



**Triangle
Tube**

Extended Product Protection Plans

Administered by CORNERSTONE

800-774-9992 • 1931 Commissioners Road East – Suite 201 • London, Ontario N5Z 3H9 • FAX 519-679-1327

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!