



Turn to the experts

AIG Labor Warranties

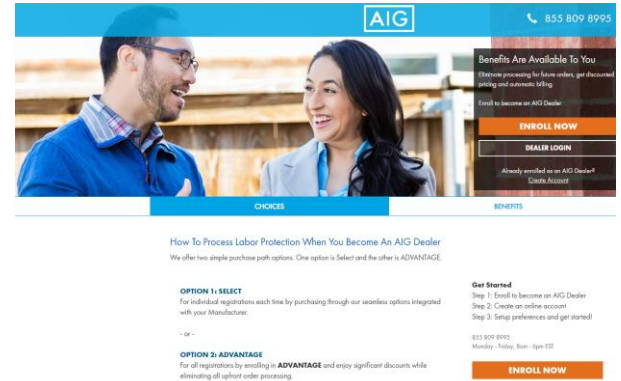
AIG Labor Warranties

- Carrier & AIG have partnered to integrate the purchase of a labor warranty with the registration process.
- AIG labor warranties are a great way for the homeowner to ensure they are completely covered should there be any unexpected failures with their unit.
- Consumers are used to purchasing warranty plans for other appliances in their home and HVAC should be no different.
- Two programs
 - Select
 - ADVANTAGE



How To Enroll

1. Visit laborplan.aig
2. Press "Create Account" and fill out the form
3. Click "ADVANTAGE Preferences"
4. Select preferences
5. Set up autopay, accept terms and conditions, and set up preferred payment method



Select



- Add a labor warranty with just three steps

1) Log in to website



2) Select term & plan

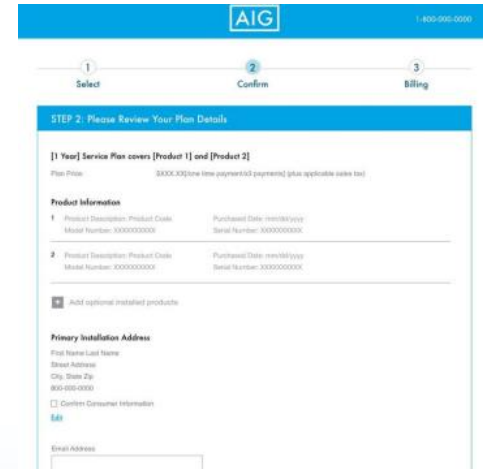


Can View Plan Options Prior to Selecting:

Tier Selection	Trip Fee	Hourly Labor Rate	Parts Allowance
Plan 1	\$40	\$70	\$35
Plan 2	\$45	\$85	\$35
Plan 3	\$85	\$100	\$35
Plan 4	\$95	\$125	\$35

[View Claim Reimbursement Schedule](#)

3) Confirm & purchase



ADVANTAGE

- Facilitate the automatic inclusion of a labor warranty on dealer's registered products
- Dealer's preferences will be applied to all registered equipment – no additional work needed by the dealer
- The dealer can manage their contracts through the ADVANTAGE portal

Dealer enrolls in
ADVANTAGE
Selects Preferences

- 1) Term
- 2) Reimbursement Plan
- 3) Date Range for applying labor warranties



Dealer sells and
registers products



Labor Warranty
based on
preselected
preferences
applied to each
registered unit.

Key Takeaways

- **Explain the Standard Factory limited-parts warranty**
 - Ensure the homeowner understands that the factory parts warranty only covers parts failure, which can lead into labor warranty discussion
- **Introduce the Labor Warranty**
 - Explain how the labor warranty is a way to ensure costs of parts *and* labor are covered for any warrantable repairs
- **Manage customer objections**
 - Labor warranty costs can be included in the system financing
 - The factory stands behind their products and so do our dealers. By offering a labor warranty the homeowner ensures they are completely covered if there is an unexpected failure due to a defect.
 - All repairs are handled with the same great urgency, including warranty repairs



Labor Warranty Support

- **Get More Info:**
 - HVAC Partners > Marketing > Programs & Promotions > Warranty Programs > AIG Labor Warranty Integrations
- **Contacts:**
 - **Marketing Program Manager, Gavin Larson** – Gavin.Larson@carrier.com
 - **AIG Director of National Accounts, Kelly Goodman** – Kelly.Goodman@aig.com