



Service Plus USA Claim Form

Claims must be submitted within 60 days of equipment repair. Visit www.HVACCoverageVerification.com to verify coverage.

Claims must be submitted within 60 days of equipment repair and require a copy of the customer work order with customer signature. If claiming *Out of Warranty Parts* or *Part Mark-Up*, your claim also requires a copy of the receipt for parts. Avoid claims delays by promptly submitting your claim requests and documents. Claims will not be processed until all required information is received.

Claims Submission Date: _____ Default _____ (Date claim is received by AIG or postmarked via US mail.)

Items in **bold** are required.

Claim Information

Invoice Date: _____ Dealer Invoice #: _____ Contract Number: _____
 Date of Failure: _____ Date of Service: _____ Date of Most Recent Maintenance: _____
 Equipment Type: Condensing Unit Evaporator Model #: _____ Serial #: _____
 Panel Box Information (Required for verification purposes only): Model #: _____ Serial #: _____
 Complaint/Work Performed: _____

Servicer Information

Servicer Name: _____ Serving Tech: _____
 Phone: _____ Fax: _____ Email: _____
 Street Address: _____
 City: _____ State: _____ Zip Code: _____

Customer Information

Equipment Owner: _____ Phone: _____
 (Company Contact) (First) (Last)
 Installation Address: _____
 City: _____ State: _____ Zip Code: _____

Reimbursement Schedule

Multiple repair codes: Pays single highest repair cost at 100%, second repair at 75%, and any additional repairs at 50%.
 Companion repairs (part of the same failure): Pays one labor charge and 40% of cost of parts up to \$350 per claim (excluding refrigerant).

Repair Code	Type of Labor Repair	Reimbursement	
		Trip/Service Call Part Mark-Up	Labor Repair Rate
A	Replacement of electrical or mechanical components such as contactors, run or start capacitors, crank case heater, thermostat, control transformer.	\$125.00	\$156.25
B	Replacement of electrical or mechanical components such as defrost timers, defrost relays, sensors, evaporator motor, condenser fan motor and blade, Beacon II control boards, defrost heater, wiring repairs.	40%	\$250.00
C	Minor repairs to the sealed system such as TXV, service valve replacement, factory joint leaks, high or low pressure switch, restrictions. <i>(Reimbursement amount includes leak search, refrigerant recovery/recharge, refrigerant cost, and dryer.)</i>		\$375.00
D	Minor repairs to sealed system such as leak repair in coil, accumulator / receiver, compressor replacement <= 1HP. <i>(Reimbursement amount includes leak search, refrigerant recovery/recharge, refrigerant cost, and dryer.)</i>		\$437.50
E	Major repairs to sealed system such as condenser / evaporator coil replacement, compressor replacement 1.5HP – 3HP. <i>(Reimbursement amount includes leak search, refrigerant recovery/recharge, refrigerant cost, and dryer.)</i>		\$625.00
F	Major repairs to sealed system such as compressor replacement over 3HP. <i>(Reimbursement amount includes leak search, refrigerant recovery/recharge, refrigerant cost, and dryer.)</i>		\$937.50

IMPORTANT NOTICE: Reimbursement is inclusive of standard and overtime/holiday/weekend charges.

Trip/Service Call \$ _____

A receipt for parts is required if you enter a value in this field → Part Mark-Up (Maximum \$350, excluding refrigerant) \$ _____ x 40% = \$ _____

A receipt for parts is required if you enter a value in this field → Cost of Parts Out of Warranty \$ _____

Single Highest Repair Code _____ Repair Rate \$ _____ x 100% = \$ _____

Second Repair Code _____ Repair Rate \$ _____ x 75% = \$ _____

Additional Repair Code _____ Repair Rate \$ _____ x 50% = \$ _____

If Applicable, Sales Tax at _____ % \$ _____

Total Due \$

Please fax this completed form and supporting documentation to AIG at 866-244-0156

Alternative Submission Options: Mail, fax or email 1) this completed form, 2) customer work order w/ customer signature, and if applicable 3) receipt for parts to AIG Attention HVAC Claims • 650 Missouri Ave • Jeffersonville, IN 47130 • (t) 866-545-4864 • (f) 866-244-0156 • HVACClaims@sndirect.com