



Home  Warranty <sup>SM</sup>

# Appliance Protection Plan

(877)977-4949 (toll-free) • [www.homewarrantyinc.com](http://www.homewarrantyinc.com)

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# Frequently Asked Questions



## Why buy Appliance Protection Plan?

Appliance Protection Plan provides you with **peace of mind**. No more worrying about having unexpected, expensive repairs for appliances. Now you pay one low monthly fee to cover all your major appliances.

Your Appliance Protection Plan **covers the entire repair\***. There is no deductible or extra charge for a service call, mileage, parts, or labor.

In the event that an appliance is not repairable or the repair is above the replacement value of the appliance, Home Warranty provides money toward the purchase of a new one. There is a replacement allowance equal to **100% of the money paid in** on that appliance to a maximum of \$400 for regular appliances (except refrigerators), \$600 on refrigerators and \$1,000 for furnaces and air conditioners. This means 100% of the coverage you pay on an item goes toward the eventual replacement of that same item!\*

Now there is no searching in the phone book to find a repair company. One toll free call to our 24 hour/365 days a year Claim Center, and we **match you with a reputable service company** in your area.

## Why buy Appliance Protection Plan over other service plans?

Unlike most extended warranty plans, your appliances are covered **regardless of age** and the price never changes just because your appliance gets older.

The Appliance Protection Plan is one of the **most complete and comprehensive plans**. Home Warranty has some of the **most competitive rates** in the business—**less than half** of some major competitors.

There are **no hidden fees or extra expenses** when you have an appliance repair. Your monthly fee covers the entire repair.

Home Warranty **provides money** towards the purchase of a new appliance if yours is not repairable, allowing you to upgrade to the make, model, and color of appliance you desire—no need to settle for a low-end replacement appliance.

*\*Please review Terms and Conditions for additional information.*



[www.homewarrantyinc.com](http://www.homewarrantyinc.com)

Even your  
smallest  
purchase comes  
with a warranty...  
shouldn't your  
largest?



nobody **covers** you like...



## Items Available for Coverage

- Furnace
- Air-to-Air Heat Pump
- Annual Furnace Inspection
- Air Conditioner
- Water Heater
- Trash Compactor
- Built in or Over the Range Microwave
- Refrigerator
- Stand Alone Freezer
- Dishwasher
- Range/Stove
- Cooktop Stove
- Wall Oven
- Washer
- Dryer
- Water Softener

**CONTACT  
US  
TODAY!**

(877)977-4949

[www.homewarrantyinc.com](http://www.homewarrantyinc.com)

PO Box 1  
Rock Rapids, IA 51246

[www.homewarrantyinc.com](http://www.homewarrantyinc.com)



# Appliance Protection Plan Agreement

For service or questions, call toll-free (877) 977-4949

## ■ COVERAGE REQUIREMENTS

1. All covered systems and appliances must be in normal operating condition at the time coverage takes effect. Conditions determined to have existed prior to the coverage period or systems and appliances that never functioned properly during the period of warranty coverage are pre-existing conditions and are not eligible for coverage under this agreement.
2. Agreement covers only repairs resulting from normal wear and tear associated with normal usage of covered items.
3. Purchase or registration of the plan implies consent to all agreement terms and conditions.
4. Coverage starts on the date of application, provided that fees are received within 15 business days, and continues for the number of years purchased.

## ■ COVERAGE

1. Agreement provides for repair (including parts and labor) or replacement on all items for which coverage has been purchased (subject to terms and limitations of this agreement).
2. Items for which parts or technical information are not available (other than non-readable or missing make, model or serial numbers) or items for which the repair exceeds replacement cost of the item will be deemed non-repairable. A customer whose mechanical system or appliance has been deemed non-repairable will be given the monies available in the Replacement Account. Items for which parts or technical information are not available due to non-readable or missing make, model and serial numbers will be assessed a repair estimate based on a comparable item.
3. The Replacement Account consists of 100% of the money paid in premium on a covered item, subject to a **maximum of \$400 for appliances (except refrigerators), \$600 for refrigerators and \$1,000 for furnaces, air-to-air heat pumps, or air conditioners.** Replacement Account monies shall be kept in the account until the covered item is deemed non-repairable. Replacement Account ceases to exist upon expiration of the contract. Items replaced using Replacement Account monies must have coverage continued after replacement for a minimum of one year.
4. Home Warranty may (at its own discretion) allow homeowner to forgo repair and apply an amount up to what the repair would have cost to the replacement of an item instead, but allowance will never exceed Home Warranty's estimate of remaining cost of repair, regardless of age or condition of the item.
5. **Home Warranty has sole discretion to choose service personnel and will not reimburse for work performed without its prior approval or by service personnel contacted directly by the customer unless directed to do so by Home Warranty.**
6. All requests for service not answered immediately will be acknowledged with a return phone call within 4 hours during normal working hours and 48 hours on weekends and holidays. Agreement allows for homeowner to contact service company and schedule service during normal business hours. Agreement holders may elect to have off hours or expedited service performed at their own discretion but will be responsible for any additional fees associated with expediting service. Home Warranty reserves the right to obtain a second opinion at Home Warranty's expense.
7. Home Warranty reserves the sole right to determine whether a covered system or appliance will be repaired or replaced and reserves the sole right to limit the amount paid on any individual repair or replacement.
8. If a property has multiple mechanical systems or appliances that require the purchase of additional coverage in order to be covered and additional coverage is not purchased, Home Warranty will limit coverage to the appliance specified in the application.
9. Home Warranty reserves the right to have the repair or replacement performed with after-market, off-brand, used, remanufactured, or reconditioned parts.
10. Notice of any malfunction must be given to Home Warranty prior to agreement expiration and approved work must be completed within six months of agreement expiration.
11. Unless a part of item is specifically listed under the "Covered" section, the item or part is not covered.

## ■ ITEMS AVAILABLE FOR COVERAGE

### 1. Furnace or Air-to-Air Heat Pump

**Coverage on furnace or air-to-air heat pump repairs is limited to one thousand dollars per contract year.**

COVERED: Main heating and associated parts and components including blower fan motors, burners, controls, fan blades, heat/cool thermostats, damper or zone control systems, heat exchangers, heating elements, ignitor and pilot assemblies, internal system controls, wiring and relays, motors and switches, air handler, capacitors, compressors, condenser fan motors, condenser coils, evaporator coils, fan blades, pumps, reversing valves.

NOT COVERED: Portable or window units, solar heating systems, pellet or wood stoves, radiant cable heat, or fireplaces and associated components. Chimneys. Outside or underground piping. Circulation components or re-drilling of wells for water source heat pumps. Fuel storage tanks. Expansion tanks. Filters. Timers. Heat lamps. Humidifiers or dehumidifiers. Condensate drain pump. Flues and vents. Improperly sized systems. Cleaning and maintenance. Free-standing or gas log systems, including gas supply lines. Dampers. Pressure regulators. Computerized energy management systems. Electronic air

cleaners. Water towers. Roof jacks and stands. Any system with asbestos. Heat recovery units. Interconnecting refrigerant lines. Water pumps. Water cooling towers. Improper use of metering devices. Insulation. Concrete pads. Baseboard, casings, registers and radiators tied to boiler systems. Boiler.

### 2. Air Conditioner

**NOTE: Coverage on air conditioner repairs is limited to one thousand dollars per contract year.**

COVERED: Cooling system (including a heat pump, central air conditioner, or water evaporative cooler unit) and associated parts and components including blower fan motors, controls, fan blades, heat/cool thermostats, damper or zone control systems, internal system controls, wiring and relays, motors and switches, air handler, capacitors, compressors, condenser fan motors, condenser coils, evaporator coils, fan blades, pumps, refrigerant filter dryer, refrigerant piping, reversing valves.

NOT COVERED: Portable or window units. Outside or underground piping. Circulation components or re-drilling of wells for water source heat pumps. Fuel storage tanks. Expansion tanks. Filters. Timers. Humidifiers or dehumidifiers. Condensate drain pump. Flues and vents. Improperly sized systems. Cleaning and maintenance. Pressure regulators. Computerized energy management systems. Gas air conditioning systems. Electronic air cleaners. Water towers. Roof jacks and stands. Chillers. Any system with asbestos. Interconnecting refrigerant lines. Water pumps. Water cooling towers. Improper use of metering devices. Pre-coolers. Insulation. Concrete pads. Costs related to adding or recapturing refrigerant. Costs related to adding or recapturing refrigerant.

### 3. Annual Furnace Inspection

Customers who sign up for annual inspections on an item must also be signed up for coverage on that item. It is the responsibility of customers who are signed up for annual inspections to contact Home Warranty annually to request the inspection. Inspections are limited to one per agreement year and no refund will be given on inspections that the customer failed to schedule within an agreement year.

### 4. Water Heater

COVERED: Main unit (including a tank, tankless, or power vent unit), exhaust blower assembly, water heater elements, gas control valves, and thermostats. **Coverage on water heater is limited to five hundred dollars per contract year.**

NOT COVERED: Solar water heaters and components. Thermal expansion or holding tanks. Noises. Odors. Color or purity of water. Flues and vents. Insulation blanket. Hot water dispensers are considered secondary water heaters and are not covered unless optional coverage is purchased. Combination water heaters/boilers and components unless purchased as a secondary heating unit.

### 5. Trash Compactor

COVERED: All components and parts except:

NOT COVERED: Lock and key assemblies. Removable buckets.

### 6. Built In or Over the Range Microwave

COVERED: All components and parts except:

NOT COVERED: Portable or counter top units. Interior linings. Door glass. Shelves. Meat probe assemblies or rotisseries.

### 7. Refrigerator/Stand Alone Freezer

COVERED: All components and parts except:

NOT COVERED: Ice makers, ice crushers, beverage dispensers and associated parts. Interior thermal shells or liners. Food spoilage.

### 8. Dishwasher

COVERED: All components and parts including racks, baskets, rollers, portable units in home at time of warranty inception.

NOT COVERED: Cleaning or repair due to failure caused by foreign objects, scale, rust, minerals, and other deposits. Rack replacement is at the discretion of Home Warranty.

### 9. Range/Oven/Cooktop Stove/Wall Oven

COVERED: All components and parts except:

NOT COVERED: Clocks (unless they affect the function of the oven). Meat probe assemblies or rotisseries. Racks. Magnetic induction. Glass. Thermostatic controllers will only be replaced with standard controls.

### 10. Washer

COVERED: All components and parts except:

NOT COVERED: Fabric softener dispensers. Filter screens. Knobs and dials. Damage to clothing.

### 11. Dryer

COVERED: All components and parts except:

NOT COVERED: Venting. Knobs and dials. Damage to clothing.

### 12. Water Softener

COVERED: All parts and components except:

NOT COVERED: Rental units are not eligible for coverage.

*(continued on reverse side)*

(continued from previous side)

**LIMITS OF LIABILITY**

- 1. Conditions resulting from owner negligence, acts of God, or situations beyond what Home Warranty considers to be normal usage are not covered (including but not limited to abuse, pet/pest damage, theft, water, flood, fire, lightning, freezing, earth movement, wind, improper installation/alteration, lack of adequate power or water supply, power failure/surges, blown fuses or tripped breakers, unplugged appliances).
- 2. Service will not be performed on systems with hazardous/toxic materials or asbestos, nor does agreement provide for any removal, disposal, or demanufacturing of an appliance or mechanical system or any costs associated with the removal, reclamation, or disposal of materials, chemicals, or fluids associated with repair or replacement of a mechanical system or appliance.
- 3. Any system or appliance outside the confines of the home is not covered with the exception of central air conditioning or heat pump units, optional pool or spa equipment, or optional well pumps.
- 4. Appliances or mechanical systems used for commercial or home business use (included but not limited to day care, beauty salon, catering) are not eligible for coverage.
- 5. Agreement does not cover any appliance or system already covered by a manufacturer's warranty, recall notice or service bulletin, or manufacturer's defect.
- 6. Cosmetic and non-operational repairs are not covered (including but not limited to noise, odor, corrosion, clocks/timers or other parts not affecting the core operation of the item, loss of some optional functions, computerized monitoring equipment). Agreement does not pay for repairs associated with lack of performance due to improperly sized systems, failure to conduct routine maintenance, or build-up of lime, scale, sediment or other chemical deposits, color or purity of water.
- 7. Agreement does not pay for services associated with routine maintenance (including but not limited to cleaning, lubricating, filter replacement).
- 8. This agreement is not an insurance policy and will not duplicate or substitute for coverage provided under any insurance policy.
- 9. Any removal, repair, or replacement of systems whose defect is caused by moisture (including but not limited to mildew, mold, rot, fungus, corrosion) is not covered.
- 10. Consumable or expendable items are not covered (including but not limited to filters, light bulbs).
- 11. Home Warranty will not be responsible for any work or expense (including permits) needed to bring systems into compliance with federal, state, local, utility, or any other jurisdiction's codes or regulations.
- 12. Food spoilage, clothing damage, damage to persons, real property, personal property, or any other items (whether covered by this agreement or not) due to the failure of, or lack of timely repair or replacement of, an appliance or system is not covered.
- 13. Removal or reconstruction of, or subsequent or incidental damage to, systems, appliances, units, or walls, floors, carpeting, tile, ceilings and the like necessary to make repairs is not covered.
- 14. Any system or appliance where the agreement holder has failed or refused to provide a service company access to the item or its supporting systems is exempt from coverage.
- 15. This contract does not cover delays or failures to provide service caused by or related to any of the exclusions listed therein, shortages of labor or materials, or unwillingness of a servicer to perform service due to verbal abuse, threat of legal action or requests of the servicer to violate ethical standards or misrepresent the true nature of the diagnosis.
- 16. Any system or appliance that is operating within regulatory (including but not limited to EPA, OSHA, state or local building codes) and industry trade (including but not limited to ASHRAE, BPI) organization standards for carbon monoxide emissions is considered safe for operation and is not eligible for repair or replacement under this agreement until emission levels exceed those standards.

**TRANSFER, CANCELLATION AND RENEWAL**

- 1. Transfer: Agreements are transferable between property owners but remain tied to the originally warrantied property.
- 2. Cancellation: Home Warranty may cancel an agreement if issued based on fraudulent or misrepresented facts material to agreement issuance or claim filing, or if payment is not received. On any canceled agreement, the prorated annual cost of the agreement will be refunded minus any service costs and a standard 10% administration fee. If an agreement is canceled for lack of payment or fraudulent/misrepresented facts and service was provided on the agreement in excess of the amount collected by Home Warranty, homeowner will be responsible for the cost of service exceeding collected amount and any collection fees associated with securing payment. Homeowner may voluntarily withdraw from the agreement at any time but will receive no refund of agreement costs (unless otherwise noted in the miscellaneous section of the agreement).
- 3. Renewal: Agreements are renewable at Home Warranty's discretion and where permitted by law. Home Warranty will notify homeowner of renewal rate and agreement terms if applicable. Plan renewals take effect from the anniversary of the original closing date and are for a period of one year.

**Wisconsin Residents:** THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE WISCONSIN OFFICE OF THE COMMISSIONER OF INSURANCE. If you cancel this plan, no deduction shall be made from the refund for the cost of any services received. Purchaser may, within fifteen calendar days of the delivery of the warranty contract, reject and return the warranty contract for a full refund less actual costs or charges needed to issue and service the warranty contract.

- 4. Any renewals effected after the anniversary date has expired will be subjected to a 30-day waiting period before coverage will resume.

**MISCELLANEOUS**

Service plan is subject to state and local sales taxes where applicable. Home Warranty reserves the right to change/amend plan prices, coverage, or agreement terms without notice. Customer agrees to settle all disputes associated with this agreement by final and binding arbitration unless Home Warranty waives this right. This agreement shall be construed, and the legal relations between the parties determined, in accordance with the laws of the State of Iowa. Any action brought in connection with this agreement shall be brought in the State and County of the headquarters of Home Warranty and agreement holder hereby irrevocably consents to the jurisdiction of such courts. Purchase of this warranty may result in Home Warranty paying a fee or commission to the agent or sales associate who obtained the sale. Home Warranty operates as Home Warranty of the Midwest, Inc. Obligations of the provider under this service contract are backed by the full faith and credit of the provider.

**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.

**Illinois/South Carolina Residents:** Agreement holder may cancel this agreement at any time and receive, minus a cancellation fee of the lesser of ten percent of the agreement price or fifty dollars, a refund in one of the following amounts. If canceled within the first thirty days of purchase and no service has been provided, a full refund of the purchase price. If after the first thirty 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.

**Kentucky Residents:** The holder of the service contract shall be entitled to make a direct claim against the insurer upon the failure of the maker to pay any claim within sixty (60) days after the claim has been filed with the maker: United States Fire Insurance Company, 11490 Westheimer Rd, Suite 300, Houston, TX 77252-2807.

**South Carolina Residents only:** In the event of a dispute with the provider of this contract, you may contact the South Carolina Department of Insurance, Capitol Center, 1201 Main Street, Ste. 1000, Columbia, South Carolina 29201 or (800)768-3467. This agreement is not an insurance contract. A ten percent penalty per month shall be added to a refund that is not paid or credited within forty-five days after return of the service contract to the provider.

**TEXAS RESIDENTS—**You may cancel this Agreement at any time for any reason. If the Agreement is cancelled after the initial seven day cancellation period, the homeowner shall be entitled to a prorated annual cost of the agreement minus any service costs and a standard 10% administration fee.

This contract is issued by a Residential Service Company licensed by the Texas Real Estate Commission. Complaints about this contract or company may be directed to the Texas Real Estate Commission at P.O. Box 12188, Austin, TX 78711-2188, (512)936-3049. The purchase of a residential service contract or home warranty contract is optional and similar coverage may be purchased from other residential service companies or insurance companies authorized to conduct business in Texas.

**NOTICE: YOU THE BUYER HAVE OTHER RIGHTS AND REMEDIES UNDER THE TEXAS DECEPTIVE TRADE PRACTICES—CONSUMER PROTECTION ACT WHICH ARE IN ADDITION TO ANY REMEDY WHICH MAY BE AVAILABLE UNDER THIS CONTRACT. FOR MORE INFORMATION CONCERNING YOUR RIGHTS, CONTACT THE CONSUMER PROTECTION DIVISION OF THE ATTORNEY GENERAL'S OFFICE, YOUR LOCAL DISTRICT OR COUNTY ATTORNEY OR THE ATTORNEY OF YOUR CHOICE.**

Signature: \_\_\_\_\_

Agreement Number: \_\_\_\_\_  
(Will be provided by Home Warranty)

**NOTICE: THIS COMPANY PAYS PERSONS NOT EMPLOYED BY THE COMPANY FOR THE SALE, ADVERTISING, INSPECTION, OR PROCESSING OF A RESIDENTIAL SERVICE CONTRACT UNDER TEXAS OCCUPATIONS CODE §1303.304.**



## HOMEOWNER INFORMATION

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/ZipCode: \_\_\_\_\_  
 Home Phone: (    ) \_\_\_\_\_ Alternate Phone: (    ) \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Referring Company: \_\_\_\_\_  
 Rep. Name: \_\_\_\_\_  
 Rep. Email Address: \_\_\_\_\_

## SELECT COVERAGE

PRICES (add sales tax if applicable)  
 Annual Inspections and Home Appliances are \$5 each/month.  
 Furnaces and Air Conditioners are \$7 each/month.  
 Air-to-Air Heat Pumps are \$14 each/month.

Prices valid until 12/31/2018. After that, call or verify prices online at [www.homewarrantyinc.com](http://www.homewarrantyinc.com).

APPLIANCE/UNIT	BRAND	MONTHLY PRICE
1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
7.		\$
8.		\$
9.		\$
10.		\$
Sales Tax (SD/WV/NC Only)		\$
<b>TOTAL</b>		<b>\$</b>

**STAPLE VOIDED CHECK HERE**

## AGREEMENT

Purchase or registration of this plan implies consent to all agreement terms and conditions.

This plan does not cover any pre-existing conditions and requires all appliances and mechanical systems to be in normal working condition when this plan takes effect. Home Warranty does not require, but strongly encourages, inspections of covered items (especially heating and cooling systems) by professional contractors in order to help reduce or eliminate the risk that an item will be precluded from coverage due to a pre-existing condition.

Were the heating and cooling systems in this property inspected by a professional contractor?  Yes  No

Please attach completed inspection or invoice not over 30 days old from professional heating and cooling contractor.

Confirmation Number: \_\_\_\_\_  
*(Will be provided by Home Warranty)*

## BILLING INFORMATION

Sign up for monthly checking, savings or credit card payment and coverage prior to the first payment is **FREE!**

**ANNUALLY:** Check enclosed for the annual amount.  
 Mail to Home Warranty  
 PO Box 1, Rock Rapids, IA 51246

**MONTHLY (select an option in the next two columns):** Automatically debit my checking, savings or credit card monthly (attach a voided check or deposit slip). Payments are withdrawn on the 5th or 20th day of the month. *Note: will remain in effect until agreement is canceled.*

### Monthly Payments

**ACH debit from checking/savings account** *(be sure to attach a voided check)*

\_\_\_\_\_  
 Bank name  
 \_\_\_\_\_  
 9-digit financial institution routing #  
 \_\_\_\_\_  
 Financial institution checking/savings account #  
 \_\_\_\_\_  
 Signature for monthly account debit  
 \_\_\_\_\_  
 Date

**Credit card** *(provide card info below)*

Check one:  MasterCard  Visa  Discover

\_\_\_\_\_  
 Name on card  
 \_\_\_\_\_  
 16-digit credit card number  
 \_\_\_\_\_  
 Expiration date (mm/yy)      3-digit security code  
 \_\_\_\_\_  
 Billing address (if different than mailing address)  
 \_\_\_\_\_  
 Cardholder signature