INVOICE

CAPE FEAR A/C & HEATING CO.
1139 ROBESON ST.
FAYETTEVILLE NC 28305
Phone: 910-483-8790
Fax: 910-483-8737

DATE	INVOICE #	CUST #
3/10/2017	0000109677	0024179

BILL TO:

Robert Harrison
814 Derwent Place
Knightdale NC 27545

SHIP TO:

Robert Harrison
814 Derwent Place
Knightdale NC 27545

P.O. NUMBER	TERMS	SALES PERSON
	DUE ON RECPT	0086

QUAN	ITEM	DESCRIPTION	PRICE EACH	AMOUNT
		Install Trane 3.0 Ton Heat Pump		
1.00	4TWR7036B100	Trane 3.0 Ton Spit Heat Pump 1 PHS 2 Stage S/N 170847N42F	8,600.00	8,600.00
1.00	TAM7A0C36H31	Trane 3 ton air handler with epoxy coated coil S/N 17064UFP1V		
1.00	TFM235B0AH0	Trane Perfect Fit a/h media filter		
1.00	TCONT824AS52	Trane XL824 Thermostat		
1.00	BAYEVAC08LG	8KW HEAT STRIPS BOXED HWL S/N 1703B2FSAX		
1.00		Permit Knightdale		

1800 sq. ft. home

TOTAL **$8,600.00**

VISA MasterCard DISCOVER AMERICAN EXPRESS

CAPE FEAR
Air Conditioning & Heating Company, Inc.

9400-7 Ransdell Rd
Raleigh, N.C 27603
(919)322-2000
www.CapeFearAir.com

We at Cape Fear Air Conditioning and Heating Company would like to thank you for choosing us as the service provider for your new comfort system. Now that your system has been installed there are some "behind the scenes" work that needs to be taken care of, most we have done for you and some we will need your help. Enclosed in this packet you may find one or more of the following: invoice for the work, confirmation of warranty registration, AHRI certificate, and a dealer survey card. If you financed the job, you will find those papers as well. Any financing bills will be approximately 30 days from install and be mailed to you from the finance company itself. We would like for you to fill out the survey card and send it via mail, the card is already prepaid postage. These surveys help not only Trane know how dealers like ourselves perform, but also lets our company know how to better serve customers just like yourself. We strive to do the best job possible and would love to hear the feedback as to how you feel about us.

Any Duke/Progress Energy rebates were handled through our office. Please allow 6-8 weeks for them to process these. If you qualified for a PSNC bill credit, that will be/has been mailed to you from our office. You will need to complete the form and mail that to the address on the back.

You should have already received a call from our office to schedule your inspection from your local municipality. If you have already scheduled it, thank you, as these can be difficult to schedule sometimes. If you have not scheduled it, we would ask that you call our office at 919-322-2000 to do so as soon as possible. One of our office staff will be able to assist you in getting that scheduled.

Again, we truly appreciate your business and look forward to providing you with many years of quality service. We hope that we have provided you with a great experience and you can tell your friends, family, and coworkers about us. We do offer $100 referral to you should they mention your name and purchase a system through us. Word of mouth is the strongest compliment we can receive and way more valuable than any marketing we can do on our own. It's been our pleasure to help you, please let us know if we can help with any future service, maintenance, or installation needs.

Sincerely,

Team Cape Fear Air

AHRI CERTIFIED®
www.ahridirectory.org

This combination qualifies for a Federal Energy Efficiency Tax Credit when placed in service between Feb 17, 2009 and Dec 31, 2016.

Certificate of Product Ratings

AHRI Certified Reference Number: 7039031 Date: 3/2/2017

Product: Split System: Heat Pump with Remote Outdoor Unit-Air-Source

Outdoor Unit Model Number: 4TWR7036B1

Indoor Unit Model Number: *AM7A0C36H31

Manufacturer: TRANE

Trade/Brand name: TRANE

Series name: XR17

Manufacturer responsible for the rating of this system combination is TRANE

Rated as follows in accordance with AHRI Standard 210/240-2008 for Unitary Air-Conditioning and Air-Source Heat Pump Equipment and subject to verification of rating accuracy by AHRI-sponsored, independent, third party testing:

Cooling Capacity (Btuh):	36000
EER Rating (Cooling):	13.00
SEER Rating (Cooling):	17.00
Heating Capacity(Btuh) @ 47 F:	34000
Region IV HSPF Rating (Heating):	9.00
Heating Capacity(Btuh) @ 17 F:	21200

* Ratings followed by an asterisk (*) indicate a voluntary rerate of previously published data, unless accompanied with a WAS, which indicates an involuntary rerate.

DISCLAIMER
AHRI does not endorse the product(s) listed on this Certificate and makes no representations, warranties or guarantees as to, and assumes no responsibility for, the product(s) listed on this Certificate. AHRI expressly disclaims all liability for damages of any kind arising out of the use or performance of the product(s), or the unauthorized alteration of data listed on this Certificate. Certified ratings are valid only for models and configurations listed in the directory at www.ahridirectory.org.

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This Certificate and its contents are proprietary products of AHRI. This Certificate shall only be used for individual, personal and confidential reference purposes. The contents of this Certificate may not, in whole or in part, be reproduced; copied; disseminated; entered into a computer database; or otherwise utilized, in any form or manner or by any means, except for the user's individual, personal and confidential reference.

CERTIFICATE VERIFICATION
The information for the model cited on this certificate can be verified at www.ahridirectory.org, click on "Verify Certificate" link and enter the AHRI Certified Reference Number and the date on which the certificate was issued, which is listed above, and the Certificate No., which is listed at bottom right.

©2014 Air-Conditioning, Heating, and Refrigeration Institute

AHRI
AIR-CONDITIONING, HEATING, & REFRIGERATION INSTITUTE
we make life better™

CERTIFICATE NO.: 131329336990268358

TRANE

It's Hard To Stop A Trane.®

Limited Warranty Registration #4028072

Congratulations, your Limited Warranty was successfully submitted.

This is important information. Please retain for your records.

Please retain proof of the installation dates for your products (i.e. invoice) to verify the registered warranty for any future claims.

For complete, comprehensive Limited Warranty terms and conditions, please refer to your Limited Warranty in the Use and Care information that accompanied your product, or contact your installing dealer.

During the Registered Limited Warranty period you have the opportunity to purchase a transferability option, which allows your Registered Limited Warranty to be transferred to a subsequent homeowner. The original owner may purchase Transferability during the 60-day Product Registration Period or the subsequent owner may purchase Transferability within the Limited Warranty period, up to ninety (90) days following their purchase of the home.

With the purchase of your equipment, you may be eligible for a labor warranty from your installing dealer. Contact the installing dealer to inquire if your system may qualify for repair labor free of charge.

Name : Robert Harrison
Phone Number : (919) 295-4458
Email :
Dealer : Cape Fear AC & Heating

Home / Property Owner Address

Robert Harrison

814 Derwent Pl
Knightdale, NC 27545

Equipment Address

Robert Harrison

814 Derwent Pl
Knightdale, NC 27545

Limited Warranty Terms - Transfer Purchased : No

System 1

Heat Pump (Model# 4TWR7036B1000CA) (Serial# 170847N42F) (Residential Extended)

- Functional Parts - 03/02/2027 (Term Length 10 years)
- Outdoor Coil - 03/02/2027 (Term Length 10 years)
- Compressor - 03/02/2027 (Term Length 10 years)

Air Handler (Model# TAM7A0C36H31EAA) (Serial# 17064UFP1V) (Residential Extended)

- Indoor Coil - 03/02/2027 (Term Length 10 years)
- Functional Parts - 03/02/2027 (Term Length 10 years)

Accessories (Model# BAYEVAC08LG1BA) (Serial# 1703B2FSAX) (Residential Extended)

- Functional Parts - 03/02/2027 (Term Length 10 years)

Thermostat (Model# TCONT824AS52DA) (Serial# 1646C0BD7X) (Residential Extended)

Functional Parts - 03/02/2027 (Term Length 10 years)

Trane Limited Warranty Customer Service Number 1-855-260-2975



CAPE FEAR
Air Conditioning & Heating Company, Inc.

"Bringing Comfort To The Seasons of Your Life"

Name:	Robert Harrison			Consultant	Justin Byrd
Site Address:	814 Derwent place	Date:	3/2/2017	Billing Address:	
City:	Knightdale	Proposal #:	R60302201782643-1	City:	
State:	NC			State:	
Phone: 919-295-4458	Zip: 27545			Phone:	Zip:

XR 17 HEAT PUMP



TAM7 AIR HANDLER



System Investment

Base System:	$9,004.63
Optional Items Total:	$0.00
	<$404.63>
	<$0.00>
Sales Tax:	$0.00
System Total:	$8,600.00
Initial Investment:	$0.00
Balance:	$8,600.00
Term: Rate: %	Est. Payment: $0.00
Investment Type:	Cash
Net Investment After Credit & Rebates	$8,600.00

Purchased Accessories

Model No:- TFM210AOFR0

Description:- TRANE PERFECT FIT MEDIA AIR CLEANER

Paid in Full

3/2/2017

By signing this agreement I acknowledge that I have read and understand each page, including the terms and conditions.

Representative

Date 3/2/2017

Customer

Date 3/2/2017

Approved by

Date

Customer Copy

CAPE FEAR
Air Conditioning & Heating Company, Inc.

"Bringing Comfort To The Seasons of Your Life"

Name Robert Harrison	Proposal Number R60302201782643-1	Date 3/2/2017

Components in Base System Investment

Qty.	Model#	Description
1	4TWR7036A1	TRANE XR17 HEAT PUMP 3.0 TON R410A
1	TAM7A0C36H31EA	TRANE HYPERION VARIABLE SPEED 36K BTU XL SERIES 7 AIR HANDLER WITH EPOXY COATED COILS
1	BAYEVAC08LG1	8KW WITHOUT BREAKER
1	TCONT824	TRANE 5 STAGE COMFORTLINK PROGRAMMABLE WI-FI THERMOSTAT
1	TFM210AOFR0	TRANE PERFECT FIT MEDIA AIR CLEANER
1	ELEC-RECON-ID-OD HP 10K 3 TON	REHOOK A/H-FURN AND OUTDOOR UNIT ON SPLIT SYTEM.
1	ADD-MAT-100	ADDITIONAL MATERIALS
1	CONDRAIN-GRAVITY	CONDENSATE GRAVITY DRAIN
1	DRIPPAN-FS	DRIP PAN FOR AIR HANDLER WITH FLOAT SWITCH
1	REP-RETURN-AIR	INSTALLING REPLACEMENT FLEX ON EXISTING RETURN AIR
1	RETURN-LINED-PLENUM	RETURN PLENUM LINED
1	PLENUM-LINED	SUPPLY PLENUM LINED
1	3 TON	PERMIT FOR 3 TON RESIDENTIAL UNIT
1	3648	36 X 48 X 3 GREY POLY PAD
1	Complimentary Maintenace Agreement	COMPLIMENTARY MAINTENANCE AGREEMENT
1	EVAC-RECLAIM	EVACUATE / RECLAIM EXISTING COIL AND OUTDOOR UNIT
1	HP-AH-1	INSTALL H/P AND NEW AIR HANDLER - LEVEL 1

Tax Credits and Rebates

Inclusions

1 Year Comprehensive Labor Warranty
10 year parts warranty
12 year compressor warranty
Clean up work area before leaving worksite
Complete system start up
Ensure proper amount of freon in AC or HP
Ensures proper drainage
Ensures safety and insurability
Equipment Pad to stabilize outdoor unit
Evacuate refrigerant system, removes air and water
Includes Home owner walk through and training.
Includes Permits.
Installation to meet or exceed the Prevailing Codes.
Our Exclusive Installation Warranty
Programable Thermostat.
Quality assurance review
Remove and dispose used

Exclusions

Asbestos removal not included.
replacing copper line sets not included

Installation Instructions

Install 3 ton XR17 HP with TAM7 3 ton air handler. 8kw heat strips. Trane media filter. 16" Return Flex needs to be replaced with 18" Flex.

By signing this agreement I acknowledge that I have read and understand each page, including the terms and conditions.	Representative	Date 3/2/2017
Customer	Date 3/2/2017	Approved by	Date

CAPE FEAR
Air Conditioning & Heating Company, Inc.

"Bringing Comfort To The Seasons of Your Life"

Name	Robert Harrison	Proposal Number	R60302201782643-1	Date	3/2/2017

Components in Base System Investment Cont.

Qty.	*Model #*	*Description*

Inclusions Cont.

equipment
Timely completion and scheduling process.

Exclusions Cont.

Installation Instructions Cont.

Customer	Date 3/2/2017	Approved by	Date

CAPE FEAR
Air Conditioning & Heating Company, Inc.

"Bringing Comfort To The Seasons of Your Life"

Name:	Robert Harrison			Consultant	Justin Byrd
Site Address:	814 Derwent place	Date:	3/2/2017	Billing Address:	
City:	Knightdale	Proposal #:	R60302201782643-1	City:	
State:	NC			State:	
Phone: 919-295-4458	Zip: 27545			Phone:	Zip:

Your Home	Consultant

Proposal Notes

All material is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alterations or deviation from the above specifications involving extra cost will be executed only upon written orders, and will become an extra charge over and above the estimate. all agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado, and other necessary insurance. Our workers are fully covered by Worker`s Compensation insurance.

Note: This proposal may be withdrawn by us if not accepted within 30 days.

We hereby propose to furnish material and labor in complete accordance with the above specifications for the sum of: Eight Thousand Six Hundred Dollars and No Cents (Total extended Price with Tax after Discount)	$8,600.00

By signing this agreement I acknowledge that I have read and understand each page, including the terms and conditions.		Representative	Date 3/2/2017
Customer	Date 3/2/2017	Approved by	Date

CAPE FEAR
Air Conditioning & Heating Company, Inc.
1139 Robeson St. • Fayetteville, NC 28305
9400-7 Ransdell Road • Raleigh, NC 27603
Fayetteville: (910)483-8790 • Raleigh: (919) 322-2000
www.CapeFearAir.com

CUSTOMER NAME
Robert Harrison
ADDRESS
814 Derwent Pl Knightdale, NC

COMPLETION CHECKLIST

- [x] Instuction manuals left on unit
- [x] Drain lines cleared and exposed
- [x] Work area clear of debris
- [x] Service stickers placed on equipment
- [x] Equipment & thermostat review with customer
- [x] System ready for inspection

If not what items need attention: _____

need to come put trane thermostat on.

Breakers are good.

Payment

Cash [x] Check [ ] Credit [ ] Financing [ ]

Sales amount _____ Needs Collecting _____

Name on Card _____

Card Number _____ Expires _____

Customer Robert Harrison Date 3-2-17

Install Foreman Andrew Tate Date 3-2-17

3629

CAPE FEAR
Air Conditioning & Heating Company, Inc.

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Fayetteville: (910)483-8790 • Raleigh: (919) 322-2000
www.CapeFearAir.com

We Service All Brands

INVOICE

DESCRIPTION OF WORK
SERVICE WARRANTY
PPM PTU CB

UNIT		UNIT	
MAKE Trane	EQUIP AGE 8	MAKE Trane	EQUIP AGE 8
MODEL 2TWB3030A1000AA		MODEL 2TGB3F30A1000AB	
SERIAL 9072RBM4F		SERIAL 81335JY6U	

CUST. # | LOCATION # | DISP. # | TECH Steve

NAME Robert Harrison
STREET 814 Derwent Pl DATE 2-28-17
JOB
CITY Knightdale 27545 EMAIL
PHONE (HOME) PHONE (WORK) PHONE (CELL)

ENVIRONMENTAL CHECKLIST

ADDED	RECOVERED
_____ #	_____ #

CHECKLIST

SUCTION PRESSURE 33
HEAD PRESSURE 188
SUB COOL 2
SUPER HEAT 10
SUPPLY AIR —
RETURN AIR —
ΔT —

DESCRIPTION OF WORK	QTY.	REPAIR CODE	MATERIALS & SERVICES	NON-ESA	ESA
Cycled system from Thermostat and confirmed blower, electric heat and Heatpump operation - checked capacitors and motors and refrigerant charge and found charge low - discussed situation with owner and he agreed to have a quote for new equipment. Confirmed that unit is leaking from indoor coil.	1	0101	Diagnostic	79	
			SUB-TOTAL	79	
			TOTAL	79	
			ESA SAVINGS ON THIS TOTAL		

DISPATCHED 11:30 ARRIVED 12:05 COMPLETED _____

RECOMMENDATIONS

1) New Evaporator Coil - Z52Z
2) R22 refrigerant at $109 per pound estimated 3-4 pounds - $436

Total $2958

REPAIR AUTHORIZATION X [signature] 2-28-17
Customer Signature Date

METHOD OF PAYMENT

CASH/CHECK 980 DRIVERS LIC. NO. _____
CREDIT CARD MC VISA DISC AMEX
EXP. DATE _____ NAME ON CARD: _____
CC NO. _____

ASK ABOUT OUR ENERGY SAVINGS AGREEMENT
& HOW TO SAVE 15% ON THIS CALL!

Thank You For Your Business

CAPE FEAR
Air Conditioning & Heating Company, Inc.

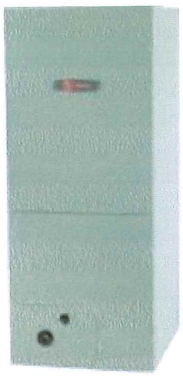
"Bringing Comfort To The Seasons of Your Life"

Name:	Robert Harrison			Consultant	Justin Byrd
Site Address:	814 Derwent place	Date:	3/1/2017	Billing Address:	
City:	Knightdale	Proposal #:	R60301201710172-1	City:	
State:	NC			State:	
Phone: 919-295-4458	Zip: 27545			Phone:	Zip:

XR 14 HEAT PUMP



TRANE AIR HANDLER



System Investment

Base System:	$5,471.63
Optional Items Total:	$0.00
	<$296.63>
	<$0.00>
Sales Tax:	$0.00
System Total:	$5,175.00
Initial Investment:	$0.00
Balance:	$5,175.00
Term: Rate: %	Est. Payment: $0.00
Investment Type:	Cash
Net Investment After Credit & Rebates	$5,175.00

By signing this agreement I acknowledge that I have read and understand each page, including the terms and conditions.

Representative		Date	3-1-2017
Customer	Date	Approved by	Date

CAPE FEAR
Air Conditioning & Heating Company, Inc.

"Bringing Comfort To The Seasons of Your Life"

Name	Robert Harrison	Proposal Number	R60301201710172-1	Date	3/1/2017

Components in Base System Investment

Qty.	Model#	Description
1	TEM4A0B30S31SA	TRANE TEM4 SERIES FOUR-WAY CONVERTIBLE 30K AIR HANDLER
1	4TWR4030D1	TRANE XR14 HEAT PUMP 2.5 TON R410A
1	TH5220D1003	HONEYWELL 2H/2C FOCUS PRO 5000 DIGITAL NON-PROGRAMMABLE THERMOSTAT
1	BAYHTR1508LUG	8KW TRANE STRIP HEATER FOR TEM SERIES
1	ELEC-RECON-ID-OD HP 10K 3 TON	REHOOK A/H-FURN AND OUTDOOR UNIT ON SPLIT SYTEM.
1	DRIPPAN-FS	DRIP PAN FOR AIR HANDLER WITH FLOAT SWITCH
1	CONDRAIN-GRAVITY	CONDENSATE GRAVITY DRAIN
1	ADD-MAT-100	ADDITIONAL MATERIALS
2	TRANSITION	DUCTWORK TRANSITION
1	EVAC-RECLAIM	EVACUATE / RECLAIM EXISTING COIL AND OUTDOOR UNIT
1	Complimentary Maintenace Agreement	COMPLIMENTARY MAINTENANCE AGREEMENT
1	3636	36 X 36 X 3 GREY POLY PAD
1	2 1/2 TON	PERMIT FOR 2.5 TON RESIDENTIAL UNIT
1	HP-AH-1	INSTALL H/P AND NEW AIR HANDLER - LEVEL 1

Tax Credits and Rebates

Inclusions

10 year compressor warranty
10 year parts warranty
Clean up work area before leaving worksite
Complete system start up
Ensure proper amount of freon in AC or HP
Ensures proper drainage
Ensures safety and insurability
Equipment Pad to stabilize outdoor unit
Evacuate refrigerant system, removes air and water
Includes Home owner walk through and training.
Includes Permits.
Installation to meet or exceed the Prevailing Codes.
Non Programable Thermostat.
Our Exclusive Installation Warranty
Remove and dispose used equipment
Timely completion and scheduling process.

Exclusions

Asbestos removal not included.
does not include new thermostat
replacing copper line sets not included
replacing supply & return

Installation Instructions

Install XR14/2.5 ton heat pump with ttm4 2.5ton air handler. 8kw heat strips. No duct work is to be replaced. Install 3/2/2017.

By signing this agreement I acknowledge that I have read and understand each page, including the terms and conditions.

Representative	Date 3-1-2017
Customer	Date
Approved by	Date

CAPE FEAR
Air Conditioning & Heating Company, Inc.

"Bringing Comfort To The Seasons of Your Life"

Name	Robert Harrison	Proposal Number	R60301201710172-1	Date	3/1/2017

Components in Base System Investment Cont.

Qty.	*Model #*	*Description*

Inclusions Cont.

Exclusions Cont.

flex

Installation Instructions Cont.

Customer	Date	Approved by	Date

CAPE FEAR
Air Conditioning & Heating Company, Inc.

"Bringing Comfort To The Seasons of Your Life"

Name:	Robert Harrison			Consultant	Justin Byrd
Site Address:	814 Derwent place	Date:	3/1/2017	Billing Address:	
City:	Knightdale	Proposal #:	R60301201710172-1	City:	
State:	NC			State:	
Phone: 919-295-4458 Zip:	27545			Phone:	Zip:

Your Home	Consultant

Proposal Notes

All material is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alterations or deviation from the above specifications involving extra cost will be executed only upon written orders, and will become an extra charge over and above the estimate. all agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado, and other necessary insurance. Our workers are fully covered by Worker`s Compensation insurance.

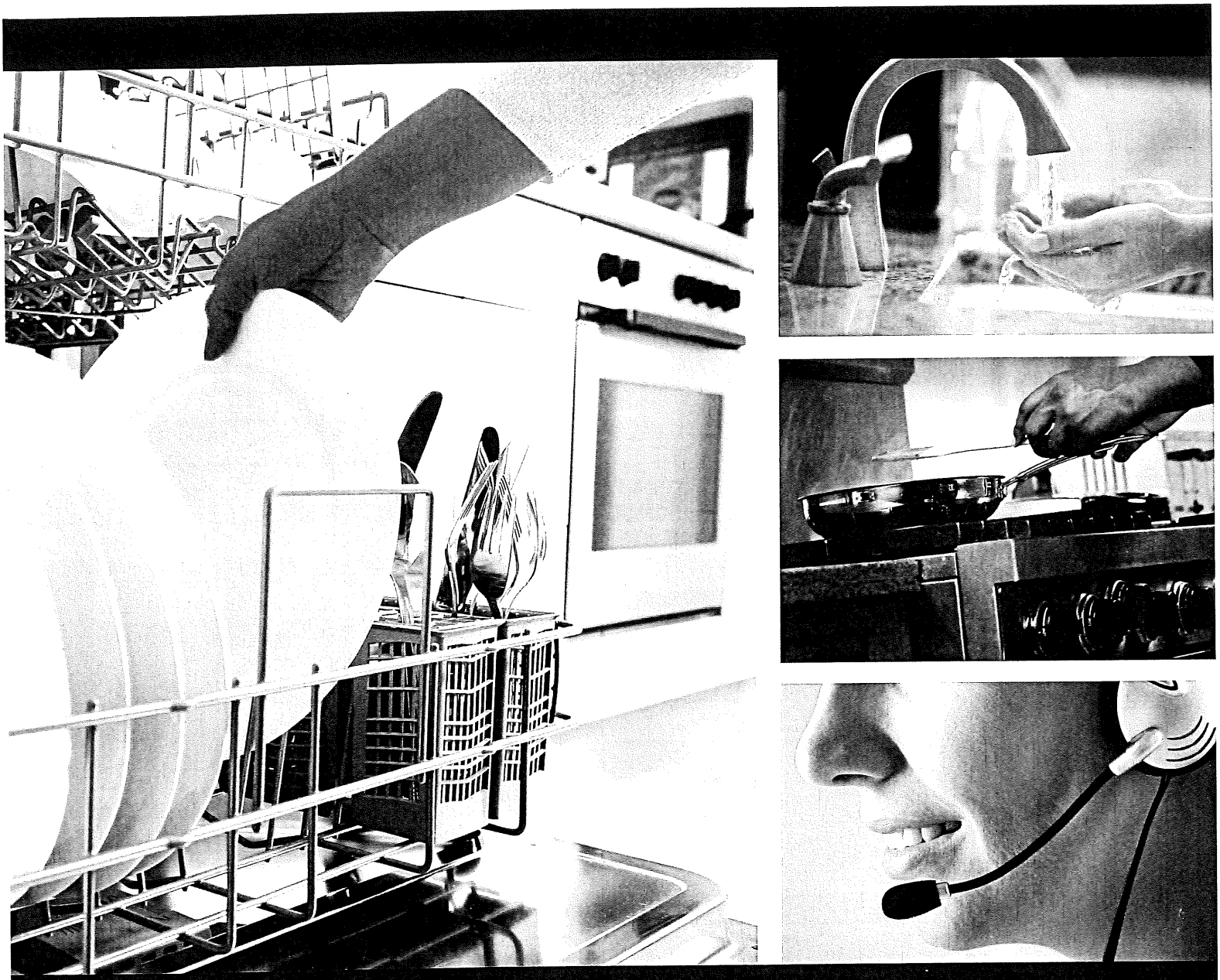
Note: This proposal may be withdrawn by us if not accepted within 30 days.
Payment of $5,175.00 is due upon system start up.

We hereby propose to furnish material and labor in complete accordance with the above specifications for the sum of: Five Thousand One Hundred Seventy Five Dollars and No Cents (Total extended Price with Tax after Discount)	$5,175.00

By signing this agreement I acknowledge that I have read and understand each page, including the terms and conditions.		Representative	Date 3-1-2017
Customer	Date	Approved by	Date

The **trusted** name in home warranty

HSA SM
HOME WARRANTY
Because Service Matters



Coverage includes:

- Undetectable pre-existing conditions for home buyer
- Lack of maintenance
- Water heater sediment
- Rust and corrosion

APPLICATION

Four easy ways to enroll

1. Online
www.onlinehsa.com

2. Phone
1-800-367-1448

3. Fax
1-877-638-1741

4. Mail with payment to HSA
1861 Ludden Dr., Cross Plains, WI 53528

Warranted Property (Required)

STREET

CITY STATE ZIP

Real Estate Professional Information

Please send warranty confirmation by: ❑ Fax ❑ E-mail ❑ Mail

NAME

E-MAIL ADDRESS

COMPANY NAME

FAX (Required) TELEPHONE

OFFICE STREET ADDRESS

CITY STATE ZIP

Seller Information

Please send warranty confirmation by: ❑ E-mail ❑ Mail

NAME TELEPHONE

E-MAIL ADDRESS

MAILING ADDRESS (If different from warranted property)

CITY STATE ZIP

Closing Information

ESCROW/CLOSING/TITLE COMPANY

CLOSING AGENT

E-MAIL ADDRESS

FAX (Required) TELEPHONE

OFFICE STREET ADDRESS

CITY STATE ZIP

Buyer Information

Please send warranty confirmation by: ❑ E-mail ❑ Mail CLOSE DATE_____

NAME TELEPHONE

E-MAIL ADDRESS

MAILING ADDRESS (if different from warranted property)

CITY STATE ZIP

WAIVER: Purchase of this coverage is not mandatory. HSA is not the only warranty available. No other services are contingent upon the purchase of the warranty. I have reviewed the Home Warranty Protection plan and hereby decline coverage. I agree to hold the real estate broker and real estate professional harmless in the event of a subsequent mechanical failure which otherwise would have been covered under the warranty plan.

Signature Date

CONTRACT NUMBER

DATE ASSIGNED Telephone application

FORM NUMBER **NC2013 03/13**

Select coverage desired:

Seller/Buyer Coverage	$75 Trade Call Fee	$100 Trade Call Fee
Single family residence	❑ $440	❑ $410
Condominium	❑ $410	❑ $380
Duplex	❑ $700	❑ $640
Triplex	❑ $960	❑ $870
Fourplex	❑ $1220	❑ $1100
New Construction *(Coverage begins one year after closing)*		
Year 2	❑ $440	N/A
Year 2 through 4	❑ $540	N/A

New Construction: Call for optional coverage pricing 1-800-367-1448

Optional Seller Coverage	
Central heat, air conditioning/heat pump	❑ $50
Optional Buyer Coverage	
Water softener	❑ $40
Water well pump	❑ $75
Electronic air cleaner	❑ $35
Clothes washer and dryer	❑ $70
Home freezer	❑ $30
Roof leaks	❑ $45
Hot tub	❑ $150
Swimming pool	❑ $150
Pool/hot tub combination (must share common mechanicals)	❑ $175
Buyer 7 Star Upgrade	❑ $149
Total	**$**

Please mail payment in with application.

If the upgrade package has been selected and the property is a multiple family dwelling, the upgrade must be purchased for each unit.

Purchase Agreement: When seller coverage is selected, seller agrees to pay the fee shown on the date legal title transfers to the buyer. This agreement is binding and may not be cancelled. If seller fails to pay the specified fee, seller shall be liable for all attorney fees and court costs incurred by HSA to collect the fee. By application for this contract, seller and/or buyer represent that, to the best of their knowledge, all items are in good working order on the date of application for this coverage. Further, seller and/or buyer agree that failure to notify HSA prior to repair or replacement of any covered item may result in a refusal of coverage on that item.

HSA discloses to the purchaser of this warranty, and the purchaser consents and acknowledges by his/her signature that the employing broker may receive a minimal fee for services rendered in marketing or administering the sale of this warranty plan.

Coverage Desired: ❑ Seller and Buyer Coverage ❑ Buyer Coverage Only

Applicant signature Date

Coverage Limitations: Some limitations and general exclusions apply to covered items. Please read the Sample Contract section of this brochure for details.

Protection and convenience, all under one roof

A home is one of the largest investments a person will ever make, and it's important to protect that investment. With an HSA home warranty, you can. The home warranty is a service contract that will help safeguard against the high cost of repairs or replacements to the major systems and appliances that fail due to normal wear and tear.

HSA offers the convenience of one source for most repairs so you can avoid the hassle of finding a service contractor in your area. When a covered system or appliance breaks down, all you need to do is contact HSA to report the problem. A qualified, pre-screened service technician will contact you to schedule an appointment that works for you. It's that simple.

Without HSA Home Warranty protection, typical repair or replacement costs* would be:

ITEM	REPAIR	REPLACEMENT
Heating system	$96 - $600	$1,325 - $4,700
Central air	$200 - $1,100	$1,475 - $5,200
Water heater	$85 - $210	$420 - $805
Plumbing	$100 - $1,200	$480 - $3,225
Refrigerator	$80 - $515	$525 - $3,100
Oven/range	$80 - $310	$415 - $2,600

** Based on HSA's estimates of retail cost for repairs and replacements of items listed above. Costs may vary in your geographic area.*

Quality service is our top priority

HSA Home Warranty is committed to delivering exceptional service every step of the way. When you're in need of a repair, you'll find HSA's commitment to quality throughout the process. From the customer service representative who handles your request to the service contractor who promptly completes the repair, we'll provide a speedy, reliable solution.

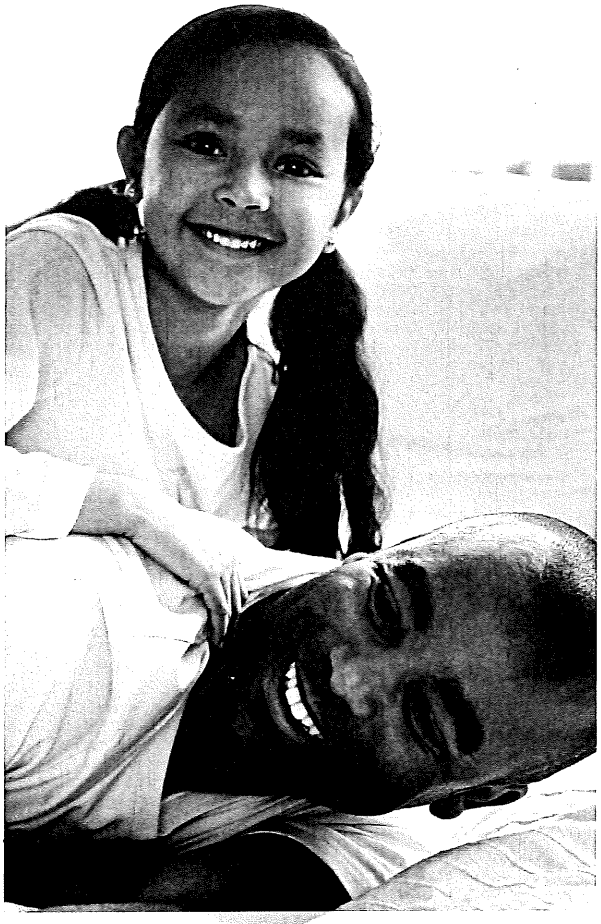
At HSA, requesting service is easy. If a problem arises, you simply contact HSA to report the problem. You can request service 24 hours a day, 7 days a week by calling 1-800-367-1448, or you can report a claim online at www.onlinehsa.com.

HSA Home Warranty
1861 Ludden Drive | Cross Plains, WI 53528
Phone: 1-800-367-1448 | Fax: 1-877-638-1741
www.onlinehsa.com

HSA℠ HOME WARRANTY



Remove the worry and inconvenience of dealing with unexpected home repairs. With HSA Home Warranty, you'll get reliable protection backed by exceptional service.



Questions about your home warranty? Just call: 1-800-367-1448

FORM # NC2013 03/13

Understanding your home warranty

With HSA Home Warranty you get extensive coverage on your mechanical systems and appliances; however, not all services and failures are covered. HSA wants to help you understand the coverage so you see the value in having the HSA Home Warranty. For a complete understanding of your HSA Home warranty, read the Sample Contract portion of this brochure.

Some of the following services:

***...do not** qualify for coverage:*

› Normal maintenance and/or cleaning
› Drain line stoppages due to roots

***...may not** qualify for repair:*

› Improper installation
› Code violations

***...may** incur additional cost:*

› Disposal of the replaced equipment
› Modifications required to fit new equipment
› Code violations
› Permit fees
› Coolant evacuation and recovery

Coverage for some of the above services is available in our Buyer 7 Star Upgrade Package. You can view the enhanced coverage included in this upgrade in the section to the right. Read the sample contract for complete terms and conditions.

When Filing a Claim

1. Homeowner must call HSA at 1-800-367-1448 before calling a contractor. Failure to do so may result in a refusal of coverage on that item.
2. HSA will provide a qualified, pre screened contractor who will arrive promptly and invoice HSA directly for covered repairs.* If HSA's authorized service provider cannot respond in a timely manner, HSA will approve the use of a contractor outside of its network to ensure the convenience of fast service. It's guaranteed.
3. Contractor must call HSA for approval before initiating the repair. Homeowner is required to pay the service contractor for all charges incurred in the event that no "Operational Failure" is discovered.

** If the approved failure was serviced by an HSA service provider, that provider will bill us directly. The contract holder will be responsible for the trade call fee and any charges not covered by the HSA Home Warranty. If the approved failure was serviced by a contractor outside of the HSA network and that provider is not willing to bill us directly, simply fax the paid invoice to HSA (fax 1-877-638-1741), and HSA will reimburse the contract holder.*

Seller/Buyer Coverage

Basic Plan with $75 trade call fee $440
Basic Plan with $100 trade call fee $410

Seller Optional Coverage

Optional Central Heat and Air $50

Buyer 7 Star Upgrade $149

BASIC COVERAGE PLAN	SELLER	BUYER
Central heat, central air/heat pump and thermostat	Optional	✔
Ductwork and attached humidifier		✔
Failures due to lack of maintenance	✔	✔
Failures due to rust and corrosion	✔	✔
Water heater and instant hot water dispenser	✔	✔
Failures due to water heater sediment	✔	✔
Plumbing parts and primary sump pump	✔	✔
Faucets and routing of drain line stoppages	✔	✔
Water, gas, drain and waste lines	✔	✔
Polybutylene leaks	✔	✔
Toilet tank, bowl & wax ring seals (replaced with builder's standard)	✔	✔
Whirlpool bathtub	✔	✔
Electrical system	✔	✔
Garage door opener	✔	✔
Ceiling fans and interior attic and exhaust fans	✔	✔
Refrigerator	✔	✔
Oven, stove top/range, dishwasher and garbage disposal	✔	✔
Built-in microwave oven and trash compactor	✔	✔
Septic system		✔
Lighting fixtures and central vacuum		✔
Burglar alarms, fire alarms and door bell system		✔
BUYER 7 STAR UPGRADE		**$149**
Crane charges for roof top air conditioning or heating replacement		✔
Central heat and air: registers, grills, filters & heat lamps		✔
Central air: refrigerant recovery and non-ducted window or wall air conditioner		✔
Toilets replaced with like quality		✔
Smoke alarms		✔
Garage door opener: hinges, springs, keypad and remote transmitter		✔
Refrigerator: refrigerant recovery and ice maker/beverage dispenser		✔
Trash compactor lock/key assembly & bucket		✔
Dishwasher racks, baskets & rollers		✔
Built-in microwave interior lining, door glass, clock and shelves		✔
Oven/range interior lining, clocks, rotisseries, racks, handles, knobs and dials		✔
$250 toward code violations		✔
$500 toward modifications on central heat, air or water heater		✔
Permits up to $250 per occurrence		✔
Disposal of replaced equipment		✔
Mismatched heating and/or air conditioning system		✔
Improper installation/repair		✔
BUYER OPTIONS		
Water Softener		$40
Water well pump		$75
Electronic air cleaner		$35
Clothes washer and dryer		$70
Home freezer		$30
Roof leaks		$45
Hot tub		$150
Swimming pool		$150
Pool/hot tub combination (must share common mechanicals)		$175
COVERAGE TERMS		
Seller coverage: effective the date of application and continues for up to 6 months.		
Buyer coverage: effective the date of closing and continues for 12 months. Renewable annually.		

Please reference the Sample Contract portion of this brochure for complete coverage details

SAMPLE CONTRACT

E READ THIS DOCUMENT CAREFULLY. YOU MUST NOTIFY HOME SECURITY OF AMERICA, INC. (HSA) PRIOR TO AC-
COMMENCEMENT OF REPAIR OR REPLACEMENT.

PORT ALL CLAIMS: Call HSA at 1-800-367-1448. Fax service invoices to 1-877-638-1741.

ggregate coverage under this agreement is limited to $25,000.00; with a $5,000.00 per mechanical system nit, unless a lower per occurrence sub-limit or lower aggregate sub-limit is specifically enumerated elsewhere in greement.

n items and events are not covered by this contract. Please refer to section F. Limitations of Liability and to the ions listed in each applicable section of this contract.

Coverage

will provide home protection coverage for authorized repair or replacement of "Component Parts" mentioned as ed in accordance with the terms and conditions of this contract that fail due to "Operational Failure". HSA will cover so long as the "Component Parts":

A. Are located within the "Interior" of the main foundation of the home or attached or detached garage (except for the exterior well pump, septic system, condensing unit and pool/spa equipment).

B. Are properly installed throughout the term of this contract for proper diagnosis.

C. Become inoperative due to normal wear and tear.

C.1. HSA will provide coverage for systems and appliances which malfunction due to lack of maintenance, rust or corrosion if the defect or mechanical failure would have otherwise been covered. Coverage is only provided for mechanical failures which occur and are reported to HSA during the term of this contract.

D. Are in "Proper Working Order" on the effective date of this contract.

s contract covers single-family resale homes and condominium or town house units. Multi-family homes up to and ing eight (8) family dwelling units may be covered if applied for and the appropriate fee is paid. Multiple-family s qualify for listing coverage; however, coverage is limited to the owner-occupied unit, tenant occupied properties it eligible for coverage during the listing period. Coverage is for owned or rented residential property and excludes ercial property or residences used as businesses, including but not limited to, day care centers, fraternity/sorority s and nursing/care homes.

erage includes only the items stated as covered and excludes all others. Items listed as Not Covered are intended mples of the types of items excluded from warranty coverage. They are not completely inclusive of all systems and nces excluded from coverage. Coverage is subject to limitations and conditions specified in this contract. Please he contract carefully.

Definitions

mponent Parts" - the constituent elements of mechanical items as covered by this contract.

perational Failure" - the mechanical breakdown of "Component Parts".

oper Working Order" - functioning as intended and expected for its age, and within the safety standards as estab- by the system manufacturer.

ss" - the reasonable market cost or the actual cost HSA can contract for the required services, whichever is less, for pair or replacement of "Component Parts".

terior" - the space within the external surface area which constitutes the perimeter of the residence's exterior under the roofing materials; above or encased in the basement floor or home's slab, or above the ground surface awl space.

Coverage Period

ne seller: coverage begins on the date HSA issues a contract number and continues for six (6) months, until close e or termination of listing, whichever occurs first. Seller coverage may be extended at the sole discretion of HSA.

ne buyer: for properties involved in a real estate transaction, coverage begins at the close of sale and continues for e (12) months from that date. Payment is due at the close of sale.

w construction: coverage begins on the first anniversary of the close of sale and continues for one or three years hat date. Length of coverage is determined by the premium paid. Payment is due at the close of sale.

er direct: for properties not involved in a real estate transaction, coverage begins fifteen (15) days after payment eived by HSA and continues for twelve (12) months from that date. Call 1-800-367-1448 for pricing and availability.

Customer Service

J MUST NOTIFY US PRIOR TO REPAIR OR REPLACEMENT. When service is needed due to an "Operational Failure", ling emergency situations, you are to telephone HSA at 1-800-367-1448, twenty-four (24) hours per day, and seven (7) per week. Your call may be recorded and/or monitored for quality assurance purposes. This telephone contact shall e the service process without the requirement of a claim form or service application. This notification includes the ement that we have the opportunity to speak with the service contractor prior to the implementation of any repairs. e to do so may result in our denial of reimbursement for the expenses you incurred.

shall not be liable for a "Loss" unless notice is given to HSA prior to the expiration of your coverage and the ted "Operational Failure" is professionally diagnosed and the diagnosis is reported to HSA within 15 days after xpiration of your coverage, regardless of when the "Operational Failure" occurred.

J shall take every precaution to protect the property giving rise to the "Operational Failure" until the necessary or replacement is authorized by HSA and made. Repair or replacement shall be performed within forty-eight (48) , under normal circumstances, of an approved claim by a service contractor chosen by HSA, unless a service con- r of your choice is approved by HSA when you report the malfunction or "Operational Failure" by telephone. **HSA ted service contractors must be used on all claims.** Please be aware, HSA may be affiliated with the company or ician performing work under this contract. (Please notify HSA if you have a complaint about an HSA selected service actor.) **If HSA cannot provide a contractor for you,** HSA will approve the use of a contractor outside of its network. ve the sole right to determine if items will be repaired or replaced. Unless specifically identified elsewhere in this act, replacement shall be with systems comparable in features, capacity and efficiency; HSA is not responsible for ing dimensions, color or brand. The use of non-original manufacturer "Component Parts", including rebuilt or re- hed parts, is permitted in making repairs under this contract. We will use original manufacturer "Component Parts" non-original manufacturer "Component Parts" are unavailable. HSA reserves the right to obtain additional opinions expense. HSA reserves the right to offer cash in lieu of repair or replacement based on what HSA can expect to pay air the failure (parts and labor); this amount may be less than retail or less than your actual cost. Once a failure has diagnosed, subsequent failures to the same system will be exempt from coverage unless and until proof of repair is itted to HSA. Proof shall include, but is not limited to, receipts verifying repair and/or replacement.

ADE CALL FEE: you are obligated to pay the $75 or $100 trade call fee or the actual cost to repair/replace, whichever s, for each separate trade call. Trade call fee amount is determined by the contract price selected. A trade call s each visit by an authorized service contractor for a single trade (plumbing, electrical, appliances, heating and air tioning and pools/spas). If multiple visits required to remedy the same problem, you are only required to pay one call fee. If service work performed under this contract should fail, then HSA will make the necessary repairs without ditional trade call fee for a period of 90 days on parts and 30 days on labor. Your payments must be made prior to letion. We will not respond to a new request for service when any previous trade call fee is outstanding. Failure to he trade call fee will result in suspension of service until such time as the proper fee is paid. At that time, service age will be reinstated, but the service period will not be extended. Additional work performed by the independent ce contractor at your request will be at your sole cost and risk.

In the case of a denied claim, you will be responsible for, in addition to the trade call fee, any overtime charges incurred and/or charges incurred to provide access to the failure. HSA will request your approval prior to work involving overtime or accessing charges. Your refusal to approve these potential charges may cause a delay in service or the inability to diagnose the failure and determine coverage availability.

4. When you select the service contractor, you may be required to pay them directly and seek reimbursement from HSA if the service contractor will not bill us. HSA is not responsible for overtime service rates unless we determine a life threatening or property damaging "Operational Failure" has occurred. HSA will reimburse you for your approved coverage, subject to applicable trade call fee(s) within 30 days of receipt of a paid invoice from the service contractor or other proof of payment acceptable to HSA. Claim documentation and any correspondence can be faxed to HSA at 1-877-638-1741 or mailed to 1861 Ludden Dr., Cross Plains, WI 53528.

E. Covered "Component Parts" Seller & Buyer Coverage

In accordance with the terms and conditions of the warranty contract, HSA will repair or replace systems and appliances specifically mentioned as covered; all others are excluded. Items listed as Not Covered are intended as examples of the types of items excluded from warranty coverage. They are not completely inclusive of all systems and appliances excluded from coverage. Please reference Section F. Limitations of Liability for general exclusions and limitations.



1. **DOMESTIC WATER HEATER - COVERED:** tank, heat elements, thermostat, valves, flue piping, failures due to sediment build-up, electrical or gas connections; includes tankless water heaters; water heater/heating combination units and oil systems are covered up to $1,500 aggregate. **NOT COVERED:** solar/solar-assisted water heating units, circulating pumps, expansion tanks, energy conservation flues and vents.



2. **"INTERIOR" PLUMBING SYSTEM - COVERED:** leaks and breaks of water supply lines, gas lines, drain and waste lines, polybutylene piping; **drain line routing** with rotary machinery (excludes camera diagnosis and hydro-jetting to clear the line) through an accessible cleanout, p-trap, drain or overflow access points; **faucet and shower head** assemblies and their respective "Component Parts" including valve for shower/tub diverter, trip levers, tub stopper assembly and sink pop-up assembly; faucets and shower heads will be replaced with chrome builder's standard as necessary; pressure regulators, wax ring seals; toilet fixture and water tank (replaced with builder's standard as necessary); parts within the toilet tank, in-line shut-off valves, risers leading into: sinks, tubs and toilet; **primary sump pump** for pumping water only; single-point **instant hot water dispenser** including casing, element, wiring and valve; **whirlpool bathtub** pump and motor assembly. **Buyer only:** septic system. **NOT COVERED:** ejector/lift pumps; basket strainers, shower base pans, shower enclosures or doors, sinks, tubs, drain tile/French drains, sprinkler systems; water well/cistern; water softener, water filter/purifier, bidets, failures due to salt, mineral beds or deposits; caulking, grouting, or tiles; lines or parts lying within an unheated area; drain line stoppages caused by roots; HSA is not responsible for installing a clean-out or pulling/re-setting a toilet to access a drain line stoppage; routing through roof vents is not covered.



3. **"INTERIOR" ELECTRIC - COVERED:** wiring, main service panels, sub-panels, receptacles or outlets, switches, fuse boxes, electric wiring to all major electrical equipment; outside outlets attached to the primary residential structure and garage; **garage door opener** (2 systems maximum) includes track assembly and carriage unit if part of the opener unit; permanently installed "Interior" **attic and exhaust fans** used for the intake and output of air excluding belts, shutters and filters; **ceiling fans. Buyer only:** central vacuum; door bell systems; lighting fixtures; burglar alarms and fire alarms. **NOT COVERED:** any failure in the central electrical system caused by non-covered electrical wiring or components; direct current (D.C.) wiring or components and/or low voltage systems including wiring and relays; telephone wiring; garage door: cables, rollers, hinges, springs, keypads, remote transmitter units or door replacement; central vacuum hoses or accessories; chandeliers; smoke alarms, intercom systems; exhaust equipment mounted on the roof (i.e. turbine ventilator).



4. **KITCHEN APPLIANCES - COVERED:** all "Component Parts", except for those excluded below, including timers that affect the primary function of the appliance; all appliances must be located in the primary kitchen unless additional units have been approved by HSA and premium has been received by HSA; includes **refrigerator, oven/range, dishwasher, garbage disposal, built-in microwave oven** and **trash compactor.** HSA will pay up to $3000 aggregate for the life of the contract toward repair/replacement of Built-in Professional series or ultra-premium refrigerators, including, but not limited to, Sub-Zero, Viking or Jenn-Air (individual trademarks are owned by the brand name company). **NOT COVERED:** ice maker/crusher and beverage dispensers; drain, condensate line clearing, any failures to the door other than appliance controls located within the door; clocks, knobs, handles, dials, springs, hinges, tubs, liners, baskets, shelves, drains, glass breakage, probes, rotisseries, racks, rollers, light bulbs, lock/key assemblies, buckets, televisions, computer screens or computers that are part of an appliance but do not affect the primary function of the appliance; stand-alone freezer; walk-in freezers; clothes washer and clothes dryer.

Seller Option (included with buyer)

NOTE FOR SELLER: additional fee required; this option may be ordered at any time during listing coverage; however, seller coverage begins on the date the option is ordered through HSA. Items 5. and 6. in Section E. are limited to a combined $1,500 aggregate maximum during the listing period. Seller central heat/air option must be selected to qualify for coverage.



5. **CENTRAL HEAT - COVERED: (up to 2 units)** includes forced air furnace; radiant electric including wiring, heat lines installed in electrical baseboards, or ceiling cables; radiant hot water/steam boilers, water heater/heating combination units and oil systems are covered up to $1,500 aggregate including radiant heating lines, circulating pumps and piping; solar heating units including solar collectors, reflectors and fiberglass or galvanized holding tanks that are used for storage of water for a solar heating system; heat exchangers, wall furnaces if they are the main source of heat to the residence; ductwork-attached **humidifiers, thermostats, ductwork** from heating unit to point of attachment at registers or grills. **NOT COVERED:** collector box, coal and wood burning equipment, chimneys, fireplaces, flue liners, systems with compressors larger than five tons; oil storage tanks, free standing or portable space heaters, heat or energy recovery units; air cleaners/filters, condensate line clearing, crane charges, heat lamps, filters, registers, grills, insulation, improperly sized ductwork.



6. **CENTRAL AIR - COVERED: (up to 2 units)** electric units, refrigerated or evaporative units, packaged systems, heat pumps; geothermal system and water source heat pump system "Component Parts" located within the "Interior" of the residence; glycol systems, water source and geothermal heat pump systems are covered up to $1,500 aggregate; **thermostats, ductwork** from cooling unit to point of attachment at registers or grills. For covered air conditioning and heat pump failures, when repair is not possible and like SEER (Seasonal Energy Efficiency Ratio) or HSPF (Heating Seasonal Performance Factor) equipment is not readily available, HSA will replace with 13 SEER or 7.7 HSPF equipment. HSA will also install a TX valve or will replace the evaporator coil/air handler and line set if necessary to be compatible with the replaced equipment. Modifications, including but not limited to, a replacement pad for the condensing unit, relocation of existing equipment to accommodate larger sized equipment, ductwork fabrication or plenum work that is necessary to install the new coil in the existing space, will be the responsibility of the homeowner; if the 7 Star Upgrade is purchased, HSA will pay modification charges as outlined in Section E. 7 Star Upgrade. **NOT COVERED:** gas units, systems with compressors larger than five tons; outside/underground piping, well pump and "Component Parts" for geothermal and/or water source heat pumps; heat or energy recovery units; non-ducted air conditioners, condensate line clearing, crane charges, filters, registers, grills, insulation, improperly sized ductwork.

Buyer Only Coverage



7. **ELECTRICAL ITEMS - COVERED: central vacuum** motor and relay switches; we do not cover clogged lines or conditions of inadequate capacity; **door bell systems** which are not part of an intercom system; **lighting fixtures; burglar alarms** and **fire alarms. NOT COVERED:** intercom systems; central vacuum hoses or accessories; chandeliers, smoke alarms.



8. **SEPTIC SYSTEM - COVERED:** "Operational Failures" occurring more than thirty (30) days after the inception date of buyer/buyer direct coverage; includes ejector/lift pump; failures to the septic system electrical wiring, lines, tank, and dry (refuse) well are limited to $600 aggregate including access, diagnosis, repair and/or replacement. **NOT COVERED:** drain fields, leach beds, aerator/aerator systems and electrical supply lines; cess pools, cess pool cave-ins; upgrading system such as to city or municipal sewage system; septic tank pumping.

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Buyer Options

Optional coverage may be purchased up to 30 days after the effective date of buyer coverage; however, coverage shall commence upon receipt of payment by HSA and will expire one year after the effective date of the contract.



9. PERMANENTLY MOUNTED ELECTRONIC AIR CLEANER - **COVERED:** transformer, power pack, switches, wires and elements. **NOT COVERED:** free standing units, mesh filters, back flush mechanisms and self-cleaning units.



10. WATER WELL PUMP - **COVERED:** "Operational Failures" occurring more than thirty (30) days after the inception date of buyer/buyer direct coverage are covered up to $600 aggregate including access, diagnosis, repair and/or replacement; must be primary water source to residence. **NOT COVERED:** digging new or deeper wells; co-op/shared wells, irrigation/sprinkler wells, windmills, curing water quality, failures from lack of water, drop pipe, tank, electrical supply line, exterior piping or any part of the well that is not the pump; cistern and all "component parts."



11. WATER SOFTENER - **COVERED:** all "Component Parts" including electrical wiring. **NOT COVERED:** rental or leased equipment; repair or replacement of water softener necessitated by mineral beds or deposits; cleaning.



12. CLOTHES WASHER AND DRYER - **COVERED:** all "Component Parts", except for those excluded below, including control timers. **NOT COVERED:** any failures to the door other than appliance controls located within the door; clocks, knobs, handles, dials, springs, hinges, tubs, liners, baskets, shelves, drains, glass breakage, racks, rollers, light bulbs, buckets.



13. HOME FREEZER - **COVERED:** all "Component Parts", except for those excluded below, including compressor, fan motor, thermostat and wiring. **NOT COVERED:** walk-in freezers, drain, condensate line clearing, clocks, knobs, dials, springs, hinges, liners, any failures to the door other than appliance controls located within the door; glass breakage, baskets, racks, rollers, handles, shelves and light bulbs.



14. ROOF LEAKS - **COVERED:** we will pay up to $500 aggregate to repair roof leaks only; includes shingles (cedar or asphalt), built up roofing, slate and tile. DEFINITION: the exterior surface that constitutes the top of the residence, excluding any skylights. **NOT COVERED:** condominium or townhouse roofs; leaking of an existing roof that has not been properly installed or attached; damage done by ice, mud, snow or wind and any acts of God; secondary damage from any type of leak or re-roofing of the residence; chimneys, gutters or downspouts, skylight or skylight flashing repairs for leaks or any other damage.



15. HOT TUB - **COVERED:** must have jets, impellers, valves, be able to fill with water to qualify for coverage; includes filter, heater, pump, motor, gaskets, relays, jets, impellers, valves if stand-alone hot tub (limited to $1,000 per occurrence of "Operational Failure" when hot tub shares mechanicals with swimming pool). **Note:** if pool/hot tub combination option is selected the two systems must share mechanical equipment. **NOT COVERED:** cleaning or sanitation equipment, skimmer equipment or secondary or booster type pumps used for cleaning pools; timers, lights, main body, liners, structural defects, covers, filter grids, concrete-encased or underground plumbing, electrical or fuel lines; geothermal, solar or solar-assisted water heaters and their respective plumbing and equipment; wood encased or otherwise inaccessible parts; any unit with an independent boiler system; salt regenerator.



16. SWIMMING POOL - **COVERED:** we will pay up to $1,000 per occurrence of "Operational Failure"; includes heaters which do not have a compressor as a component; filter, pump, motor, gaskets, relays, impellers, back flush valve and above ground plumbing lines leading to and from the swimming pool; must be for a single family, commercially built and properly installed. **NOT COVERED:** cleaning or sanitation equipment, skimmer equipment or secondary or booster type pumps used for cleaning pools; timers, lights, main body, liners, structural defects, covers, filter grids, concrete-encased or underground plumbing, electrical or fuel lines; geothermal, solar or solar-assisted water heaters and their respective plumbing and equipment; wood encased or otherwise inaccessible parts; any unit with an independent boiler system; salt regenerator.

Buyer 7 Star Upgrade

Crane: we will cover up to $300 aggregate for fees associated with the use of cranes or other lifting equipment required to remove or install rooftop heating or air conditioning units. **Central Heat: adds** - registers, grills, filters and heat lamps. HSA will only pay for any required replacement of disposable media filters if discovered during a service call initiated due to a mechanical failure related to a covered central heat or central air unit. HSA does not provide coverage for service initiated specifically for normal maintenance or filter replacement as part of normal maintenance. **Central Air: adds** - refrigerant recovery and non-ducted air conditioners. **Plumbing: adds - toilets** replaced with like quality up to $600 per occurrence of "Operational Failure; **accessing** plumbing located in concrete, coverage will be limited to $1000 aggregate. **Electrical: adds - smoke alarms; garage door opener** hinges, springs, keypads, remote transmitters. **Appliances: adds - refrigerator** refrigerant recovery; ice maker and ice/beverage dispenser; **trash compactor** lock and key assemblies, bucket; **dishwasher** racks, tubs, liners, baskets and rollers; **built-in microwave** interior lining, door glass, clock and shelves; **oven/range** interior lining, clocks, rotisseries, racks, handles, knobs and dials; **clothes washer and dryer** (if option purchased:) tubs, liners, baskets. **Code violations:** when the correction of code violation(s) is required to affect a covered repair or replacement of a heating, plumbing, water heater or electrical "Component Part", HSA will pay up to $250 aggregate to correct the code violation(s). If there is only a code violation and no related covered repair or replacement, HSA will not pay simply to remove the violation. **Modification charges:** if HSA has authorized the replacement of a water heater, central heat or central air system and water heater flue, drain pan, sheet metal fabrication, plenum work or installation of a new pad for a condensing unit are necessary to complete the covered replacement, HSA will pay $500 aggregate toward modification charges. **Permits:** HSA will pay the cost for obtaining permits for HSA-approved repairs and replacements up to $250 per occurrence. **Removal and disposal** of replaced equipment: when HSA replaces a covered system we will also pay the cost to dispose of the defective equipment. **Mismatched heating and cooling systems:** HSA will cover a defect or mechanical failure of a system that was not properly matched in size or efficiency, if the defect or mechanical failure would have otherwise been covered. If the mismatched system is a code violation, coverage will be limited to $250 aggregate. **Improper installation, modifications and/or repair:** HSA will cover a defect or mechanical failure of a system that was not properly installed, modified and/or repaired, if the defect or mechanical failure would have otherwise been covered. If the improper installation, modification or repair is a code violation, coverage will be limited to $250 aggregate.

F. Limitations of Liability

Coverage does not apply in these instances:

1. Detectable pre-existing defects or deficiencies, when the "Component Parts" were not in "Proper Working Order" on the inception date of coverage, are not covered by HSA. If, on the Buyer's effective date of this contract, the defect or malfunction of the covered "Component Parts" would not have been detectable by either visual inspection and/or simple mechanical test and/or safety test performed by a qualified professional, the defect or malfunction may qualify for coverage. For example: a simple test would be a visual inspection of a heat exchanger for cracks or a carbon-monoxide test. 2. Abuse, misuse, fire, lightning, freezing, ice, storms, smoke, water damage, acts of God, accident, earthquake, soil movement, mud, chemical or sediment build-up except as outlined in section E. 1. Domestic Water Heater, fungus, rot, mold, power failure, power shortage or power outage, insect or rodent damage, pet damage, insurable peril. 3. HSA will not contract to perform service nor pay costs involving hazardous or toxic materials or asbestos, nor will it pay costs related to refrigerant recapture, evacuation or disposal of refrigerants or contaminants. If the 7 Star Upgrade is purchased for/by the buyer HSA will pay costs associated with refrigerant recovery. 4. Modification charges or costs for metal fabrication, plenum work, or electrical changes necessary to satisfy the installation requirements of a new replacement unit. If the 7 Star Upgrade is purchased for/by the buyer, HSA will pay up to $500 aggregate towards modification charges associated with an approved heating, air conditioning or water heater repair or replacement as outlined under Section E. Buyer 7 Star Upgrade. 5. Providing access to a covered component or system other than plumbing or ductwork systems. HSA will pay to provide access to plumbing and ductwork systems through unobstructed walls, ceilings or floors only, and will return the access opening to a rough finish condition. HSA is not responsible for moving obstructions including, but not limited to, built-in appliances, systems, cabinets, tile and floor coverings or pulling and re-setting a sink, shower or bathtub to access a failure. Any plumbing or ductwork failure requiring access through concrete, stone, rock or brick is limited to $500 aggregate for total repair cost including access, diagnosis, repair and/or replacement, even if the primary failure is not located within the concrete, stone, rock or brick. If the 7 Star Upgrade is purchased for/by the buyer, HSA will pay up to $1000 aggregate towards a plumbing failure requiring access through concrete, stone, rock or brick. 6. Excessive or inadequate water pressure, electrical surge, excessive or inadequate voltage, electrical currents artificially generated or inadequate amperage, water entry along the service cable. 7. Lack of capacity; normal maintenance, cleaning, adjustments, lubrication services, line bleeding, capacity increases, licenses or inspection fees; failure to maintain the temperature in the residence above freezing; improper use; contamination of fuel or energy. You are responsible for providing maintenance and cleaning on covered items as specified by the manufacturer. For example: heating and air conditioning systems require periodic cleaning and/or replacement of filters and cleaning of evaporator and condenser coils. Water heaters require periodic flushing. 8. Faulty workmanship by any person including a contractor or trade-person selected and hired. Improper installation or connection of any system, appliance or component part by a contractor/trade-person or any other person, including improper conversions of heating systems and additions of air conditioning systems to an existing heating system. If the 7 Star Upgrade is purchased for/by the buyer, HSA will pay costs associated with covered systems that fail due to faulty workmanship or improper installation or modification if the defect or mechanical failure would have otherwise been covered. If the failure is a code violation HSA will pay up to $250 aggregate per the terms outlined under Section G. Building Codes. 9. Secondary damage, consequential damage or any damage caused by or resulting from the failure or malfunction of covered or non-covered "Component Parts". Any damage resulting from the actual repair or replacement itself. Conditions beyond our control including delays in obtaining parts, relocation of equipment or labor difficulties including, but not limited to, additional costs associated with repair or replacement of a covered mechanical system due to space restrictions or location of the covered equipment. Any damage alleged to be caused directly or indirectly by the services or the timeliness of the services provided by us. 10. Any remote control transmitting/receiving items. If the 7 Star Upgrade package is purchased for/by the buyer, the remote transmitter for the garage door opener will be covered for the buyer only. Electronic, computerized or energy management systems or devices, or lighting and appliance management systems are not covered; home computers, computer systems, leased or rental equipment and/or components. 11. Damage to the physical structure of the residence including, but not limited to, load bearing walls, walls, roof, roof supports, structural floor base, foundation or slabs, and ceilings except where specifically identified as covered. 12. Cosmetic repairs and non-"Operational Failures" including, but not limited to: finishes, cabinetry, panels, trim, buttons, chipping, dents or scratches. 13. You may be charged an additional fee by the service contractor to dispose of an old appliance, system or component. HSA is not responsible for these charges. If the 7 Star Upgrade package is purchased for/by the buyer HSA will pay the cost to dispose of defective equipment on HSA approved system replacement. 14. Equipment, items or systems that are owned by a condominium association or designated as common area in condominium declarations, plats or plans. 15. More than two central heating units, central air conditioning units or garage door opener systems unless specifically listed and approved by HSA. More than one of any appliance, including water heater, unless specifically listed and approved by HSA. 16. Repairs related to manufacturer recall or defects. In the event that there is other collectible insurance, manufacturer warranty or in-house warranty or guarantee coverage available to you covering an "Operational Failure" that is also covered by this contract, our coverage shall be in excess of, and we will not contribute with, any other insurance, warranty or guarantee. 17. HSA is not responsible for repair or replacement of systems or appliances classified by the manufacturer as commercial. HSA will pay up to $3000 aggregate for the life of the contract toward repair/replacement of Professional series or ultra-premium built-in refrigerators, including, but not limited to, Sub-Zero, Viking or Jenn-Air (individual trademarks are owned by the brand name company). 18. Items listed as Not Covered are intended as examples of the types of items excluded from warranty coverage. They are not completely inclusive of all systems and appliances excluded from warranty coverage. 19. All else not listed as covered.

G. Building Codes

HSA is not responsible for any upgrades, work or costs required to comply with any federal, state or local laws, regulations or ordinances or utility regulations, or to meet current building or zoning code requirements, or to correct for code violations. If the 7 Star Upgrade package is purchased for/by the buyer and the correction of code violation(s) is required to affect a covered repair or replacement of a heating, plumbing or electrical "Component Part", HSA will pay up to $250 aggregate to correct the code violation(s). HSA will not pay simply to remove the violation. Please reference Section E. 6 - Central air for specific information regarding air conditioning coverage and federal regulations. Under the terms of this contract, an air conditioner electrical whip and disconnect are deemed part of the central air system. HSA is not responsible for service when permits cannot be obtained, nor will it pay any costs relating to permits. If the 7 Star Upgrade package is purchased for/by the buyer HSA will pay the cost for obtaining permits for HSA-approved repairs and replacements up to $250 per occurrence.

H. Cancellation, Transfer, Renewal

The warranty is non-cancelable by either party except for the following: **A.** The contract fees are not paid. **B.** Fraud or misrepresentation of facts material to the issuance of this contract. **C.** If the contract provides coverage for the seller during the listing period and the listing is withdrawn or expires. Should this contract be cancelable under the laws of the state where the contract holder resides, an allowable administrative fee will be charged upon cancellation.

In the event of a transfer of the legal title and ownership of the covered residence during buyers' coverage, the remaining term may be assigned to the new homeowner. The assignee takes the warranty on the same terms, conditions, and expiration date as the assignor.

The warranty is renewable, by mutual consent, at prevailing rates for an additional 12 month period from the date of the contract expiration. HSA may, at its option, decline to issue any renewal or cancel any contract, if the contract fees are not paid within 10 days of the due date. **Note:** if you have selected a monthly payment plan, your contract will automatically renew at the expiration of this contract period. (**Renewal customers:** payment of the first installment on the renewal year premium constitutes your consent.)

I. Agency

Neither the real estate broker nor the broker's sales representative is an agent of HSA. Coverage is strictly determined by the warranty contract and not the representations of the real estate professional.

J. HSA's Rights of Recovery

In the event of any payment under this contract, HSA shall be subrogated to all of contract holder's rights of recovery against any person or organization. You shall do nothing after loss to prejudice such rights. The company shall not be bound to pay any loss if you have impaired any right of recovery for loss.

K. State Disclosures

Terms of this contract that are in conflict with the statutes of the states in which this contract is issued are amended to such statutes. **Residents of North Carolina:** The purchase of this contract is not required either to purchase or to obtain financing. **Residents of South Carolina:** Obligations of the provider under this service contract are backed by the full faith and credit of the provider. if no claim has been made, and you return this contract to us within 20 days of the date the contract was mailed to you by us or within 10 days of the delivery of the contract, if delivered to you at the time of sale, the contract is void and we will refund you the full purchase price of the contract. A 10% penalty per month shall be added to the refund that is not paid or credited within 45 days after the return of this contract to us. Complaints or questions concerning this contract may be directed to the South Carolina Department of Insurance at P.O. Box 100105, Columbia, South Carolina 29202-3105 (803) 737-6180.