HC-IL.ESA.W I April 2026

EXTENDED SERVICE AGREEMENT PROGRAM

For Heatcraft Refrigeration Products

Wholesaler/Contractor

HEATCRAFT™ Refrigeration Products

WELCOME

Welcome to the Heatcraft Refrigeration Products Extended Service Agreement Program for Wholesalers - the simplest and easiest program of its kind ever offered. This program has been developed to make your business more profitable. Your customers and you receive all of the benefits of a great protection plan without the aggravation that can be associated with many other Extended Service Agreement programs.
For a parts and labor service agreement, each service call consists of a trip/diagnostic charge, then a pre-determined repair fee with a parts process allowance to cover the cost of handling parts in and out of warranty.

Benefits include:

- Simple and easy reimbursement for claims
- Profits on the initial sale
- Customer retention for future revenue
- Improved customer satisfaction
- Immediate approval allowing you to start today

As your partner, Heatcraft Refrigeration Products have teamed up with Trinity Warranty, North America's largest provider of risk management programs for the HVAC/R industry, to develop this unique user-friendly opportunity to take your business to the next level. Through the Heatcraft Refrigeration Products Extended Service Agreement Program you will increase profits, build your customer base and service department, improve customer retention and significantly increase the value of your business.

Benefits for You

- Gain a competitive edge by incorporating Extended Service Agreements into your product offering.
- Offers Financial stability because this program is backed by an A.M. Best A (Excellent) rated insurance company.
- Gives your end-user peace of mind by knowing that any mechanical system failures are covered during the term of the Extended Service Agreement.*
- Administrator will directly pay all service providers for covered repairs.*

Benefits to Your End-User

- Program offers your end-user peace of mind by knowing that any covered mechanical system failures are covered during the term of the Extended Service Agreement.**
- Customer is buying tomorrow's repair costs at today's prices with a one-time payment.
- Agreement offers financial stability because the program is backed by an A.M. Best A rated insurance company.

Two of your customer's most valuable resources are time and money. Your customer can now rest assured that their refrigeration equipment will be covered under a Heatcraft Refrigeration Products Extended Service Agreement. This program protects your customer from the worries of "down time" and the cost of unexpected repair bills.

Order Processing

Heatcraft Wholesalers can sell an ESA on any Heatcraft Low Profile Evaporator OR 1/2 - 6 HP Condensing unit, in their inventory, at the time of sale of the equipment.

1. Wholesaler sells an ESA to their customer.
2. Wholesaler gives customer Trinity Warranty contact information for any warranty claims.
3. The Wholesaler submits a PO to Heatcraft with the Heatcraft ESA number and the Equipment serial #.
4. Heatcraft processes the order and submits Invoice to the Wholesaler.
5. Heatcraft registers the ESA for the equipment tied to that Serial # with Trinity Warranty.
6. Customer has a warranty claim – contact Trinity Warranty for coverage at 877-482-7238.
7. Wholesaler to provide Trinity Warranty phone contact to customers for coverage. (Trinity Warranty contact 877-482-7238).

How to Sell the Extended Service Agreement (ESA) Successfully

There are several ways to sell ESAs to your customer both successfully and profitably. Here are some suggestions:

1. Offer the ESA at the point of every sale for new equipment.
2. Wrap the cost of the ESA within the equipment cost and use it as a selling feature of the equipment.
3. Sell the ESA as an add-on, like an accessory.
4. Use an ESA as a 'Good/Better/Best' selling aid with the type of equipment that you are selling.

*Limitations Apply. Subject to Trinity Warranty's terms & conditions. Risk management is provided by Trinity Warranty and backed by an A.M. Best A (Excellent) rated insurance company.

EVAPORATOR PRICING

EVAPORATORS				1 Year Parts & Labor		3 Year Parts & Labor		5 Year Parts & Labor	
Heatcraft Legacy Model	# of Fans	Heatcraft (DOE) Model	Evap Description	Heatcraft Part #	Customer's LIST Price	Heatcraft Part #	Customer's LIST Price	Heatcraft Part #	Customer's LIST Price
***040	1	***0045	Low Profile Evap - Air Defrost	ESALOPAD1F1YR	$206	ESALOPAD1F3YR	$780	ESALOPAD1F5YR	$1,243
***052	1	ESALOP-AD1F5YR	Low Profile Evap - Air Defrost	ESALOPAD1F1YR	$206	ESALOPAD1F3YR	$780	ESALOPAD1F5YR	$1,243
***065	1	ESALOP-AD1F5YR	Low Profile Evap - Air Defrost	ESALOPAD1F1YR	$206	ESALOPAD1F3YR	$780	ESALOPAD1F5YR	$1,243
***070	1			ESALOPAD2F1YR	$251	ESALOPAD2F3YR	$866	ESALOPAD2F5YR	$1,368
***070	2	ESALOP-AD2F5YR	Low Profile Evap - Air Defrost	ESALOPAD2F1YR	$251	ESALOPAD2F3YR	$866	ESALOPAD2F5YR	$1,368
***090	2			ESALOPAD2F1YR		$251		ESALOPAD2F3YR	
***090	2	ESALOP-AD2F5YR	Low Profile Evap - Air Defrost	ESALOPAD2F1YR	$251	ESALOPAD2F3YR	$866	ESALOPAD2F5YR	$1,368
***104	2			ESALOPAD2F1YR		$251		ESALOPAD2F3YR	
***120	2	***0115	Low Profile Evap - Air Defrost	ESALOPAD2F1YR	$251	ESALOPAD2F3YR	$866	ESALOPAD2F5YR	$1,368
***130	2	***0125	Low Profile Evap - Air Defrost	ESALOPAD2F1YR	$251	ESALOPAD2F3YR	$866	ESALOPAD2F5YR	$1,368
***140	2	***0155	Low Profile Evap - Air Defrost	ESALOPAD3F1YR	$287	ESALOPAD3F3YR	$947	ESALOPAD3F5YR	$1,503
***156	2	***0190	Low Profile Evap - Air Defrost	ESALOPAD3F1YR	$287	ESALOPAD3F3YR	$947	ESALOPAD4F5YR	$1,652
***180	2			ESALOPAD3F1YR					
***208	2	***0250	Low Profile Evap - Air Defrost	ESALOPAD4F1YR	$322	ESALOPAD4F3YR	$1,037	ESALOPAD4F5YR	$1,652
***260	2	***0295	Low Profile Evap - Air Defrost	ESALOPAD5F1YR	$357	ESALOPAD5F3YR	$1,145	ESALOPAD5F5YR	$1,806
***312	2	***0350	Low Profile Evap - Air Defrost	ESALOPAD6F1YR	$402	ESALOPAD6F3YR	$1,251	ESALOPAD6F5YR	$2,002
***370	2	***0380	Low Profile Evap - Air Defrost	ESALOPAD6F1YR	$402	ESALOPAD6F3YR	$1,251	ESALOPAD6F5YR	$2,002
***035	1	***0040	Low Profile Evap - Electric Defrost	ESALOPED1F1YR	$233	ESALOPED1F3YR	$866	ESALOPED1F5YR	$1,379
***040	1								
***040	1	***0045	Low Profile Evap - Electric Defrost	ESALOPED1F1YR	$233	ESALOPED1F3YR	$866	ESALOPED1F5YR	$1,379
***041	1								
***047	1								
***065	2	***0065	Low Profile Evap - Electric Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***068	2	***0070	Low Profile Evap - Electric Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***075	2	***0080	Low Profile Evap - Electric Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***080	2	***0090	Low Profile Evap - Electric Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***090	2	***0100	Low Profile Evap - Electric Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***102	3	***0135	Low Profile Evap - Electric Defrost	ESALOPED3F1YR	$322	ESALOPED3F3YR	$1,055	ESALOPED3F5YR	$1,664
***120	3	***0130	Low Profile Evap - Electric Defrost	ESALOPED3F1YR	$322	ESALOPED3F3YR	$1,055	ESALOPED3F5YR	$1,664
***136	4	***0180	Low Profile Evap - Electric Defrost	ESALOPED4F1YR	$367	ESALOPED4F3YR	$1,154	ESALOPED4F5YR	$1,824
***140	4	***0155	Low Profile Evap - Electric Defrost	ESALOPED4F1YR	$367	ESALOPED4F3YR	$1,154	ESALOPED4F5YR	$1,824
***160	4	***0170	Low Profile Evap - Electric Defrost	ESALOPED4F1YR	$367	ESALOPED4F3YR	$1,154	ESALOPED4F5YR	$1,824
***170	5	***0220	Low Profile Evap - Electric Defrost	ESALOPED5F1YR	$393	ESALOPED5F3YR	$1,258	ESALOPED5F5YR	$2,002
***180	4	***0205	Low Profile Evap - Electric Defrost	ESALOPED4F1YR	$367	ESALOPED4F3YR	$1,154	ESALOPED4F5YR	$1,824
***200	5	***0240	Low Profile Evap - Electric Defrost	ESALOPED5F1YR	$393	ESALOPED5F3YR	$1,258	ESALOPED5F5YR	$2,002
***204	6	***0275	Low Profile Evap - Electric Defrost	ESALOPED6F1YR	$448	ESALOPED6F3YR	$1,384	ESALOPED6F5YR	$2,199
***235	6								
***240	6	***0255	Low Profile Evap - Electric Defrost	ESALOPED6F1YR	$448	ESALOPED6F3YR	$1,384	ESALOPED6F5YR	$2,199
***280	6	***0310	Low Profile Evap - Electric Defrost	ESALOPED6F1YR	$448	ESALOPED6F3YR	$1,384	ESALOPED6F5YR	$2,199

EVAPORATOR PRICING

EVAPORATORS				1 Year Parts & Labor		3 Year Parts & Labor		5 Year Parts & Labor	
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***035	1	***0040	Low Profile Evap - Hot Gas Defrost	ESALOPED1F1YR	$233	ESALOPED1F3YR	$866	ESALOPED1F5YR	$1,379
***040	1								
***040	1	***0045	Low Profile Evap - Hot Gas Defrost	ESALOPED1F1YR	$233	ESALOPED1F3YR	$866	ESALOPED1F5YR	$1,379
***041	1								
***047	1								
***065	2	***0065	Low Profile Evap - Hot Gas Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***068	2	***0070	Low Profile Evap - Hot Gas Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***075	2	***0080	Low Profile Evap - Hot Gas Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***080	2	***0090	Low Profile Evap - Hot Gas Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***090	2	***0100	Low Profile Evap - Hot Gas Defrost	ESALOPED2F1YR	$276	ESALOPED2F3YR	$957	ESALOPED2F5YR	$1,503
***120	3	***0135	Low Profile Evap - Hot Gas Defrost	ESALOPED3F1YR	$322	ESALOPED3F3YR	$1,055	ESALOPED3F5YR	$1,664
***120	3	***0130	Low Profile Evap - Hot Gas Defrost	ESALOPED3F1YR	$322	ESALOPED3F3YR	$1,055	ESALOPED3F5YR	$1,664
***136	4	***0180	Low Profile Evap - Hot Gas Defrost	ESALOPED4F1YR	$367	ESALOPED4F3YR	$1,154	ESALOPED4F5YR	$1,824
***140	4	***0155	Low Profile Evap - Hot Gas Defrost	ESALOPED4F1YR	$367	ESALOPED4F3YR	$1,154	ESALOPED4F5YR	$1,824
***160	4	***0170	Low Profile Evap - Hot Gas Defrost	ESALOPED4F1YR	$367	ESALOPED4F3YR	$1,154	ESALOPED4F5YR	$1,824
***170	5	***0220	Low Profile Evap - Hot Gas Defrost	ESALOPED5F1YR	$393	ESALOPED5F3YR	$1,258	ESALOPED5F5YR	$2,002
***180	4	***0205	Low Profile Evap - Hot Gas Defrost	ESALOPED4F1YR	$367	ESALOPED4F3YR	$1,154	ESALOPED4F5YR	$1,824
***200	5	***0240	Low Profile Evap - Hot Gas Defrost	ESALOPED5F1YR	$393	ESALOPED5F3YR	$1,258	ESALOPED5F5YR	$2,002
***204	6	***0275	Low Profile Evap - Hot Gas Defrost	ESALOPED6F1YR	$448	ESALOPED6F3YR	$1,384	ESALOPED6F5YR	$2,199
***235	6								
***240	6	***0255	Low Profile Evap - Hot Gas Defrost	ESALOPED6F1YR	$448	ESALOPED6F3YR	$1,384	ESALOPED6F5YR	$2,199
***280	6	***0310	Low Profile Evap - Hot Gas Defrost	ESALOPED6F1YR	$448	ESALOPED6F3YR	$1,384	ESALOPED6F5YR	$2,199

CONDENSING UNIT PRICING

Condensing Units Indoor or Outdoor, Hermetic, Semi-hermetic or Scroll	1 Year Parts & Labor *		3 Years Parts & Labor * (Compressor Included)		5 Years Parts & Labor * (Compressor Included)	
Horsepower	Heatcraft Part #	Customer's LIST Price	Heatcraft Part #	Customer's LIST Price	Heatcraft Part #	Customer's LIST Price
<= 1 HP	ESA1HP1YR	$447	ESA1HP3YR	$1,255	ESA1HP5YR	$1,756
<= 1-1/2 HP	ESA1-1/2HP1YR	$484	ESA1-1/2HP3YR	$1,357	ESA1-1/2HP5YR	$1,898
<= 2 HP	ESA2HP1YR	$549	ESA2HP3YR	$1,515	ESA2HP5YR	$2,000
<= 3 HP	ESA3HP1YR	$614	ESA3HP3YR	$1,701	ESA3HP5YR	$2,110
<= 4 HP	ESA4HP1YR	$687	ESA4HP3YR	$1,887	ESA4HP5YR	$2,213
<= 6 HP	ESA6HP1YR	$725	ESA6HP3YR	$2,009	ESA6HP5YR	$2,363

NOTE: These extended warranties are administered by Trinity Warranty and are inclusive of the following:
* Heatcraft's standard warranty covers the first year parts only. The compressor manufacturer's warranty covers the first (1st) year (compressor only).

HEATCRAFT Refrigeration Products

CLAIM PROCEDURE

Service Rate Information
Standard Hourly Rate: $100.00

Service Guidelines

System Type / Repair - Commercial HVAC/Refrigeration	Hours
Accumulator / Receiver	3.5
Capacitor – run or start or split or (start assist)	1.0
Condenser / Evaporator Motor	1.5
Contactor / Timer	1.0
Control Board	1.5
Crank Case Heater	1.0
Defrost Relay / Sensor	1.0
Drier & Compressor 1.5 – 5 HP	3.5
Drier & Compressor 6 – 10 HP	5.0
Drier & Compressor 12 – 20 HP	8.0
Expansion Valve	2.0
Fan Blade / Blower Assembly	2.5
Head Master Control Valve	2.0
Leak in Coil (evaporator or condenser)	3.5
Leak in Factory Joints or Valves (threaded joints excluded)	2.5
Liquid Line Injector	2.0
Low / High Pressure Switch	2.0
Reclaim / Recovery	1.0
Replace Coil	5.0
Restriction / Service Valve	3.0
Smart Controller	1.0
Transducer	1.5
Transformer	1.0

The above guidelines reflect average time for equipment with a nominal size up to twenty (20) tons. They do not take into consideration locations that present access issues or other unforeseen problems. If problems with access or other unforeseen issues/ delays occur, please contact Trinity Warranty.

A. All times allowed requiring entry or repair to refrigerant circuit includes evacuation and recharge.
B. Times allowed for compressor replacement includes drier change, cleanup, evacuation and recharge.

Commercial Parts Process Allowances

Contractor cost of part	
$1.00 - $49.99	= $35.00
$50.00 - $149.99	= $50.00
$150.00 - $249.99	= $75.00
$250 and Up	= $100.00

Refrigerant: Up to $8.00/ LB.
Proof of costs may be required for parts.
Refrigerant is only reimbursed for burnouts and leaks.

HEATCRAFT Refrigeration Products

CLAIM PROCEDURE

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 part of the same failure. The examples below are considered for claim purposes to be one (1) repair.

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

Please Note

Companion Repairs will pay one (1) Labor charge and one (1) part allowance but they will still PAY for multiple parts on commercial equipment.

Example

A condenser fan motor and a capacitor = 1 labor charge, 2 parts and 1 parts allowance for the motor.

Not Covered

Coverage is limited to the equipment itself.
Coverage does not include nuisance calls, normal maintenance, field piping, field wiring, adjustments to the system, installation related failures, repairs due to lack of maintenance, rigging and crane services, paint, doors knobs, damage caused by rust, oxidation, acts of God or product loss.

Filing Claims

Your contractor should file claims directly with Trinity Warranty. The contractor has 60 days from the failure date to submit their claim. The contractor must include the following paperwork with their claim form:

- Model and serial number of the failed equipment.
- Original Service Ticket with Customer Signature.
- When Trinity Warranty is covering parts, include invoice for parts.

Submit claim to Trinity Warranty via email, fax, or mail for reimbursement:

claims@trinitywarranty.com
Fax: 312.445.8726
Trinity Warranty
150 Pierce Road, Suite 600
Itasca, IL 60143

Fraud, Misrepresentation, Program Abuse

Unfortunately we must recognize that claim abuse does occur. Therefore, all claims are individually reviewed. In addition, contractor and equipment owner claims history is also reviewed and analyzed. Claims that are suspect are thoroughly investigated. Should fraud be determined, full prosecution will occur. It is our responsibility to perform this function in order to prevent higher costs as a result of program abuse.
Extended Service Agreement Program administered By Trinity Warranty
150 Pierce Road, Suite 600 • Itasca, IL 60143 | Phone: 877-302-5072 • fax 312-445-8726

HEATCRAFT Refrigeration Products

TRINITY

Administered by Trinity Warranty

HEATCRAFT Refrigeration Products

BOHN LARKIN CLIMATE CONTROL CHANDLER REFRIGERATION

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