



Labor Recovery Services

Phone: 678.971.5777

Email: info@nghvac.net

Your LR Plan Number:
(Assigned after purchase)

Your LR Reference number:
(Assigned after purchase)

Date:

Labor Recovery Service Designed for the HVAC Contractor and your Consumers

Terms & Conditions

Labor Service

This is a labor service plan designed exclusively for the HVAC dealer and consumer to assist in paying the high repair cost associated with HVAC system breakdowns. These plans are in no way intended to absorb the total cost of repairs, but to assist greatly with the labor burden of your repairs.

Who Do I Contact for Service

Contact your HVAC Contractor for any service you may need. (The contractor must be the contractor you used to install your equipment or that you purchased your Labor Recovery Service plan through.

How to Maintain your Labor Recovery Service plan and avoid interruption and or cancellation of your Labor Recovery Service plan

- Keep records of your routine maintenance (Must complete 2 normal preventative maintenance services per year with your HVAC contractor from whom you purchased your Labor Recovery Service plan. One service must include condenser coil being cleaned once yearly.
- Once your plan is verified and active by your HVAC contractor you will receive a paid invoice that will contain an invoice number and a list of an active plan (s) you have chosen for your HVAC products including any accessories you chose. This is an important document that you will sign and send back. Once we receive it back we will forward you a copy for your records. This should be kept in a safe place for your information.

Coverage Start Date

Coverage begins on the day the new equipment is started up as long as all the forms are completed and received within fifteen (15) days from the date of the new equipment start up date. A delay in payment may also effect the coverage start date. Labor Recovery Services has the right to evaluate and verify all sales and claims before made final.

All E2 Code Plans must have a completed service to include but not limited to pressure readings, condenser coil and evaporator coil cleaned and attached to the information form. All E2 Code Plans require a 60 day waiting period from the date of acceptance before eligible for any labor recovery assistance.



Labor Recovery Services

Phone: 678.971.5777

Email: info@nghvac.net

Time frame to Obtain Coverage

Equipment must be less than 24 months old from date of installation to qualify for Labor Recovery. Technical inspections are required for coverage. Furthermore, all equipment has a specific make, model and serial number which were designated at time of manufacture. The information can be found on each piece of equipment. It is the Dealer's responsibility to verify the exact information for each piece of equipment to be covered. If it is determined at time of claim or at any time during the term of the agreement that the make, model and serial number(s) do not match the information contained in the application or actual agreement, coverage may be declined.

Repair Coverage

Covered Repairs include mechanical and electrical failures that occur inside the "unit cabinet" of covered equipment during normal operation. Some examples of covered repairs include contactors, capacitors, motors, gas valves and coils. Note: The portion of the labor is covered no parts, pieces, refrigerant, solder, materials of any kind or equipment are covered.

Companion Repairs

Companion Repairs are claims that are submitted as multiple repairs when in fact they should be considered one repair. These are referred to as companion repairs as they are in fact part of the same failure. For companion repairs, coverage will pay ONE labor charge and ONE trip charge.

Multiple Repairs

To alleviate any confusion regarding multiple repairs for claims reimbursement, please note that multiple repair codes allow for the highest cost repair to be applied first, then the second repair is at 75% and any additional repairs on the same ticket are 50% of the applicable repair code.



Labor Recovery Services

Phone: 678.971.5777

Email: info@nghvac.net

Coverage Exclusions

Repairs required as a result of installation error are excluded from coverage.

Typical exclusions include repairs resulting from lack of proper maintenance, acts of nature, war, terrorism, earthquakes, flood, lightning, hurricanes, and other forces of nature. Registers, batteries, grills, key valves, duct work, plumbing, venting, belts, dampers, field wiring, line sets, or nuisance calls such as resetting breakers, or thermostat adjustments also fall under the exclusion section. Claims not filed within 15 days of the date of failure will not be accepted for consideration under this agreement.

Pre-existing conditions, including those found during or annual maintenance prior to purchasing the Agreement, are also excluded. Contaminations such as Green Slime, Dirty Sock Syndrome, etc., are excluded under this agreement. Consequential damage otherwise caused by rust, brownouts, blackouts, or inferior building equipment such as Chinese Dry Wall are also excluded under this agreement.

Other

- All HVAC equipment and HVAC product must be installed by a State and local Licensed, Insured and qualified HVAC contractor
- \$30 trip charge paid per verified service call
- \$60 per hour labor rate paid for verified service call (Minimum one (1) Hour and Maximum four (4) Hour per labor paid for each service call (See Companion Repairs and Multiple Repairs for rates that apply)
- Homeowner responsible for a \$100 Deductible to be paid to the HVAC contractor at the time of service
- All Labor Recovery payments will be paid to the HVAC contractor once service is verified
- Contractor must provide invoice that includes specific service performed along with all charges and reflecting the \$100 deductible paid by the homeowner (The Homeowner must sign the HVAC contractors invoice)
- Labor Recovery Payment will be paid within 10 business days of received invoice and verification
- No Labor Recovery Payment will be made if not receive by Labor Recovery Services within 15 days of the service performed
- Contractor responsible for reporting to Labor Recovery Services PM services yearly
- Payment for Labor Recovery Service Plans must be received and verified before plan is in service
- Labor Recovery Services Plans will be Null and Void if payment is not paid in full with thirty (30) days
- Labor Recovery Service Plans are fully transferable as long as all terms and conditions are met for a one time transfer fee of \$125 + an administration fee of \$24 for a total of \$149.00



Labor Recovery Services

Phone: 678.971.5777

Email: info@nghvac.net

- All sales are final and no refunds can be made once verified and invoiced
- All Equipment must be matched properly & AHRI (Contractor is Responsible to provide with paperwork)

Hardship

With no guarantee being made, If for any reason the homeowner can't fulfill the Labor Recovery Service Plan, they may contact us for a solution to bring their Labor Recovery Service Plan back into service. Our focus is on the consumer and we will try our best to negotiate some new terms.

Plan Upgrade

If at anytime before your current plan expires you are eligible to upgrade your plan by paying the Retail price difference between your current plan and and the plan of which you would like to upgrade too.

Expiration of Plan

All plans expire at midnight on the end term of your plan. The date of your Invoice is your coverage start date.