



Air Conditioning & Heating



## Asure and GoodCare Service Rates

Effective October 14, 2011, the Service Rate Schedule for GoodCare and Asure claims will be adjusted as follows:

**Rate A - pays 1.5 hours** - for replacement of small common electrical or mechanical components, such as contactors, capacitors, or relays.

**Rate B - pays 2 hours** - for replacement of an electrical or mechanical component such as fan or blower motors, fan blades, and blower assemblies.

**Rate C - pays 2.5 hours plus \$50 for refrigerant** - for sealed system leak repairs with no parts replacement.

**Rate D - pays 3.5 hours plus \$100 refrigerant and recovery** - for sealed system repairs with parts replacement, including evaporator coil replacement.

**Rate E - pays 5 hours plus \$100 refrigerant and recovery** - this repair is limited to compressor replacement or condenser coil replacement. Unit replacement of compressor-bearing products will be paid at rate E plus \$50 refrigerant. Filter drier replacement is required for all compressor replacements.

**Rate F - pays 5 hours** - for replacement of heat exchangers only.

**Rate G - pays 1.75 hours plus \$100 refrigerant** - for filter drier and/or TXV replacement.

**Parts Markup Allowance** – Most Goodman and Amana brand parts replaced under the terms of the GoodCare or Asure Agreement are entitled to a mark-up allowance. For parts covered under the standard manufacturer's warranty, you will receive a markup allowance of 9.23% of Goodman's current suggested list price. For parts replaced outside of the standard manufacturer's warranty period, but within the GoodCare or Asure contract period, the dealer will be reimbursed for the suggested list price X 40%. A parts markup is not allowed on compressors, condenser coils, evaporator coils, heat exchangers or unit replacements. The reimbursement for these items, when replaced outside of the standard manufacturer's warranty period, but within the GoodCare or Asure contract period, is equal to the suggested list price X 30.8%.

*Please Note: Repairs that include more than one rate class will always pay at the higher rate class, not both.*

*Questions? Please call the Goodman Warranty Support Center at 877-688-9191.*