

Warranty **ASURESM** Extended Service Plan

Add value by including an extended service plan with every installation.

As a Daikin *Comfort Pro* Dealer you understand that your customer expects to enjoy years of uninterrupted service from his home comfort system. By including an *ASURE* Extended Service Plan with every installation, you can provide your customer with peace of mind knowing that in the event of an equipment failure, Daikin will pick up the cost of the repair. For only pennies a day, your customer is protected from the unplanned cost of a service call and from the increasing cost of service over the life of the equipment.

Upon completion of the equipment installation and sale of the contract to the consumer, an *ASURE* Dealer:

1. Provides the homeowner with a copy of the completed contract.
2. Retains a copy of the completed contract for his records.
3. Forward the "ASURE" copy to your Daikin Distributor or Branch for registration.

Benefits to You

- Variety of affordable contract options to choose from
- Add-on sale creates additional profits
- Significantly lessens your in-house warranty reserve requirement
- Builds a strong, loyal customer base

These benefits INCREASE REVENUES and add LONG-TERM VALUE to your business! These benefits mean that your customer can count on staying cool in the summer and warm in the winter — an AFFORDABLE benefit that adds VALUE over the life of the product. Contact your local Daikin sales representative for more information on current extended service plans that are available for you to offer to your customers.

Parts Markup Allowance

Most Daikin brand parts replaced under the terms of the *ASURE* Plan are entitled to a markup allowance. For parts covered under the standard manufacturer's warranty, you will receive a markup allowance of 9.23% of the current suggested list price. A parts markup is not allowed on compressors, condenser coils, evaporator coils, heat exchangers or unit replacements. We systematically calculate the labor reimbursement and parts markup allowance. The labor reimbursement is based on the dealer's approved labor rate as of the service date of the claim. Reimbursements for labor, travel time, diagnostics and shipping of parts are all built into these service rate reimbursements.

Benefits to to the Consumer

- No unexpected repair bills
- Prompt service provided by an Authorized *ASURE* Dealer
- All repairs performed with Daikin brand replacement parts
- No pre-authorization required
- No out-of-pocket deductible

ASURESM Extended Service Plan

Instructions – Program Enrollment

Daikin *Comfort Pro* Dealers must complete an Authorized Service Agreement prior to selling an *ASURE* Service Plan. The form is available from your Daikin Distributor Sales Representative. Dealers are responsible for keeping their Authorized Service Agreements up to date with any changes relating to contact information. Failure to do so could result in delays in payment of claims due to incorrect address. New contact information should be sent on your company letterhead to the Daikin Warranty department as soon as the change occurs. Send via Fax to: 713-586-8096 or send via email to: warrantyclaims@daikincomfort.com

ASURESM Extended Service Plan (Continued)

Special Instructions for Regulated States:

Florida: Dealers must be licensed by the Florida Department of Financial Services and appointed by AsureCare Corp. as a Service Warranty Representative, to be eligible to offer *ASURE* contracts on equipment installed in the State of Florida. The license and the appointment are each subject to a fee imposed by the Florida Department of Financial Services. See your Daikin Distributor Sales Representative for licensing, appointment, and enrollment details.

Oklahoma: Dealers must complete the Registration for Designation of "Sales Representative" for Service Warranty Associations form, as required by the Oklahoma Insurance Department to be eligible to offer *ASURE* contracts on equipment installed in the State of Oklahoma. Registration is subject to a fee imposed by the Oklahoma Insurance Department. See your Daikin Distributor Sales Representative for registration details.

Completing the ASURESM Consumer Application

ASURE Dealer must purchase contract type(s) from an Authorized Daikin Distributor for equipment that will be covered under an *ASURE* Extended Service Plan. Dealer will receive the consumer application to complete the contract sale once he has purchased the appropriate contract type(s).

All applications must be submitted within one year of the equipment installation date. See your Distributor Sales Representative to sign up for the extended service plan.

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Instructions – Filling out the Application.

1. Contract date: The date of the sale of the extended service plan.

2. Installation date: The date of equipment installation. If new construction, the closing date may be used as the installation date.

3. Homeowner information: Name of property owner and installation address of equipment.

4. Mail to information: Complete this section if fulfillment contract should be mailed to a location different than the installation address.

5. Product information: For each piece of equipment covered, list the Model Number, Serial Number, Contract Type and Homeowner Cost.

6. Total contract cost: A required disclosure. This amount will appear on the consumer's fulfillment contract.

7. Authorized ASURE dealer: Identifies the *ASURE* dealer completing the contract sale. Dealer attests that equipment is in proper working condition at the date of the contract sale.

8. To be valid, the plan must contain a valid homeowner signature.