverage will begin 31 days after the purchase date. For example, if a Trinity ESA Labor Warranty is purchased on day 100, coverage begins on day 131. Policies cover future mechanical breakdowns, not existing issues or ongoing repairs.

12: WHAT IS THE TRINITY PARTS ALLOWANCE?

Trinity Warranty offers a flat \$35 parts allowance for repairs to residential and light commercial equipment. There is a tiered parts process allowance for commercial repairs. We have included this schedule in the Trinity Warranty Reimbursement Guidelines document located in the Appendix (page 23). Both parts allowances are given IN ADDITION to the trip charge and labor rate.

13: CAN A CONTRACTOR MARK UP THE TRINITY ESA LABOR WARRANTY?

Yes.

14: DOES TRINITY REQUIRE A MAINTENANCE AGREEMENT?

Under certain circumstances, Trinity will request proof of maintenance to approve a claim, but homeowners/business owners are not required to purchase a maintenance program. Trinity can request maintenance records if the system appears neglected or abused but legally Trinity cannot require homeowners/business owners to have purchased an annual or semi-annual program. HOWEVER – homeowners/business owners must provide normal care and maintenance- including but not limited to - cleaning evaporator or condensing coils, drains, burners or heat exchangers; lubrication; adjustments; normal filter maintenance; and accessibility for service. All maintenance must be performed in accordance with manufacturer specifications.

15: WHAT IF A MANUFACTURER'S WARRANTY COVERS A UNIT REPLACEMENT – WILL THE TRINITY ESA LABOR WARRANTY TRANSFER TO THE NEW PIECE OF EQUIPMENT?

If the manufacturer allows for equipment to be replaced, then the replacement unit is covered by the balance of the coverage. The Trinity ESA Labor Warranty Updates/Cancellation Form must be completed to effectuate the change (See page 19 of the Appendix).

16: DOES A CONTRACTOR NEED TO BE PRE-APPROVED BEFORE STARTING A REPAIR?

No, Trinity wants contractors to take care of the customer first – no pre-approval necessary.

17: CAN THE TRINITY ESA LABOR WARRANTY BE TRANSFERRED TO ANOTHER HOMEOWNER OR BUSINESS OWNER UPON SALE OF THE PROPERTY?

YES! Homeowners/business owners must pay a \$30 fee and complete and return the Request for Transfer form found on page 19 of the Appendix. The Request for Transfer form and \$30 fee must be submitted within 90 days of the transfer of ownership.

18: CAN A CONTRACTOR SELL TRINITY ESA LABOR WARRANTIES FOR EQUIPMENT NOT SOLD BY TROPIC SUPPLY?

YES! Contractors can offer Trinity ESA Labor Warranties for any HVAC or refrigeration equipment, regardless of the brand or where it was purchased, as long as it is a matched system.

19: CAN THE TRINITY ESA LABOR WARRANTY BE PURCHASED BY A DEVELOPER OR PROPERTY OWNER AND THEN TRANSFERRED TO THE HOMEOWNER?

Yes, the policy can be transferred from a developer or property owner to the homeowner for a \$30 transfer fee. The Request for Transfer form found on page 19 of the Appendix and \$30 fee must be submitted within 90 days of the transfer of ownership.

20: CAN A PROPERTY MANAGEMENT COMPANY HOLD MULTIPLE POLICIES FOR THEIR BUILDING'S TENANTS?

Yes, since tenants can change and owners can sell the building, the policy or policies can be held by the property management company. Simply enter the property management company's name in lieu of the homeowner's name during the equipment registration process. Addresses would need to reflect different unit numbers.

21: HOW MANY CLAIMS CAN BE FILED IN THE POLICY PERIOD?

Per state regulations, there is no maximum number of claims that can be filed. However, claims will be denied when the total cost of claims exceeds the installed cost of equipment, including labor.

22: WILL TRINITY PAY SALES TAX ON TOP OF THE LABOR REIMBURSEMENT RATE FOR MOBILE HOMES IN FLORIDA?

Yes, Trinity will pay sales tax where required by law.

23: WHAT IF TRINITY OR ANY OF TRINITY'S UNDERWRITERS GO OUT OF BUSINESS?

Historically, most Third Party Administrators (TPAs) relied on one insurance company to cover parts and labor Extended Service Agreements (ESAs). If the insurance company stopped underwriting these policies, it put the TPA in a position to fail. Some TPAs continue this same trend, putting customers at risk. Trinity relies on **multiple** "A"-rated insurance companies to spread the risk and better protect their customers. If one insurance company decides to stop underwriting ESAs, one or more of the other insurance companies can be utilized. All Trinity Warranty ESAs include a Loss Adjustment Expense (LAE) policy. The policy will pay the administrator a fee for processing and funding claims for the equipment owner, no matter what happens to any of the other parties involved, Trinity, Tropic Supply or the contractor. Past policies did not include this LAE, and TPAs wouldn't process claims without pay. Trinity Warranty Solutions is publicly-owned by Kingsway Financial Services Inc. Being backed by a strong and financially sound company, and having multiple "A"-rated insurance underwriters provides Trinity the flexibility and financial resources to serve customers well into the future.

24: IS THERE A DEDUCTIBLE OR CO-PAY ASSOCIATED WITH TRINITY'S ESA LABOR WARRANTIES?

No. There is no deductible or co-pay associated with Trinity ESA Labor Warranties.

25: HOW QUICKLY DOES A CONTRACTOR GET PAID AFTER SUBMITTING A CLAIM?

Trinity Warranty pays contractors within 30 days of submitting a correctly submitted claim.

26: HOW DOES A CONTRACTOR GET REIMBURSED FOR REFRIGERANT?

Trinity Warranty Solutions pays up to \$15 per pound for refrigerant for residential, light commercial or commercial HVAC repairs involving leaks and burnouts. Refrigerant needs to be entered on the claim form as a part (the number of pounds used). A distributor invoice showing refrigerant as a line item is required. Trinity Warranty Solutions also pays up to \$15 per pound for refrigerant used for commercial refrigeration repairs, with proof of costs as shown on a distributor invoice.

27: ARE THERMOSTATS COVERED UNDER THE TRINITY ESA LABOR WARRANTY?

Yes! Trinity pays 1 hour of labor for thermostats listed on the original order form for residential and light commercial HVAC ESA policies. Model, brand, and serial number (where applicable) need to be entered as part of the equipment registration process.

28: WHAT IS EXCLUDED FROM TRINITY ESA LABOR WARRANTIES?

Trinity ESA Labor Warranties do not provide coverage for maintenance items, wear and tear, adjustments, resets, etc. All exclusions in the manufacturer's warranty apply to the extended warranty.

G. Appendix

1. Trinity Warranty Request for Transfer Form
2. Trinity ESA Labor Warranty Updates/Cancellation Form
3. Trinity Warranty Reimbursement Guidelines
4. Trinity Inspection Report Form
5. Trinity 2-52 FL License Procedure
6. Tropic Supply Trinity ESA Rates



TRINITY WARRANTY REQUEST FOR TRANSFER FORM

Your Trinity Extended Service Agreement may be transferred to a new owner for a fee of \$30. Please complete this form and submit it with your payment to Trinity Warranty within ninety (90) days of ownership change. Checks should be made payable to Trinity Warranty. You will receive a transfer acknowledgement within thirty (30) days of your request. For questions, contact our Customer Service Department at 877-302-5072.

I hereby request Trinity Extended Service Plan Number _____ be transferred to

_____.

Address _____

City _____ State _____ Zip _____

Requested By _____

Date _____

Dealer Name _____

Dealer Number _____

TRINITY OFFICE USE ONLY

Authorized By _____

Effective Date of Plan _____

Effective Date of Transfer _____

Date Received Transfer Fee _____



WARGENDLTF1015

PO Box 5640

Villa Park, IL 60181

Tel 877-302-5072

Fax 312-445-8726

August 2018



TRINITY ESA LABOR WARRANTIES

ESA Labor Policies sold by Tropic Supply are administered by Trinity Warranty Solutions, and underwritten and funded by multiple insurance companies. If you choose to cancel or change an ESA, as a third-party reseller, Tropic Supply's liability is limited to the refund or partial refund of the contractor's cost of an ESA Labor Warranty. The amount of the refund (if any) is subject to Trinity Warranty Solutions' proration/refund policy.

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TRINITY ESA LABOR WARRANTY UPDATES/CANCELLATION FORM



TRINITY ESA LABOR WARRANTY UPDATES / CANCELLATION FORM

FOR UPDATES:

Please provide the ESA number, the name of the homeowner/equipment owner, the reason for the change, and the incorrect/correct information. You only need to complete the fields that need to be corrected. For all equipment changeouts, please include the service ticket or work order documenting the changeout. Updates will not be made without the proper paperwork.

SEND THIS FORM AND OTHER DOCUMENTATION TO UPDATES@TRINITYWARRANTY.COM FOR PROCESSING. PLEASE ALLOW 4 WEEKS TO RECEIVE UPDATED PAPERWORK.

**This form cannot be used for any change to an order code or coverage. For all order code or coverage changes, see the process below. You will need to cancel the ESA and place a new order for equipment coverage.*

FOR CANCELLATIONS:

You may cancel this Agreement at any time. If this Agreement is canceled before the 31st day after the purchase date:

You will be refunded the full purchase price of the Agreement, decreased by the amount of any claims paid under the Agreement, and no cancellation fee will be imposed.

If this Agreement is canceled on or after the 31st day of the purchase date:

You will be refunded the prorated purchase price of the Agreement based on the time remaining (calculated in months) less a decrease by the amount of any services or claims that have been provided or paid under the Agreement. A cancellation fee will be imposed in the amount of \$50.

Please complete this form electronically and email it to updates@trinitywarranty.com.

*****ESAUPTDATES*****

ESA Number:	Homeowner/Equipment Owner Name:				
Reason for Change (Required): (entry error, equipment changeout, etc.)					
	Consumer Details:		Incorrect Information	Correct Information	Correct Information
	Name:				
	Address:				
Equipment Type 1: (furnace, AHU, etc.)	Equipment Info:	Equipment Type 2: (furnace, AHU, etc.)	Incorrect Information	Correct Information	Correct Information
	Model Number:				
	Serial Number:				
	Manufacturer/Brand:				
Equipment Type 3: (furnace, AHU, etc.)	Equipment Info:	Equipment Type 4: (furnace, AHU, etc.)	Incorrect Information	Correct Information	Correct Information
	Model Number:				
	Serial Number:				
	Manufacturer/Brand:				

*****ESACANCELLATIONS*****

ESA Number(s):	Homeowner/Equipment Owner Name:
Reason for Change: (customer didn't want, accidentally ordered, etc.)	
Dealer Name:	





Trinity Warranty Reimbursement Guidelines

Hourly Repair

System Type / Repair Condenser / Heat Pump / Package Unit	Hours Residential/ Light Commercial	Hours Commercial HVAC/ Refrigeration
Accumulator / Receiver	2.5	3.0
Capacitor – run / start / split (start assist)	1.0	1.5
Condenser Coil	4.0	5.0
Contacteur	1.0	1.5
Crank Case Heater	1.0	1.5
Defrost Board / Control / Timer	1.5	2.0
Defrost Relay	1.0	1.5
Defrost Sensor / Ambient Sensor	1.0	1.5
Compressor & Drier 1 – 3.5 ton	4.0	5.0
Compressor & Drier 4 – 5 ton	4.0	5.0
Compressor & Drier 6 – 10 ton	-	6.0
Compressor & Drier 11 - 15 tons*	-	7.0
Fan Blade	1.0	1.5
Leak / Restriction	2.0	2.5
Schrader core	1.0	1.0
Leak in Coil	2.5	3.0
Low or Hi Pressure Switch	2.0	3.0
Motor & Capacitor	1.5	2.0
Overload – external of compressor	1.0	1.5
Recovery Time (Only if Repair requires opening the Sealed System)	1.0	1.0
Reversing Valve	2.0	3.0
Reversing Valve Coil	1.0	1.5
Service Valve – Replacement	2.0	3.0
Time Delay Relay (when part of the original equipment)	1.0	1.5
high voltage wire repair (low voltage not covered)	1.0	1.0
Leak in Factory piping, Joints or Valves (1 leak per term of the agreement)	2.0	3.0

Trinity Warranty Reimbursement Guidelines

Hourly Repair

System Type / Repair Furnace – Oil / Gas or Air Handler	Hours Residential/ Light Commercial	Hours Commercial HVAC/ Refrigeration
All Fuel Control	1.0	1.5
Bearing Assembly (1 set) or shaft	1.5	2.5
Blower Motor / Inducer Motor and/or wheel	1.5	2.0
Blower Motor bracket / mount	1.5	2.0
Burners 1 – 3 pieces	1.0	1.5
Burners 4 – 6 pieces	1.5	2.0
Cad Cell	1.0	1.5
Couplers	1.5	2.0
Door Switch	1.0	1.5
Fan & Limit Control – 4 or more wires	1.5	2.0
Fan / main control or ignition module	1.0	1.5
Fan Center (complete)	1.5	2.0
Fan, Sequencer, or other relay	1.0	1.5
Flame Sensor	1.0	1.5
Fuel Pump – oil system	1.0	1.5
Gas Valve	1.5	2.0
Heat Exchanger - Primary and/or Secondary	5.0	6.0
Heating Element Assembly	1.3	2.0
Igniter – hot surface or spark ignition (electrode) sealed/non-sealed combustion	1.5	2.0
Inducer / Combustion Assembly	1.0	1.5
Main, Auxiliary, or Spill (roll out) Limits 2 - wire	1.0	1.5
Misc. Internal Wiring	1.0	1.5
Pressure Switch	1.0	1.5
Selector Switch	1.5	1.5
Thermocouple or Thermal Fuse	1.0	1.5
Thermostat (if installed at time of System Installation)	1.0	1.0
Transformer	1.0	1.5

System Type / Repair Indoor Coil	Hours Residential/ Light Commercial	Hours Commercial HVAC/ Refrigeration
Drain Pan	2.5	3.0
Expansion Valve	2.5	3.5
Leak in Coil	2.5	3.5
Leak in Factory piping , Joints or Valves (1 leak per term of the agreement)	2.0	3.0
Liquid Line Solenoid Valve	2.0	2.5
Metering Device / Check Valve	2.0	3.0
Replace Complete Coil	4.0	5.0

Trinity Warranty Reimbursement Guidelines

Hourly Repair

Residential/Light Commercial Parts Process Allowance: \$35.00

Pictures are required for leak and wire repairs

PLEASE NOTE: Trinity Warranty Solutions will pay for the cost of refrigerant up to \$15.00 per pound for leaks and burnouts (PA does not apply). An invoice for refrigerant must be submitted with the claim.

Commercial Parts Process Allowance:

COMMERCIAL PARTS PROCESS ALLOWANCE: TIERED	
Cost of Part:	Reimbursement:
\$1 - < \$50	\$15
\$50 - < \$150	\$35
\$150 - < \$250	\$50
\$250+	\$75

PLEASE NOTE: Trinity Warranty Solutions pays up to \$15.00 per pound for refrigerant used on COMMERCIAL REFRIGERATION repairs. An invoice for refrigerant must be submitted with the claim.

Multiple Repairs

Multiple repair codes allow for the highest cost repair to be applied first at 100%, then the second repair is at 75%, and any additional repairs on the same ticket are 50% of the applicable repair code.

Companion Repairs

Companion repairs are claims that are submitted as multiple repairs when they should be considered one (1) repair. We refer to these as companion repairs, as they are in fact part of the same failure. The examples below are considered for claim purposes to be one (1) repair.

Primary	Companion Repair	
Compressor	Capacitor	Contactors
	Drier	King or Service Valves
	Reversing Valve	Hard Start Kit
Motor Replacement	Capacitor	Fan Blade
	Blower Wheel	Contactors
	Relay	Bracket
Evaporator Coil	TXV	Drier
	Drain Pan	
Condenser Coil	Drier	

**Home Owner**

Name _____

Address _____

City/ State/ Zip _____

Dealer

Name _____

Address _____

City/ State/ Zip _____

**Residential Existing Equipment
Inspection Report**

Outside Unit/ Package Unit		Furnace / Air Handler	
Make		Make	
Model#		Model#	
Serial Number		Serial Number	
Age		Age	

Outside Unit:	Condition (Please circle what applies)	Inside Unit:	Condition (Please circle what applies)
Condensing unit Cabinet	Good / Fair / Poor	Temperature Difference _____ Degrees	
Condensing unit Pan	Good / Fair / Poor	Filter	Good / Fair / Poor
Condenser Coil--Leaks	None / Yes	Evaporator Coil Leaks	None / Yes
Condenser Coil--Fins	Good / Fair / Poor	Evaporator Coil--Fins	Good / Fair / Poor
Condenser Fan Motor	Good / Fair / Poor	Gas Valve	Good / Fair / Poor
Contactors	Good / Fair / Poor	Heat Exchanger	Good / Fair / Poor
Capacitor(s)	Good / Fair / Poor	Control Board	Good / Fair / Poor
Electronics/wiring/terminals	Good / Fair / Poor	Blower Motor/wheel	Good / Fair / Poor
Compressor Amperage	Good / Fair / Poor	Blower Motor Capacitor	Good / Fair / Poor
Refrigerant level/pressures	Good / Fair / Poor	Thermostat	Good / Fair / Poor

The undersigned certifies that this inspection report is accurate for the above equipment. Pre-existing conditions will not be paid. The policy will have a 60 wait period before any repairs can be submitted. Please fax this form with the ESA order form at 312-445-8726 or submit online.

Dealer Signature _____

Homeowner Signature _____





Dealers signed up with Trinity will be required to obtain and maintain licenses to sell service contracts in FL

Following are instructions for licensing:

Florida - Each selling location needs to be licensed - License Type: 2-52 Service Warranty Sales Representatives

- Follow directions below to setup a MyProfile account and apply for your license:
 - [Florida 2-52 License Instructions](#)
- PLEASE NOTE: If a dealer has multiple stores, each store must have a branch license as well.
- Once you receive your license, please send a copy of your license and your contact information:
 - VIA EMAIL: FLappointment@trinitywarranty.com
 - VIA USPS
 - Trinity Warranty Solutions LLC
 - ATTN: FL APPOINTMENT
 - PO BOX 5640
 - VILLA PARK, IL 60181
- Trinity will submit your appointment request and advise you via email when it is completed.
- Appointments expire every two (2) years. A new appointment will need to be requested at that time.

If you have any questions, please contact Eddie Green at green@trinitywarranty.com, direct line: 630-361-6597.



Residential ESA Labor-Only Policies

RESIDENTIAL COMPLETE AC SYSTEM - 1.5 TO 5.0 TONS						
TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
2-YEAR (31st DAY – 2nd YEAR)	\$119	LABOR-2YRSC75	\$155	LABOR-2YRSC100	\$191	LABOR-2YRSC125
5-YEAR (31st DAY – 5th YEAR)	\$240	LABOR-5YRSC75	\$310	LABOR-5YRSC100	\$380	LABOR-5YRSC125
10-YEAR (31st DAY – 10th YEAR)	\$472	LABOR-10YRSC75	\$615	LABOR-10YRSC100	\$757	LABOR-10YRSC125
RESIDENTIAL COMPLETE HP SYSTEM - 1.5 TO 5.0 TONS						
TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
2-YEAR (31st DAY – 2nd YEAR)	\$163	LABOR-2YRHP75	\$213	LABOR-2YRHP100	\$262	LABOR-2YRHP125
5-YEAR (31st DAY – 5th YEAR)	\$316	LABOR-5YRHP75	\$406	LABOR-5YRHP100	\$497	LABOR-5YRHP125
10-YEAR (31st DAY – 10th YEAR)	\$668	LABOR-10YRHP75	\$872	LABOR-10YRHP100	\$1075	LABOR-10YRHP125
RESIDENTIAL AC PACKAGE UNIT - 1.5 TO 5.0 TONS						
TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
2-YEAR (31st DAY – 2nd YEAR)	\$119	LABOR-2YRSCPACK75	\$155	LABOR-2YRSCPACK100	\$191	LABOR-2YRSCPACK125
5-YEAR (31st DAY – 5th YEAR)	\$240	LABOR-5YRSCPACK75	\$310	LABOR-5YRSCPACK100	\$380	LABOR-5YRSCPACK125
10-YEAR (31st DAY – 10th YEAR)	\$472	LABOR-10YRSCPACK75	\$615	LABOR-10YRSCPACK100	\$757	LABOR-10YRSCPACK125
RESIDENTIAL HP PACKAGE UNIT - 1.5 TO 5.0 TONS						
TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
2-YEAR (31st DAY – 2nd YEAR)	\$163	LABOR-2YRHPPACK75	\$213	LABOR-2YRHPPACK100	\$262	LABOR-2YRHPPACK125
5-YEAR (31st DAY – 5th YEAR)	\$323	LABOR-5YRHPPACK75	\$415	LABOR-5YRHPPACK100	\$507	LABOR-5YRHPPACK125
10-YEAR (31st DAY – 10th YEAR)	\$668	LABOR-10YRHPPACK75	\$872	LABOR-10YRHPPACK100	\$1075	LABOR-10YRHPPACK125

PLEASE REFER TO THE TRINITY WARRANTY CONTRACTOR BOOKLET FOR WARRANTY TERMS AND CONDITIONS
IN ADDITION TO ENROLLMENT, ORDER, CLAIM AND REIMBURSEMENT GUIDELINE INFORMATION.

NOTE: PRICES LISTED ABOVE DO NOT INCLUDE TAX

COMMITTED TO YOU AND YOUR BUSINESS, ALWAYS

ESA Labor Policies sold by Tropic Supply are administered by Trinity Warranty Solutions, and underwritten and funded by multiple insurance companies. If you choose to cancel or change an ESA, as a third-party reseller, Tropic Supply's liability is limited to the refund or partial refund of the contractor's cost of an ESA Labor Warranty. The amount of the refund (if any) is subject to Trinity Warranty Solutions' proration/refund policy.

954.835.6010 | www.tropicsupply.com





Residential ESA Labor-Only Policies

SINGLE-ZONE RESIDENTIAL MINI SPLIT SYSTEM (≤ 36 BTU)						
TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
5-YEAR (31st DAY – 5th YEAR)	\$98	LABOR- 5YR1ZMINISPLT75	\$121	LABOR- 5YR1ZMINISPLT100	\$145	LABOR- 5YR1ZMINISPLT125
10-YEAR (31st DAY – 10th YEAR)	\$169	LABOR- 10YR1ZMINISPLT75	\$209	LABOR- 10YR1ZMINISPLT100	\$250	LABOR- 10YR1ZMINISPLT125

2-ZONE RESIDENTIAL MINI SPLIT SYSTEM (≤ 36 BTU)						
TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
5-YEAR (31st DAY – 5th YEAR)	\$110	LABOR- 5YR2ZMINISPLT75	\$137	LABOR- 5YR2ZMINISPLT100	\$164	LABOR- 5YR2ZMINISPLT125
10-YEAR (31st DAY – 10th YEAR)	\$190	LABOR- 10YR2ZMINISPLT75	\$237	LABOR- 10YR2ZMINISPLT100	\$283	LABOR- 10YR2ZMINISPLT125

3-ZONE RESIDENTIAL MINI SPLIT SYSTEM (≤ 36 BTU)						
TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
5-YEAR (31st DAY – 5th YEAR)	\$124	LABOR- 5YR3ZMINISPLT75	\$149	LABOR- 5YR3ZMINISPLT100	\$186	LABOR- 5YR3ZMINISPLT125
10-YEAR (31st DAY – 10th YEAR)	\$214	LABOR- 10YR3ZMINISPLT75	\$257	LABOR- 10YR3ZMINISPLT100	\$321	LABOR- 10YR3ZMINISPLT125

4-ZONE RESIDENTIAL MINI SPLIT SYSTEM (≤ 36 BTU)						
TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
5-YEAR (31st DAY – 5th YEAR)	\$140	LABOR- 5YR4ZMINISPLT75	\$168	LABOR- 5YR4ZMINISPLT100	\$211	LABOR- 5YR4ZMINISPLT125
10-YEAR (31st DAY – 10th YEAR)	\$242	LABOR- 10YR4ZMINISPLT75	\$290	LABOR- 10YR4ZMINISPLT100	\$365	LABOR- 10YR4ZMINISPLT125

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Light Commercial ESA Labor/Parts Policies

LIGHT COMMERCIAL COMPLETE AC SYSTEM (≤ 5 TONS, SINGLE-PHASE)*

TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
10-YEAR (31st DAY – 10th YEAR) 2-10 PARTS, 6-10 COMPRESSOR	\$839	LABPTSCOM- 10YRSCLCOM75	\$1008	LABPTSCOM- 10YRSCLCOM100	\$1061	LABPTSCOM- 10YRSCLCOM125

LIGHT COMMERCIAL COMPLETE HP SYSTEM (≤ 5 TONS, SINGLE-PHASE)*

TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
10-YEAR (31st DAY – 10th YEAR) 2-10 PARTS, 6-10 COMPRESSOR	\$1635	LABPTSCOM- 10YRHPLCOM75	\$1954	LABPTSCOM- 10YRHPLCOM100	\$2169	LABPTSCOM- 10YRHPLCOM125

LIGHT COMMERCIAL AC PACKAGE (≤ 5 TONS, SINGLE-PHASE)*

TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
10-YEAR (31st DAY – 10th YEAR) 2-10 PARTS, 6-10 COMPRESSOR	\$839	LABPTSCOM- 10YLCACPKG75	\$1008	LABPTSCOM- 10YLCACPKG100	\$1061	LABPTSCOM- 10YLCACPKG125

LIGHT COMMERCIAL HP PACKAGE (≤ 5 TONS, SINGLE-PHASE)*

TERM	\$75 LABOR RATE/ \$75 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$100 LABOR RATE / \$100 TRIP CHARGE/ \$35 PARTS ALLOWANCE		\$125 LABOR RATE/ \$125 TRIP CHARGE / \$35 PARTS ALLOWANCE	
	PRICE	PART #	PRICE	PART #	PRICE	PART #
10-YEAR (31st DAY – 10th YEAR) 2-10 PARTS, 6-10 COMPRESSOR	\$1756	LABPTSCOM- 10YRHPLCOM75	\$2075	LABPTSCOM- 10YRHPLCOM100	\$2310	LABPTSCOM- 10YRHPLCOM125

*Compressor coverage is limited to a single scroll compressor.

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Commercial Refrigeration ESA Labor/Parts Policies

LOW PROFILE EVAPORATOR AIR DEFROST

TERM	\$100 LABOR RATE/\$75 TRIP CHARGE/\$35 PARTS ALLOWANCE							
	PRICE	PART #	# OF FANS	PRICE	PART #	# OF FANS	PRICE	# OF FANS
1-YEAR (31st DAY – 1st YEAR)	\$40	REF-1YRLABOR-EVAP1FANAD	1	\$49	REF-1YRLABOR-EVAP2FANAD	2	\$56	REF-1YRLABOR-EVAP3FANAD
	\$63	REF-1YRLABOR-EVAP4FANAD	4	\$68	REF-1YRLABOR-EVAP5FANAD	5	\$77	REF-1YRLABOR-EVAP6FANAD
3-YEAR (31st DAY – 3rd YEAR) PLUS 2-3 Year Parts	\$150	REF-3YRLA-2/3 PTEVAP1FANAD	1	\$166	REF-3YRLA-2/3 PTEVAP2FANAD	2	\$182	REF-3YRLA-2/3 PTEVAP3FANAD
	\$200	REF-3YRLA-2/3 PTEVAP4FANAD	4	\$219	REF-3YRLA-2/3 PTEVAP5FANAD	5	\$241	REF-3YRLA-2/3 PTEVAP6FANAD
5-YEAR (31st DAY – 5th YEAR) PLUS 2-5 Year Parts	\$239	REF-5YRLA-2/5 PTEVAP1FANAD	1	\$262	REF-5YRLA-2/5 PTEVAP2FANAD	2	\$289	REF-5YRLA-2/5 PTEVAP3FANAD
	\$317	REF-5YRLA-2/5 PTEVAP4FANAD	4	\$346	REF-5YRLA-2/5 PTEVAP5FANAD	5	\$383	REF-5YRLA-2/5 PTEVAP6FANAD

LOW PROFILE EVAPORATOR ELECTRIC DEFROST

TERM	\$100 LABOR RATE/\$75 TRIP CHARGE/\$35 PARTS ALLOWANCE							
	PRICE	PART #	# OF FANS	PRICE	PART #	# OF FANS	PRICE	# OF FANS
1-YEAR (31st DAY – 1st YEAR)	\$45	REF-1YRLABOR-EVAP1FANED	1	\$54	REF-1YRLABOR-EVAP2FANED	2	\$63	REF-1YRLABOR-EVAP3FANED
	\$70	REF-1YRLABOR-EVAP4FANED	4	\$75	REF-1YRLABOR-EVAP5FANED	5	\$86	REF-1YRLABOR-EVAP6FANED
3-YEAR (31st DAY – 3rd YEAR) PLUS 2-3 Year Parts	\$166	REF-3YRLA-2/3 PTEVAP1FANED	1	\$184	REF-3YRLA-2/3 PTEVAP2FANED	2	\$202	REF-3YRLA-2/3 PTEVAP3FANED
	\$221	REF-3YRLA-2/3 PTEVAP4FANED	4	\$242	REF-3YRLA-2/3 PTEVAP5FANED	5	\$266	REF-3YRLA-2/3 PTEVAP6FANED
5-YEAR (31st DAY – 5th YEAR) PLUS 2-5 Year Parts	\$264	REF-5YRLA-2/5 PTEVAP1FANED	1	\$289	REF-5YRLA-2/5 PTEVAP2FANED	2	\$319	REF-5YRLA-2/5 PTEVAP3FANED
	\$349	REF-5YRLA-2/5 PTEVAP4FANED	4	\$383	REF-5YRLA-2/5 PTEVAP5FANED	5	\$422	REF-5YRLA-2/5 PTEVAP6FANED

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Commercial Refrigeration ESA Labor/Parts Policies, continued

CONDENSERS - CAPACITY (≤ 1 HP)		
TERM	\$100 LABOR RATE/\$75 TRIP CHARGE/\$35 PARTS ALLOWANCE	
	PRICE	PART #
1-YEAR (31st DAY – 1st YEAR)	\$86	REF-1YRLABOR-COND \leq 1HP
3-YEAR (31st DAY – 3rd YEAR) PLUS 2-3 Year Parts	\$241	REF3YRLA-2/3PTSCOND \leq 1HP
5-YEAR (31st DAY – 5th YEAR) PLUS 2-5 Year Parts	\$337	REF5YRLA-2/5PTSCOND \leq 1HP

CONDENSERS - CAPACITY (≤ 2 HP)		
TERM	\$100 LABOR RATE/\$75 TRIP CHARGE/\$35 PARTS ALLOWANCE	
	PRICE	PART #
1-YEAR (31st DAY – 1st YEAR)	\$105	REF-1YRLABOR-COND \leq 1HP
3-YEAR (31st DAY – 3rd YEAR) PLUS 2-3 Year Parts	\$291	REF3YRLA-2/3PTSCOND \leq 1HP
5-YEAR (31st DAY – 5th YEAR) PLUS 2-5 Year Parts	\$405	REF5YRLA-2/5PTSCOND \leq 1HP

CONDENSERS - CAPACITY (≤ 3 HP)		
TERM	\$100 LABOR RATE/\$75 TRIP CHARGE/\$35 PARTS ALLOWANCE	
	PRICE	PART #
1-YEAR (31st DAY – 1st YEAR)	\$118	REF-1YRLABOR-COND \leq 1HP
3-YEAR (31st DAY – 3rd YEAR) PLUS 2-3 Year Parts	\$326	REF3YRLA-2/3PTSCOND \leq 1HP
5-YEAR (31st DAY – 5th YEAR) PLUS 2-5 Year Parts	\$383	REF5YRLA-2/5PTSCOND \leq 1HP

CONDENSERS - CAPACITY (≤ 4 HP)		
TERM	\$100 LABOR RATE/\$75 TRIP CHARGE/\$35 PARTS ALLOWANCE	
	PRICE	PART #
1-YEAR (31st DAY – 1st YEAR)	\$132	REF-1YRLABOR-COND \leq 1HP
3-YEAR (31st DAY – 3rd YEAR) PLUS 2-3 Year Parts	\$362	REF3YRLA-2/3PTSCOND \leq 1HP
5-YEAR (31st DAY – 5th YEAR) PLUS 2-5 Year Parts	\$424	REF5YRLA-2/5PTSCOND \leq 1HP

CONDENSERS - CAPACITY (≤ 5 HP)		
TERM	\$100 LABOR RATE/\$75 TRIP CHARGE/\$35 PARTS ALLOWANCE	
	PRICE	PART #
1-YEAR (31st DAY – 1st YEAR)	\$139	REF-1YRLABOR-COND \leq 1HP
3-YEAR (31st DAY – 3rd YEAR) PLUS 2-3 Year Parts	\$385	REF3YRLA-2/3PTSCOND \leq 1HP
5-YEAR (31st DAY – 5th YEAR) PLUS 2-5 Year Parts	\$452	REF5YRLA-2/5PTSCOND \leq 1HP

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