



HomeServe®

Home Warranty

Protecting your **home** and **budget** from the unexpected

- Superior service with an award-winning call center
- Repairs guaranteed for 1 year (industry best)
- Refrigerant is included in cooling system coverage
- No proof of home inspection required



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ACCREDITED
BUSINESS

A+

Comprehensive coverage from a trusted industry leader

HomeServe Home Warranty gives you 2 easy plan options to choose from – **Essential Plan** and **Premier Plan** – to help protect your home's systems and appliances.

Our convenient and comprehensive plans include:

- No restrictions on system or appliance age, model, or manufacturer
- Live operators available 24/7/365 for an exceptional customer experience
- No proof of home inspection or maintenance required
- A full 1-year guarantee on all covered repairs

Coverage helps alleviate the stress of dealing with:

- Unexpected breakdowns
- Researching multiple repair bids
- Vetting and hiring a repair person

A leader in service response time

With local and expert technicians, you can count on working with a real, live person who understands the uniqueness of your home.



How our plans work



Call us 24/7/365

Customer service representatives answer your call around the clock.



We'll send an expert technician

We send an expert technician to handle your covered repair.



Quality service

Expert technicians deliver quality service to address the problem.

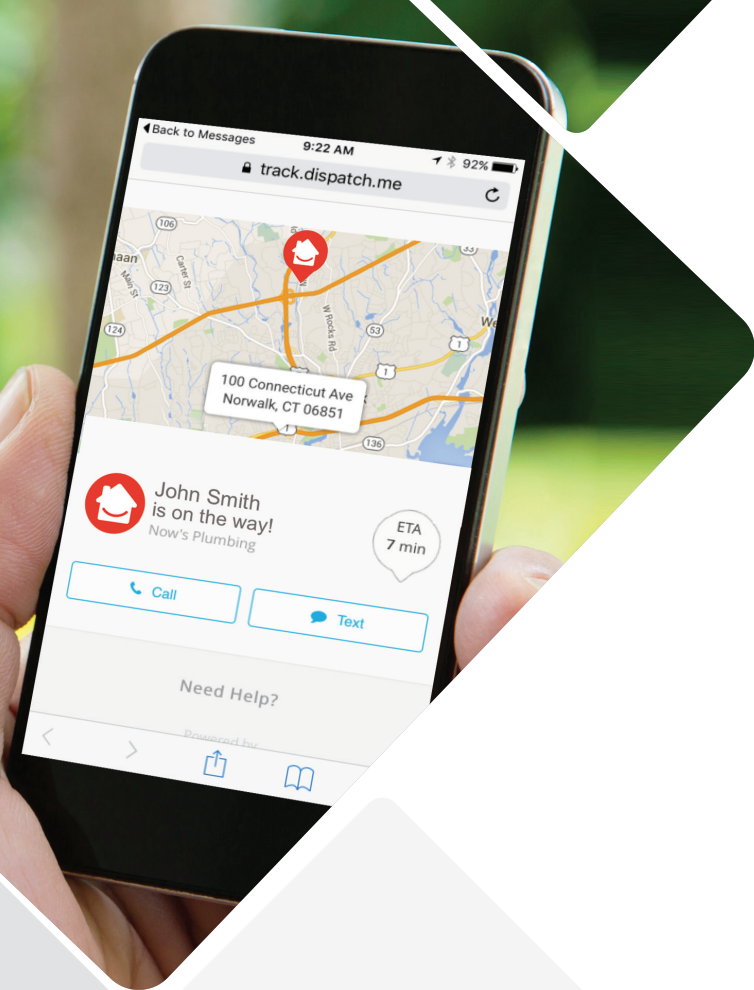


Post-service satisfaction follow-up

You will be contacted after the repair to check if you are satisfied with the experience.



HomeServe Home Warranty takes pride in our network of local, licensed, and expert service providers.



Real-time service updates

Get messages, see tracking info, and leave feedback using your phone

We pride ourselves on enhancing our customer experience by offering digital service updates.



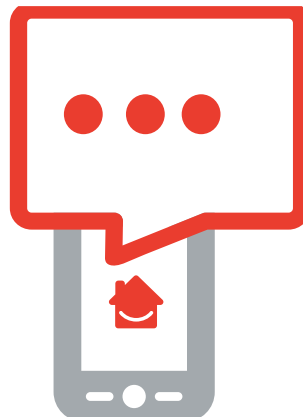
Step 1

Receive emails and texts confirming your appointment.



Step 2

Receive notifications when your technician is on the way.



Step 3

Feedback request sent after service completion.



Step 4

Feedback can be provided quickly through a one-question survey.

Contact us at 1-866-710-3700 to learn how our service app and customer portal have revolutionized the service/repair process.



Brings you the HomeServe App

DIY solutions for home maintenance

The HomeServe App helps you tackle home maintenance and home repair issues. It's a no-cost, problem-solving tool that gives you the power to do it yourself. Get the best home repair app today.

Add home organization to your to-do list

Simply snap a picture of the product label and the HomeServe App will add manuals and warranty info to your personal library.

Do home repairs yourself – quickly and easily

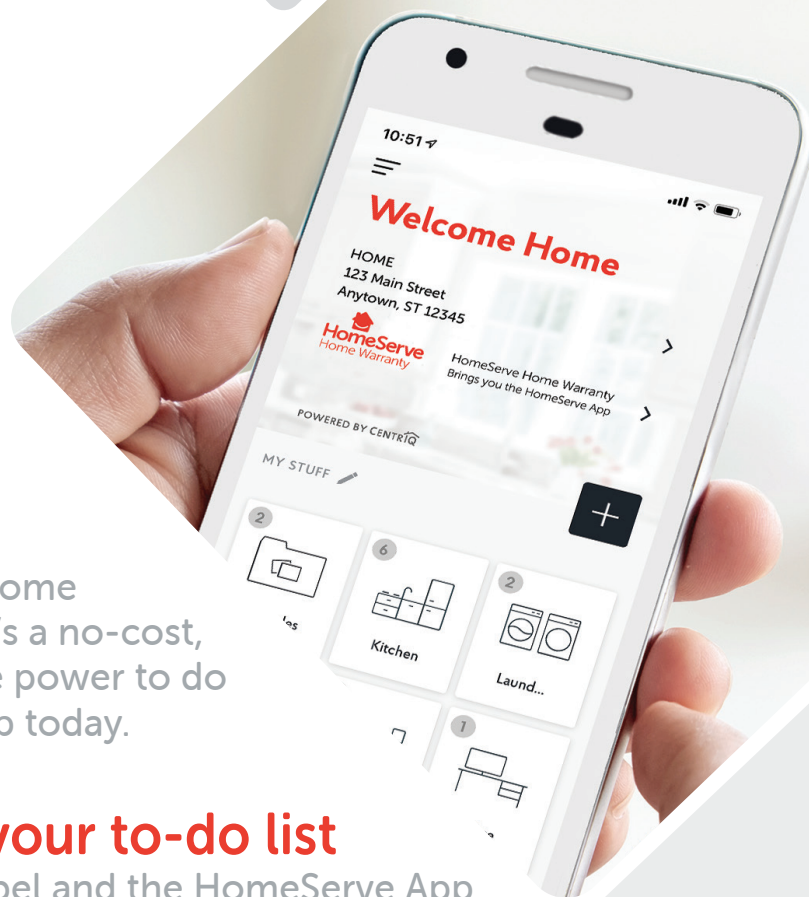
Get reminders to help keep everything in your home working properly. Plus, watch how-to videos and find links for replacement parts.

Get real-time product recall notices

Get recall alerts for unsafe or defective appliances, systems, and devices. If a recall matches a stored item, you'll be in the know.

Access your HomeServe plans

Manage your service plans, get help, or make a claim wherever you are, whenever you need.



To download the FREE HomeServe App
Visit from any device



Get the App



10 Reasons To Choose



- 1 HomeServe Home Warranty is one of the largest home repair administrators in the country, trusted by over 4.4 million customers
- 2 Access to a network of 12,000+ licensed technicians and contractors across the continental U.S.
- 3 Superior service with an award-winning call center
- 4 Refrigerant is included in cooling system coverage
- 5 No proof of home inspection requirement and no age-based restrictions on covered items
- 6 Repairs guaranteed for 1 year (Industry Best)
- 7 Customer service reps available 24 hours a day, 7 days a week
- 8 Local, licensed, and insured technicians
- 9 The HomeServe App
- 10 A+ Rating with the BBB. Accredited since 2014.



For more information:

Visit homeserve.com/realestate
Call toll-free 1-866-710-3700

Important Coverage Information:

Eligibility: An owner of a residential single structure, or a unit within a structure, that is: 5,000 sq. ft or less; not intended to be moved; and not used for commercial purposes may be eligible. Covered items covered by a homeowners' or like association or not installed per manufacturer specifications are not eligible. You are not eligible if you know of any problems with any of your covered items prior to enrollment. Benefit Details: Coverage provides, up to the annual benefit amount, for covered repair or replacement of covered items, for which you have sole responsibility, that are failing to perform their fundamental operations due to normal wear and tear (including rust, corrosion, sedimentary or mineral deposits), not accident or negligence. There is a \$75 fee per service call. Not covered: Damage from accidents, negligence or otherwise caused by you, others or unusual circumstances and other exclusions, some of which are specified below. *See specific covered items below for additional information.* Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. General: Your plan starts the day your enrollment is processed, and you can make a service call immediately. Cancel any time by calling HomeServe at 1-866-710-3700. If you cancel within 30 days of your start date, you will get a full refund (less claims paid or tune-ups provided, where applicable). Cancellations after the first 30 days will be effective at the end of the then-current billing month, and you will get a pro-rata refund (less claims paid or tune-ups provided, where applicable). The plan is annual and will not renew at the end of term. After this term, homeowner may choose to enroll in an available plan. **Covered Items Information:** *Attic, Ceiling and Exhaust Fans* (up to \$500); *Central Vacuum System* (up to \$1,000); *Clothes Washer and Dryer* (up to \$2,000 for both; knobs/dials not covered); *Cooling System* that does not exceed a 5 ton capacity and is any of the following: ducted electric central air conditioning, ducted electric wall mounted air conditioning, heat pumps, water evaporative coolers (up to \$3,000; ductless/natural gas systems and flues/vents not covered); *Doorbell System* (up to \$1,000; surveillance systems not covered); *Ductwork* (up to \$1,000; pest damaged/asbestos-insulated ductwork not covered); *Electrical System* (up to \$1,500; meter box, light fixtures, low voltage wiring not covered); *Exterior Gas, Sewer and Water Lines* (up to \$1,000 for all lines; You must own the land on which your home is located to be eligible for this benefit.); *Exterior Septic Line/Tank System* (up to \$1,000; You must own the land on which your home is located to be eligible for this benefit.); *Garage Door Opener* (up to \$1,000; remote control not covered); *Garbage Disposal* (up to \$500); *Heating System* that is a forced air, steam or circulating hot water central heating system (up to \$3,000; timers, flues/vents, programmable/wifi thermostats not covered); *Interior Plumbing System* including water, drain, gas, waste or vent lines (up to \$2,000; stoppages from roots not covered); *Kitchen Appliances*, including dishwasher, microwave, gas/electric range/oven/cooktop including a built-in range hood exhaust fan, and trash compactor (up to \$2,000 for all); *Plumbing Faucets and Fixtures* (up to \$500); *Kitchen Refrigerator* (up to \$2,000); *Additional Kitchen Refrigeration/Freezer Unit* (up to \$1,000); *Re-Key Service* of up to 6 exterior keyholes and 4 copies of the new key; *Swimming Pool and/or Spa Systems* (up to \$1,500; You must also own the land on which your home is located to be eligible for this benefit); *Tune-Ups*: 1 tune-up for each cooling and heating system; *Water Heater* that is electric, natural gas or propane (up to \$1,500); *Water Softener* (up to \$500); *Well Pump* (up to \$1,500). Additional exclusions apply.

Actual Terms and Conditions are contained in the service contract and should be read carefully before buying. See full Terms and Conditions with complete coverage and exclusion details prior to enrolling by calling 1-866-710-3700 or going to www.TermsConditions54.com for Texas residents, or www.TermsConditions110.com for residents of all other states. You will also receive the Terms and Conditions with your service contract. For Texas residents: This is a residential service contract; it is not an insurance policy and is not regulated or approved by the Texas Department of Insurance.

HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851 administers this optional service plan which is provided by Utility Service Partners Private Label, Inc. 7134 Lee Highway, Chattanooga, TN 37421.

		COST:	Essential Plan \$475	Premier Plan \$525
Cooling System	Air Conditioning System (ducted electric central air conditioning, ducted electric wall-mounted air conditioning, heat pumps (including gas packs), water evaporative coolers) No limit on the number of units		✓	✓
	SEER Rating Upgrade		✓	✓
	Refrigerant		✓	✓
	Refrigerant Recapture, Recovery and Disposal		✓	✓
	Crane/Lifting Equipment Service		✓	✓
Heating System	Heating System (forced air system, steam or circulating hot water central heating system) No limit on the number of units		✓	✓
Ductwork	Ductwork		✓	✓
HVAC Tune-Up	HVAC Tune-Up 1 tune-up per year per each cooling system 1 tune-up per year per each heating system			✓
Interior Plumbing System	Leaks and breaks of water, drain, gas, waste or vent lines		✓	✓
	Clearing of stoppages in drain, vent, and waste lines		✓	✓
	Toilet tanks, bowls and mechanisms		✓	✓
	Diverter valves, angle stops, risers and gate valves		✓	✓
	Built-in bathtub whirlpool motor and pump assemblies		✓	✓
	Affixed sump pumps		✓	✓
Garbage Disposal	Garbage Disposal		✓	✓
Plumbing Faucets & Fixtures	Plumbing Faucets & Fixtures			✓
Water Heater	Water Heater (electric, natural gas or propane water heater); Tankless Water Heater No limit on the number of units		✓	✓
Electrical System	High voltage wiring or relays		✓	✓
	Fuse box		✓	✓
	Circuit breaker panel		✓	✓
	Switches and outlets		✓	✓
Dishwasher Range/Oven/Cooktop Microwave Oven Trash Compactor	Dishwasher		✓	✓
	Range/Oven/Cooktop (including Range Hood Exhaust Fan)		✓	✓
	Microwave Oven		✓	✓
	Trash Compactor		✓	✓
Clothes Washer Clothes Dryer	Clothes Washer			✓
	Clothes Dryer			✓
Refrigerator	Refrigerator (including integral freezer or ice maker)		✓	✓
Re-Key Service	Re-Key Service (up to 6 exterior locks & 4 copies of the new key)		✓	✓
Doorbell System	Doorbell System		✓	✓
Central Vacuum System	Central Vacuum System			✓
Attic, Ceiling & Exhaust Fans	Attic, Ceiling and Exhaust Fans			✓
Garage Door Opener	Garage Door Opener (up to 2 garage door openers)			✓
Instances of When Coverage Applies**	Failure due to wear and tear		✓	✓
	Unknown pre-existing conditions		✓	✓
	Failure due to lack of maintenance before your start date		✓	✓
	Failure due to mismatched system (insufficient size or efficiency) before your start date		✓	✓
	Improper installation or repair before your start date		✓	✓
	Failure due to rust, corrosion, sedimentary or mineral deposits		✓	✓
City Permits & Code Violation Corrections***	Haul away		✓	✓
	City Permits		✓	✓
Additional Coverages	Code Violation Corrections		✓	✓
	Swimming Pool and/or Spa Systems			\$160
	Refrigeration/Freezer Unit (additional), including refrigerator, wet bar refrigerator, wine refrigerator or standalone freezer			\$50
	Exterior Water Service Line, Gas Line & Sewer Line			\$80
	Exterior Septic Line/Tank System			\$160
	Well Pump			\$100
	Water Softener			\$50