

Home Warranty
APPLIANCE PROTECTION PLANS

Service Guide



Appliance
Protection Plan

a product of

Home  WarrantySM

Request service at (877) 977-4949

Nobody covers you like Home Warranty.

Essentials Plan

\$15.95/month

- ▲ Furnace
- ▲ Water heater
- ▲ Refrigerator
- ▲ Central air conditioning unit or clothes washer

Heating Plan

\$12.95/month

- ▲ Furnace
- ▲ Water heater
- ▲ Stove
- ▲ Dryer

Heating Plus Plan

\$19.95/month

- ▲ Furnace
- ▲ Water heater
- ▲ Stove
- ▲ Dryer
- ▲ Annual furnace checkup*

Kitchen Plan

\$12.95/month

- ▲ Stove
- ▲ Refrigerator
- ▲ Dishwasher
- ▲ Microwave

Kitchen/Laundry Plan

\$12.95/month

- ▲ Stove
- ▲ Refrigerator
- ▲ Clothes washer
- ▲ Dryer

CONTINUED >

Total Home Plan

\$21.95/month

- ▲ Furnace
- ▲ Water heater
- ▲ Refrigerator
- ▲ Stove
- ▲ Clothes washer
- ▲ Dryer
- ▲ Central air conditioning unit or dishwasher or microwave

Total Home Plus

\$29.95/month

- ▲ Furnace
- ▲ Water heater
- ▲ Refrigerator
- ▲ Stove
- ▲ Clothes washer
- ▲ Dryer
- ▲ Central air conditioning unit or dishwasher or microwave
- ▲ Annual furnace checkup*

A la Carte Additions

\$3.25/month per appliance

- ▲ Dishwasher
- ▲ Freezer
- ▲ Microwave
- ▲ Water heater
- ▲ Clothes washer
- ▲ Dryer
- ▲ Stove
- ▲ Refrigerator

**\$4.25/month
per appliance**

- ▲ Furnace
- ▲ Central air conditioning unit

**\$8.50/month
per appliance**

- ▲ Heat pump

** Heating Plus and Total Home Plus Plan customers must be enrolled in the Appliance Protection Plan a minimum of four months prior to scheduling an annual furnace checkup.*

Covered parts for appliances that may be included in your plan are listed below. Only those parts specifically named in this section, for the appliances specifically included in your plan, are covered under the Appliance Protection Plan.

- ▲ Water heater: (gas or electric) Gas valve, main burner, limit control, pilot burner, thermocouple, flame spreader, regulator, thermostat, manifold, ignitor, relief valve, vent damper and electrical heating element.
- ▲ Central air conditioning unit: (electric) Condenser fan motor, thermostat (standard only), fuse, relay, transformer, compressor, pulleys, timer, condenser fan blades, fan control, bearings, switches, electrodes, capacitors and PC board.
- ▲ Central home heating: (gas, electric or oil) Gas valve, main burner, electronic ignition, limit control, pilot burner, thermocouple, flame spreader, regulator, thermostat (standard only), manifold, fuse, transformer, relay, ignitor, sensor, blower motor, power pack, bearing, pulleys, fan control, fan safety switch, pressure control, pressure gauge, low water cut-off, sight glass, pump coupling, fluid pump, blower fan, power vent assembly, heat coil, switches and PC board.
- ▲ Central home heating and air conditioning heat pump: (electric) Compressor, auxiliary electrical resistant heating coils, condenser, thermostatic expansion valve, reserving valve, pump motor, fan control, bearings, pulleys, standard thermostat, relay transformer, timer, switches, electrodes, semi-conductors and PC board.

CONTINUED >



- ▲ Stove, including oven: (gas or electric) Gas valve, main burner, pilot burner, thermocouple, manifold transformer, relay, regulator, standard thermostat, ignitor, fuse, sensor, power pack, seals, surface unit controls, programmed cooking controls and elements.
- ▲ Microwave: Door interlock electrical switch, touch pad/controller, control board, power supply, motor-related electrical parts, PC board.
- ▲ Refrigerator: Condenser fan motor, defrost heating element, thermostat, fuse, relay, evaporator fan motor, compressor, defrost timer, fan control, bearings, capacitor, switches, electrodes, semi-conductors and PC board.
- ▲ Dishwasher: Heating element, pump, drain valve, motor, door switch interlock, timer, float switch, belts, internal hoses and related electrical parts.
- ▲ Clothes washer: Water level switch, water inlet valve, water temperature switch, basket, brakes, clutch assembly, timer, transmission, agitator, lid switch, motor, internal hoses, pump, pump solenoid, drive belts, and related electrical parts.
- ▲ Clothes dryer: (gas or electric) Gas valve, main burner, pilot burner, thermocouple, manifold, transformer, relay, regulator, thermostat, ignitor, fuse, sensor, power pack, seals, drive belt, limit control, motor, bearings, pulleys, timer and electrical heating element.
- ▲ Freezer: Condenser motor, defrost heating element, thermostat, fuse, relay, evaporator fan motor, compressor, defrost timer, fan control bearings, capacitor, switches, electrodes, semi-conductors and PC board.



Replacement Bonus

(877) 977-4949

Your Appliance Protection Plan covers more than 150 repairs on your major appliance. In situations where required parts or repair services are no longer available, or where the cost of repairs would exceed the replacement cost of a comparable model by the same manufacturer, or when the lifetime costs of the repairs exceed \$250 for a central heating or air conditioning unit and \$150 on all other appliances, replacement of the appliances will be recommended and Home Warranty will not make the repair.

In these situations, you will be eligible for a Replacement Bonus of \$250 for a central heating or air conditioning unit and \$150 on all other appliances or the amount of the purchase price of the new appliance, whichever is less. The Replacement Bonus claim request must be received by Home Warranty within 90 days of the date that Home Warranty recommended replacement or authorized the Replacement Bonus in order to be eligible for the Replacement Bonus.

To submit a claim for your Replacement Bonus, mail a copy of the sales receipt for the new appliance and a brief note describing your request to:

Home Warranty
Attn: Appliance Protection Plan
PO Box 1
Rock Rapids, IA 51246

You will receive your Replacement Bonus within 30 days of your request.



We are not responsible for the following items or situations:

1. Maintenance items such as air or water filters, general cleaning, tune-ups door gaskets and light bulbs; hardware or accessories such as knobs, handles, cabinets, hinges, racks, shelves, shelf brackets, buttons, dials, baskets, rollers and trim; all external electric cords, venting, gas, water and drain lines; failures due to rust, corrosion, physical damage or chemical or sediment build-up; improper venting; household electrical or plumbing problems; failure to clean or maintain as specified by the equipment manufacturer; missing parts; structural changes; pre-existing conditions, defects and deficiencies and any part or repair not listed in the “Covered appliance parts” section.
2. Home heating, central air conditioning and heat pump systems—Cleaning, heat exchangers, baseboard casings, portable units, solar heating systems, fireplaces, chimneys, filters, registers, grills, programmable thermostats, clocks, evaporator or condenser coil cleaning, fuel storage tanks, flues and vents, gas air conditioning systems, condenser casings, duct damper motors and controls, evaporator and condenser coils, zone valves, boiler sections, expansion tanks (includes draining), radiator venting; Amana HTM, Glo-core, Coleman Deluxe Blend, Hydro Pulse, Complete Heat and Arkla furnaces; ductwork, air cleaners, humidifiers, refrigerant, refrigerant line sets, circuit breakers, drains, and unit accessories. Only natural gas/propane space heaters used for heating the entire residence are covered as central heat. Repair or replacement of any part or portion of ground source (geo-thermal/ geo-exchange) heat pump system ground source loops is not covered.
3. Water heater—Water heater tanks, external plumbing.
4. Stove and microwave—Clocks which do not control timers or operation, meat probe assemblies, rotisseries, glass panels, door gaskets.
5. Refrigerator and freezer—Condenser coils, ice makers, valving, food spoilage, door gaskets, Sub Zero refrigerators.

CONTINUED >

6. Clothes washer and dryer—Plastic mini-tubs, soap dispensers, filter and lint screens, damage to clothes.
7. Any material, parts or labor required as a result of abuse, misuse, vandalism, freezing, fire, wind, water, lightning, ice, snow, explosion, pet damage, pest damage, acts of God, power or water fluctuations, flooding, damage caused by equipment not covered; repairs covered by manufacturer's recall, warranty, other service contract or insurance; modifications, improper installation, alterations, unauthorized repair; the lack of capacity, adequacy, efficiency, design or improper installation of any system or appliance; any service or repair associated with hazardous material treatment, removal or disposal; disconnection or installation of the appliance(s); the cost of removing or disposing the covered product; correcting or upgrading any parts, system or appliance in order to comply with any federal, state or local laws, regulation ordinances, utility regulations, or to meet changes in efficiency requirements.
8. Home Warranty is not responsible for consequential, indirect, or direct damages, injury or illness caused by delays, non-availability of parts, missed appointments, failure to service, labor difficulties and other conditions whatsoever related directly or indirectly to this plan. Home Warranty will only cover the repair cost or replacement bonus for covered items.

1. This service agreement is between Home Warranty and the Appliance Protection Plan purchaser. The term of this service agreement extends for 12 months and begins 30 days after the order date and upon receipt of your first payment. Coverage will then automatically renew at the end of each term. Each monthly payment applies toward coverage for the following month. Payments can be made monthly or annually. Additional plans or a la carte appliances can be added at any time. Coverage on additions will begin 30 days after the order date and upon receipt of the first payment for the additional items. For payment convenience, Easy Pay monthly electronic funds withdrawal from your checking or savings account or credit card payment is available.
2. All equipment covered by this agreement must be an ongoing part of the residence. By enrolling, you are certifying that all equipment is in good working condition, reasonably clean, and accessible at the time of service. If your household has more than one appliance of the type covered and you only selected a plan offering coverage on one appliance of the type listed, the first unit repaired under the Appliance Protection Plan coverage will become the covered unit.
3. Your account must be current to use this service. Service will not be dispatched on delinquent accounts. An account is considered delinquent when full payment for the billed coverage period has not been received by Home Warranty by the statement due date. Accounts reactivated after 30 days of non-payment may be subject to a 30-day waiting period before service eligibility resumes. Heating Plus and Total Home Plus Plan customers must be enrolled in the Appliance Protection Plan a minimum of four months prior to scheduling an annual furnace checkup.
4. All single-family homes, condominiums, town homes or multi-family homes using residential-grade appliances and appliances owned by renters of residential housing are eligible for coverage. Common area appliances are not eligible. Eligibility of all dwellings and appliances are subject to approval by Home Warranty.
5. The provisions of the plan provide for the repair of covered parts and labor for "mechanical or electrical breakdown." Mechanical or electrical breakdown is defined as failure (not gradual reduction in operating performance due to wear and tear or breakage) of a defective covered part. Replacement will be made with like kind and quality, and a description of all repairs will be furnished to you for your complete review and approval by signature. We reserve the right to use qualified contractors, select parts to be used and restrict certain makes of equipment used to fulfill all or any part of our obligation under the terms of this agreement. For Iowa residents, the issuer of this contract is subject to regulation by the Insurance Division of the Department of Commerce of the State of Iowa. Complaints that are not settled by the issuer may be sent to the Insurance Division.
6. In situations where required parts or repair services are no longer available, or where the cost of repairs would exceed the replacement cost of a comparable model by the same manufacturer,

CONTINUED >

or when the lifetime costs of the repairs exceed \$250 for a central heating or air conditioning unit and \$150 on all other appliances, replacement of the appliance will be recommended and Home Warranty will not make the repair. In these situations, you will be eligible for a Replacement Bonus of \$250 for a central heating or air conditioning unit and \$150 on all other appliances or the amount of the purchase price of the new appliance, whichever is less. The Replacement Bonus claim request must be received by Home Warranty within 90 days of the date that Home Warranty recommended replacement or authorized the Replacement Bonus in order to be eligible for the Replacement Bonus. Your account must be active and current to receive the Replacement Bonus. To submit a claim for your Replacement Bonus, mail a copy of the sales receipt for the new appliance and a brief note describing your request to: Home Warranty, Attn: Appliance Protection Plan, PO Box 1, Rock Rapids, IA 51246. You will receive your Replacement Bonus within 30 days of your request.

7. The price of this service may be adjusted from time to time. Notice of any price adjustment will be provided to you, in writing, at least 30 days prior to implementation. You may terminate coverage by giving written notice prior to the effective date of change.
8. We reserve the right to change or cancel the Appliance Protection Plan upon 30 days written notice. In the event of fraud, material misrepresentation (including misrepresentation of equipment condition), or failure to pay, cancellation may be immediate and we may demand payment of the full cost of all services provided to you less any payments made.
9. If you move, coverage may be transferred to your new residence (if in coverage area) within a 30-day waiting period. Please call customer service at (877) 977-4949 for details.
10. You may cancel the Appliance Protection Plan by submitting a written cancellation request to: Home Warranty, PO Box 1, Rock Rapids, IA 51246. Cancellation becomes effective at the end of the current month of coverage. The Appliance Protection Plan offers no cash value upon cancellation. If you had one or more service claims and want to cancel before the 12-month term is completed, you will be responsible for the entire cost of all service claims or the balance of the 12-month contract, whichever is smaller.

Illinois Residents: Agreement holder may cancel this agreement at any time and receive, minus a cancellation fee of the lesser of 10% of the agreement price or \$50, a refund in one of the following amounts. If canceled within the first 30 days of purchase and no service has been provided, a full refund of the purchase price. If after the first 30 days or service has been provided, a prorated portion of the agreement cost based on the ratio of whole paid months between the agreement end date and the requested date of refund compared to the total time of the agreement period purchased minus any service costs incurred by Home Warranty under the agreement.

11. The Appliance Protection Plan may be subject to state and local sales taxes.
12. No trade service fee or deductible applies to this plan or on a per incident basis.

Payment Options

(877) 977-4949

Appliance Protection Plan payments can be made with your Visa, MasterCard® or Discover® Card (annual payment only), or by direct payment through your checking or savings account (monthly or annual payment). Take advantage of these options, by following these simple steps:

1. Read and complete the information carefully on the reverse side.
2. Check the box for credit card or Easy Pay option.
3. Be sure to enclose a voided check if you choose Easy Pay.
4. Detach and enclose the completed form in your regular payment envelope, or mail to:

Home Warranty
Attn: Appliance
Protection Plan
PO Box 1
Rock Rapids, IA 51246

▶ DETACH AND MAIL IN REGULAR PAYMENT ENVELOPE ▶

Name (printed)

Address

City State Zip

Phone number

Signature Date

Automatic withdrawal will occur on the 25th day of each month. If the 25th day falls on a holiday or weekend, payment will be taken out the following business day.

I wish to sign up for:

Credit card option (Check one)

Visa MasterCard Discover

CC # _____ / _____ / _____

Card expiration date: _____ / _____ (Mo/Yr)

OR:

Easy pay (Check one)

Checking account Savings account

Bank routing # _____

Bank account # _____

Be sure to attach a voided check for Easy Pay.

If you have any questions about your Appliance Protection Plan and/or our credit card or automatic withdrawal service, contact us at (877) 977-4949.

Mail in regular envelope to:
Home Warranty
Attn: Appliance Protection Plan
PO Box 1
Rock Rapids, IA 51246

Home Warranty

Attn: Appliance Protection Plan
PO Box 1
Rock Rapids, IA 51246

(877) 977-4949

www.homewarrantyinc.com

Appliance
Protection Plan

a product of

Home  WarrantySM