



**Triangle  
Tube**

## **Extended Product Protection Plans**

Administered by CORNERSTONE

800-824-5090

• 1020 Main Ave. NW

• Hickory, North Carolina 28601

• FAX 828-345-1918

### **HOW TO SUBMIT A CLAIM**

Claims for labor and parts are to be submitted on any standard industry work order form.

Parts claims that occur within the original manufacturer's warranty should be referred directly to Triangle Tube. Labor claims that occur within the first sixty (60) days following equipment installation or the first sixty (60) days following CORNERSTONE's receipt of the Plan Application and proper remittance, whichever comes last, are the responsibility of the installing contractor. Claims that occur outside of the original manufacturer's and/or installing contractor's warranty periods for parts and/or labor should be sent directly to CORNERSTONE for processing.

Claims must be signed by the customer and must be received by CORNERSTONE within 45 days of the service completion date. *Send claims to the address above in care of the Triangle Tube Plan Administrator (CORNERSTONE). Faxed claims will not be accepted!*

#### REQUIRED INFORMATION:

- Your Contractor Program ID Number
- Customer name and complete address
- Customer telephone number
- Product model and serial number
- Date of Installation
- Date service requested by customer
- Service completion date
- Nature (symptoms) of the problem
- Time spent on the repair
- Complete description of the repair
- List of all part numbers used
- Proper identification of charges
- Part Invoice (if applicable)
- Customer signature

Claims will not be processed if submitted with incomplete information. CORNERSTONE will reimburse labor at the approved rate established in

the Contractor Agreement. The service call rate includes the trip to the customer's home and the first sixty (60) minutes of on-site labor. Additional labor, if required, is to be billed in ¼-hour increments. Labor to replace the stainless steel heat exchanger or the entire heater is limited to a maximum of six (6) hours at the approved rate provided the repair is authorized by Triangle Tube and CORNERSTONE.

Parts covered by the original manufacturer's warranty will be repaired or exchanged at Triangle Tube's option.

Triangle Tube Extended Product Protection Plans provide for the repair of equipment within the service contractor's normal service area. Therefore, if the customer lives outside the normal service area, the customer must pay any additional mileage charges or service call charges.

Please note the exclusions in the Terms and Conditions and make sure that you collect from the customer for any charges not covered.

CORNERSTONE reviews all claims submitted for payment. If there is ever any evidence of claim alteration or any misrepresentation of work performed, CORNERSTONE reserves the right to deny payment of that claim and to pursue full recourse.

CORNERSTONE maintains a policy of being fair and equitable and requests that you do the same.

**Thank You for using the**



**Extended Product Protection Plans!**



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## ADDITIONAL CLAIMS PROCESSING TIPS

Experience has proven that the more information we can provide you in advance of a claim submittal, the smoother the claims process will be for your company. The next section describes claims handling and why a claim might be rejected or returned by the Administrator.

### WHERE DO CLAIMS GET SENT?

#### Under the 5-Year Extended Plan

#### Who is Responsible?

Labor during the first sixty (60) days following equipment installation or the first sixty (60) days following CORNERSTONE's receipt of the Plan Application and proper remittance, whichever comes last .....

The Installing Contractor

Labor on eligible repairs from the 61st day following equipment installation or the 61st day following CORNERSTONE's receipt of the Plan Application and proper remittance, whichever comes last, to the end of the 5th year (except labor on failure of heat exchanger only or the replacement of the entire heater due to heat exchanger failure)  
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CORNERSTONE

All parts on heaters during the first year following equipment installation .....

Triangle Tube

All parts on failed stainless steel heat exchangers and tanks .....

Triangle Tube

#### Under the 10-Year Extended Plan

Labor during the first sixty (60) days following equipment installation or the first sixty (60) days following CORNERSTONE's receipt of the Plan Application and proper remittance, whichever comes last .....

The Installing Contractor

Labor on eligible repairs from the 61st day following equipment installation or the 61st day following CORNERSTONE's receipt of the Plan Application and proper remittance, whichever comes last, to the end of the 10th year (except labor on failure of heat exchanger only or the replacement of the entire heater due to heat exchanger failure)  
.....

CORNERSTONE

All parts on heaters during the first year following equipment installation .....

Triangle Tube

All parts on failed stainless steel heat exchangers and tanks .....

Triangle Tube

### REJECTED CLAIMS

The following represents possible causes for rejected claims:

- The repair does not qualify for Plan coverage per the Plan Terms and Conditions.
- Serial number of product not properly registered with the Administrator.
- No valid registered Protection Plan Application (contract) for this customer or product.
- Protection Plan coverage has expired.
- Product Protection Plan was not properly registered prior to date of requested service.
- The repair is the responsibility of the manufacturer.

- Claim was received by CORNERSTONE more than forty-five (45) days after the completion of service.
- No record of selling and/or servicing contractor.

## **RETURNED CLAIMS**

Occasionally, additional information or missing information is needed for completion of the claims process. Prior to returning a claim for additional or missing information, CORNERSTONE will make an attempt to get the information by phone. Claims returned for additional or missing information must be resubmitted to CORNERSTONE with the requested information within 30 days after being returned to you. Examples of missing, incomplete or illegible information that may cause a claim to be returned:

- Your Contractor Program ID Number.
- The date service was requested.
- The date service was completed.
- Model and serial number.
- Part description and part number.
- Detailed description of repair.
- Selling Contractor's name.
- Customer complaint missing.
- Customer signature.
- Any illegible information.
- Part Invoice (if applicable or requested by CORNERSTONE)

## **TRIANGLE TUBE EXTENDED PRODUCT PROTECTION PROGRAM ADMINISTRATOR**

**CORNERSTONE, INC.**

Eastway Plaza  
1020 Main Ave. NW  
Hickory, NC 28601

800-824-5090 - FAX 828-345-1918