

YORKCare Promotional Extended Warranty

Sales and Marketing Programs Operating Letter
United States and Canada



Effective January 1, 2023 to December 31, 2023
PUBL-3140-YK-202301-B
www.york.com/dealers



Promotional Extended Warranty

YORK distributors may offer discounted extended warranties throughout the 2023 program year. This allows eligible contractors an opportunity to purchase our factory-backed and administered 10-year labor plans at a discounted rate.

Eligible Levels: Liberties Plus and Certified Comfort Expert

Confidence Plans

These plans include:

- 2-year unit replacement for failed compressor on AC, HP, and Residential Package models
- 10-year unit replacement for failed heat exchangers on all York furnaces

Standard warranty card will not change, additional coverage will be reflected on YORKCare contract.

Confidence Plan	SKU	Price ¹ 1/1/23 to 12/31/23	Eligible Product Models	
HP System	YRCPHPSS120LMEPWS	\$574	Heat Pumps	YHE, YEE, YH2E
			Packaged Units	PHE4, PHG4
			Air Handlers	AE, AP, ME, MP, AVC, AVV, MV, MVC, JHET, JMET, JHVV, JHVT, JMVT
			Furnaces	YP9C, YPLC, TM9V, TM8V, TM9E, TM8Y, TM9Y, TM8E, TL9E, TMLE, TL8E
A/C System	YRCPSSPK120LMEPWS	\$436	AC	YCE, YCD, YFE, YFD, YCS, YC2D, YC2E
			Packaged Units	PCE4, PCG4
			Air Handlers	AE, AP, ME, MP, AVC, AVV, MV, MVC, JHET, JMET, JHVV, JHVT, JMVT
			Furnaces	YP9C, YPLC, TM9V, TM8V, TM9E, TM8Y, TM9Y, TM8E, TL9E, TMLE, TL8E

¹Prices shown and billed in US dollars (USD)

Confidence Plus Plans

These plans include:

- 2-year unit replacement for failed compressor and lifetime compressor warranty on Residential Package models
- 10-year unit replacement for failed heat exchangers on all York furnaces
- 10-year unit replacement for failed compressor and lifetime compressor warranty on AC and HP models

Standard warranty card will not change, additional coverage will be reflected on YORKCare contract.

Confidence Plus Plan	SKU	Price ^{1,2} 1/1/23 to 12/31/23	Eligible Product Models	
HP System	YRCPHPSS120LMEPWP	\$539	Heat Pumps	YZV, YZT, YHM, YHG, YH2F, HMMH7
			Packaged Units	PHE6, PHG6
			Air Handlers	AE, AP, ME, MP, AVC, AVV, MV, MVC, JHET, JMET, JHVV, JHVT, JMTV
			Furnaces	YP9C, YPLC, TM9V, TM8V, TM9E, TM8Y, TM9Y, TM8E, TL9E, TMLE, TL8E
A/C System	YRCPSSPK120LMEPWP	\$355	Air Conditioners	YXV, YXT, YFK, YCG, YC2F, HMC2G2
			Packaged Units	PCE6, PCG6
			Air Handlers	AE, AP, ME, MP, AVC, AVV, MV, MVC, JHET, JMET, JHVV, JHVT, JMTV
			Furnaces	YP9C, YPLC, TM9V, TM8V, TM9E, TM8Y, TM9Y, TM8E, TL9E, TMLE, TL8E

¹Prices shown and billed in US dollars (USD)

²2024 pricing will be announced by November 1, 2023

Single-Component Promotional Warranty Plans

YORK Confidence and YORK Confidence Plus unit replacement and lifetime compressor warranty enhancements are **not** available in the YORKCare Standard and Premium plans listed below.

Standard	SKU	Price ^{1,2} 1/1/23 to 12/31/23	Eligible Product Models	
Standard Furnace	YRCPFURN120LMEPWS	\$217	Furnaces	TM9E, TM8Y, TM9Y, TM8X, TL8E, TL9E, TMLX, TMLT, TGLS, TMLE, TM8E
			Air Handlers	AE, AP, ME, MP, JHET, JMET
Standard HP	YRCPHP120LMEPWS	\$493	YHE, YEE, YH2E, YHE, YEE	
Standard A/C	YRCPUNIT120LMEPWS	\$321	YCE, YCD, YFE, YFD, YCS, YC2D, YC2E	
Premium Furnace	YRCPFURN120LMEPWP	\$181	Furnaces	YP9C, YPLC, TM9V, TM8V,
			Air Handlers	AVC, AVV, MV, MVC, JHVV, JHVT, JMV, JHVV, JHVT, JMV
Premium HP	YRCPHP120LMEPWP	\$415	YZT, YHM, YHG, HMM7, YH2F	
Premium A/C	YRCPUNIT120LMEPWP	\$259	YXT, YFK, YCG, YC2F, HMC2G	

¹Prices shown and billed in US dollars (USD)

²2024 pricing will be announced by November 1, 2023

Program Terms and Conditions

Contractor Eligibility

- All participating contractors must be actively enrolled in the Promotional Extended Warranty program as a Liberties Plus or Certified Comfort Expert dealer in the Marketing Dashboard at time of installation.
- All participating contractors must be Comfort Plan eligible in Warranty Navigator. This can be verified in the Warranty Navigator application, under the “Dealer Search and Registration” option. Comfort Plan eligible contractors will be listed with a Plan Type of “Extended Warranty.”

Eligible Equipment

- This program is exclusively offered on residential equipment. See above warranty plan tables for eligible products.
- Manufactured housing, new construction installations, and parts do not qualify for promotional programs.
- Three-phase equipment is excluded from this promotion.
- Promotional offers will not be extended for products not in stock.

Plan Orders

- All promotional extended warranty plans described in this letter must be submitted to the warranty admin team in Warranty Navigator within 60 calendar days from the installation date.
- Ineligible contractors, projects, or serial numbers will cause the system to charge the full price of that plan.
- Once an application is approved by the Warranty department, contracts cannot be voided or refunded.
- Discrepancies must be identified, and disputes sent to bts-ds-marketing@jci.com within 60 calendar days of Comfort Plan approval.

Other Terms and Conditions

- Full detail on how to use the unit replacement benefit is available by referring to YS-SP59-2020.
- Processing and administrative guidance is available from the Ducted Systems Warranty department at upgwarranty@jci.com.
- All program participation is subject to review and audit by the Sales and Marketing Programs department. Any program activity determined to be non-compliant will be denied.
- Non-compliance with program terms or conditions may render the distributor and/or contractor to ineligible to participate in the program.

Revision History

Version No.	Release Date	Revision Description
B	11/01/2022	Announcement of 2023 pricing

Contact us at **833-242-7869** or bts-ds-marketing@jci.com for questions, feedback or other support





YORKCare Promotional Extended Warranty

Frequently Asked Questions

Are condenser coils and heat exchangers considered major components and thus failures of each allow for unit replacement?

They are both major components. A furnace heat exchanger failure is covered under the Confidence and Confidence Plus plans and eligible for a furnace unit replacement if failure occurs within the first 10 years under YSSP-59-20. Condenser coil failure is **not** eligible for unit replacement. Condenser coil leaks are not covered.

Do you have to get pre-approval to replace the unit through Confidence and Confidence Plus plans?

Qualifying unit replacements covered under the Confidence and Confidence Plus Plans are pre-approved with a compressor or heat exchanger failure. According to YSSP-59-20, the Warranty department is authorized to execute a replacement in most cases.

Are case numbers required from tech support prior to replacement?

Case numbers are not required as qualifying unit replacements are covered under YSSP-59-20 and are pre-approved for the Warranty department to execute. If additional support is required, the Warranty department will notify the customer of what else may be necessary.

What would "flag" the warranty group to send it to tech services?

Warranty is empowered to execute replacement claims through YSSP-59-20. If additional information or support is required, the warranty department will notify the customer or necessary department.

Is labor paid on a condensing unit replacement and does the replacement unit get a new warranty?

The plans pay labor as part of the offering. Upon replacement, the original unit's warranty is then transferred.

Are start-up sheets a requirement for unit replacement?

Yes, start-up sheets are required for qualifying unit replacements claims and will be requested.

When replacing the unit, what do we do with the original unit? Do we send it back or send it to scrap?

In the case of replacement, the original should have its labels removed and the equipment scrapped.

What role do our field service representatives play in getting a unit replacement executed?

The unit replacement is administered as a warranty function and covered under YSSP-59-20. Unless your field service representatives have a role in that, there is no explicit task required.

Do we still have 90 days to register the units?

No. All promotional extended warranty plans described in PUBL-3140-A must be ordered in Warranty Navigator within 60 calendar days from the installation date. Plans ordered after that time period will only have the standard comfort plans available.

How much labor will the contractors be paid if they change out a unit?

A replacement qualifies for four hours of labor. The specific rate is determined by the market for the dealer and what their registered labor rate is.

Do customers have to buy a comfort plan and a unit replacement plan?

No. The Confidence Plus and Confidence plans are comfort plans, and the unit replacement coverage is included with those plans.

When it comes to new construction, do the 60 days take effect on the possession date of the homeowner?

Manufactured housing and new construction installations do not qualify for promotional programs.

Are critical data sheets required in the case of a coil leak when we have a picture or video?

Critical data sheets are always encouraged. In most cases, they are not required for submission, but may be requested later in the process.

Is this available for all three program levels—Liberties, Liberties Plus and CCE?

No. All participating contractors must be Comfort Plan eligible in Warranty Navigator and actively enrolled in the Promotional Extended Warranty program as a Liberties Plus or CCE contractor in the Marketing Dashboard at time of installation.

Can non-Liberties Plus contractors participate in these new comfort plans?

All participating contractors must be Comfort Plan eligible in Warranty Navigator and actively enrolled in the Promotional Extended Warranty program as a Liberties Plus or CCE contractor in the Marketing Dashboard at time of installation.

What is current response time from the warranty department?

Expected response and processing time is about one week.

Is the warranty on the unit, on the homeowner, or stays with the contractor?

Warranty coverage is for the specific unit and homeowner. Any eligible comfort plan contractor may use it. The warranty can be transferred to a new homeowner with a fee by contacting the Warranty department.

Will YORK Kickstart contractors be eligible for this program?

YORK Kickstart contractors are eligible for this program so long as they are enrolled at the Liberties Plus and CCE level of partnership and set up properly within Navigator. If one of their "First Five" are one of these plans, they will be credited down to \$99.

Are air handlers included in the comfort plan?

Air handlers can be included in select plans and will be covered for labor, but not eligible for replacement.

Is the program eligible for commercial applications or residential only?

Commercial applications, new construction and three-phase equipment do not qualify for this program. This is exclusively for residential equipment in residential applications.

Are thermostats included in the comfort plan?

Yes, thermostats are considered an accessory in the comfort plan.