

HOME WARRANTY OVERVIEW

The benefits of coverage for your home system components and appliances.



Life happens. Have a plan.SM





WHAT IS A **HOME WARRANTY PLAN?**

A home warranty plan is simple. It's a one-year service contract for the repair or replacement of covered home system components and appliances that typically break down over time.

Home warranties should be considered for single-family homes, condos, vacation homes, townhouses, foreclosure properties and multi-unit properties such as duplex/triplex/fourplex.



HOW AN AHS® HOME WARRANTY PLAN WORKS

No one likes surprises when it comes to household breakdowns and big expenses. But breakdowns are inevitable. So a home warranty puts a plan in place to help you manage the expense and minimize the hassle.

A simple way to deal with household breakdowns.

Life happens. Which means breakdowns happen at the worst times. But if the item is covered in your plan, American Home Shield® is here 24/7 to take your service request and connect you with an experienced, licensed service contractor who will get the job done. No more calling around to find reliable help.

Why American Home Shield?

We are the nation's largest home warranty provider and have built a reputation of reliability over the past four decades. We have serviced nearly 1.4 million customers in 49 states in 2014 and have spent more than \$1.7 billion in repairs or replacements of covered items in the past five years. Take our customers' word for it, too. We are proud to have received positive recognition based on reviews from homeowners like you:



by HomeWarrantyReviews.com

What does a home warranty cover?

An AHS Home Warranty Plan covers the items in the plan you select. This is outlined specifically in your contract. Flexible plans and pricing give you the choice to cover components of your home systems, selected appliances or both. (See Coverage Chart in this guide for a listing of covered items.)

What do I pay for?

You can pay the plan fee monthly or pay the entire annual plan fee at once. Price is based on your choice of plans and your location. When you request a visit from a service contractor, you will also pay a Trade Service Call Fee per contractor specialty. (Plumbing, electric, etc.) You choose an amount when you sign up. For example, if you agree to pay a higher Trade Service Call Fee, your plan payment is smaller, and vice versa. A personalized quote is an easy and quick way to find out how affordable coverage can be. [Get a quote.](#)

"Reps are very knowledgeable and seemed very concerned that you have a problem and ready to help you. They really seem to care."

—Senora S., AHS Customer

Homeowners Insurance and Home Warranty Plan. What's the difference?

Homeowners insurance is there to help in the event of a natural disaster, fire or theft and can help cover the structure of your home. But did you know that if your HVAC, electrical, plumbing or appliances happen to stop working, your insurance probably won't cover them?

Will I ever use it?

Experience tells us AHS customers make an average of two service calls a year. But there is **no limit** to the number of service calls you can make during your contract term.

CHOOSE THE PLAN THAT'S RIGHT FOR YOUR HOME AND BUDGET.

Best Value

SYSTEMS PLAN

- Air Conditioning, including ductwork
- Electrical
- Heating, including ductwork
- Plumbing
- Water Heaters
- Central Vacuums
- Doorbells
- Garbage Disposals
- Instant Hot/Cold Water Dispensers
- Smoke Detectors
- Ceiling Fans

COMBO PLAN

- Air Conditioning, including ductwork
- Clothes Dryers
- Clothes Washers
- Dishwashers
- Electrical
- Heating, including ductwork
- Plumbing
- Ranges/Ovens/Cooktops
- Refrigerators
- Water Heaters
- Central Vacuums
- Doorbells
- Built-in Food Centers
- Garbage Disposals
- Garage Door Openers
- Free-standing Ice Makers
- Instant Hot/Cold Water Dispensers
- Built-in Microwave Ovens
- Smoke Detectors
- Trash Compactors
- Ceiling Fans

APPLIANCES PLAN

- Clothes Dryers
- Clothes Washers
- Dishwashers
- Ranges/Ovens/Cooktops
- Refrigerators
- Built-in Food Centers
- Garage Door Openers
- Free-standing Ice Makers
- Built-in Microwave Ovens
- Trash Compactors

Choose from three Trade Service Call Fee options.

You'll have the flexibility to choose from three Trade Service Call Fee options to help you manage your budget and out-of-pocket expenses. Choose what's right for you!

\$75 • \$100 • \$125

Other coverage options can be added to any plan:

- Pool • Well Pump • Water Softener • Septic Pump
- (Additional cost applies.)*

AHS® HOME WARRANTY PLAN BENEFITS AT-A-GLANCE.

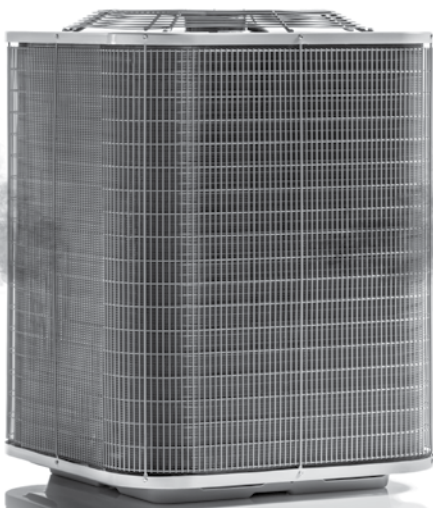
An AHS Home Warranty Plan is a simple and affordable way to help you manage the cost of repairs and replacements of covered household breakdowns.

AN AMERICAN HOME SHIELD® HOME WARRANTY PLAN CAN:

- ▶ Help provide relief from unexpected, covered breakdowns
- ▶ Bring an expedited repair process on covered items
- ▶ Give access to the American Home Shield network of qualified service contractors
- ▶ Make requesting service easy either online or over the phone — 24 hours a day, 365 days a year

“Our air conditioner started to fail. It could have been a major expense but with AHS, it turned out to be very easy and reasonable to fix.”

—Steve B.
AHS Customer



AMERICAN HOME SHIELD CUSTOMERS ENJOY:

- **AHS Appliance Discount Program**
AHS passes along our discounted pricing on quality name brand appliances, resulting in big savings exclusively to AHS Home Warranty customers.

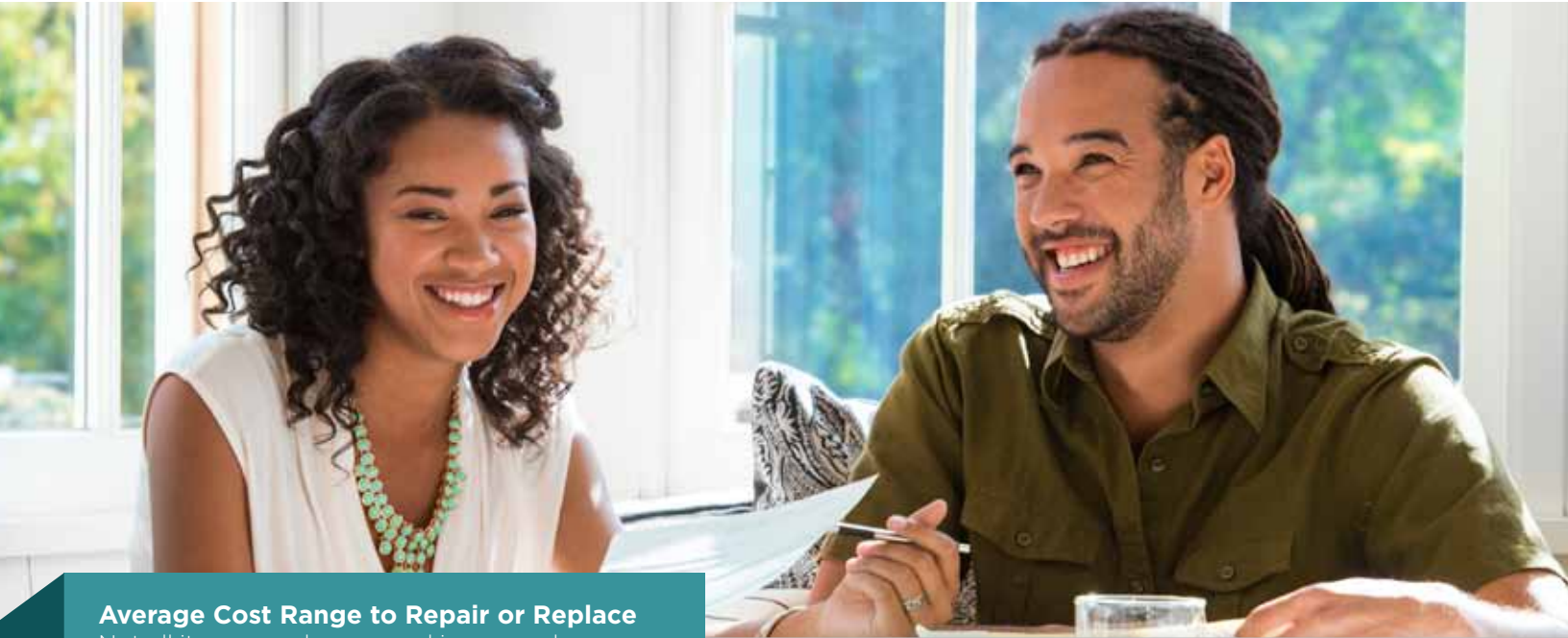
ONLINE RESOURCES:

- **Air Filters Discount**
Get from 30% to 50% off retail prices on AC/Furnace filters for your home.

Also, find helpful household tips in our vast library of custom content:

- ▶ **AHS Home Matters Blog**
ahs.com/home-matters
- ▶ **AHS YouTube Channel**
youtube.com/TheAHSTeam
- ▶ **HomeStructions Blog**
homestructions.com
- ▶ **Monthly e-Newsletters**

SEE THE DIFFERENCE AN AHS® Home Warranty Plan Can Make



Average Cost Range to Repair or Replace
Not all items may be covered in every plan



Furnace
\$129-\$3,980[†]



Air Conditioning
\$131-\$3,790[†]



Dishwasher
\$138-\$700[†]



Ranges/Ovens/
Cooktops
\$120-\$997[†]



Refrigerator
\$223-\$1,500[†]



Clothes Washer
\$70-\$719[†]

[†]Repair and Replacement costs are average U.S. costs as reported in *A Study of Homeowners' Appliance and Home Systems Service Experiences*, a nationwide survey of homeowners conducted in 2015 by Decision Analyst for American Home Shield. Further reproduction or use is expressly prohibited.

Here's how it works

1. When a covered item breaks down, call our **24/7 customer service** line toll-free at **800 776 4663** or visit **ahs.com** to initiate a service request. You will pay a Trade Service Call Fee. This is a fee paid per service trade, such as plumber, electrician, etc.
2. AHS will assign a service contractor to handle your covered request. If you prefer, you have the option to receive email notifications on the progress of your service call.
3. A service contractor will schedule a time during normal business hours to diagnose and repair or replace your covered item.
4. Relax. The service contractor will then diagnose and repair or replace your covered item. AHS may follow up with you by phone or email to hear about your experience. Again, service requests are unlimited during your contract term.

Want to know more?

Here are some answers to common questions.

Q How do I know my service contractor is qualified?

A The independent, licensed professional service contractors in our network are monitored and graded on their performance through our Customer Satisfaction Survey Program.

Q Is the AHS® Home Warranty Plan renewable?

A You can renew your AHS coverage at the option of AHS. AHS will notify you in advance of the expiration date, and will offer a variety of convenient payment plans.

Q What if I have an appliance that just can't be fixed?

A If AHS determines your covered home system component or appliance can't be repaired by a service contractor, it will be replaced in accordance with the terms of your contract.

Q My home systems and appliances are old. Does that matter to AHS?

A No. The age of a home's system components and appliances is not a factor.

Q Does AHS need to inspect my home systems and appliances before I purchase?

A No. A home inspection is not necessary to purchase an AHS Home Warranty Plan.

Q Is there a limit to the number of repairs during my contract term?

A American Home Shield allows an unlimited number of covered repairs during your contract term.

Q What out-of-pocket expenses will I have?

A In addition to your monthly or annual plan fee, for each service request, you will pay a Trade Service Call Fee to each contractor of a different trade (plumber, electrician, etc.) on their initial visit to your home to diagnose a problem or perform service. There may be additional costs associated with the repair or replacement of covered items. Details will be included in your contract.

Q What is a Trade Service Call Fee?

A A Trade Service Call Fee is the amount due when a service contractor visits your home. With AHS coverage, when a service contractor is called, upon arrival you'll pay a Trade Service Call Fee for each service contractor of a different trade (plumber, electrician, etc.) on their initial visit to diagnose a problem or to perform service. Keep in mind that there may be additional costs associated with the repair or replacement of covered items. Please review your contract for details.

Unexpected breakdowns happen without warning.
Protect your budget today.

ahsbuyonline.com



Life happens. Have a plan.SM



The AHS Home Warranty Plan covers the repair and replacement of the home system components and appliances specified as covered in the contract in the event such items malfunction during the term of the contract due to a cause specified as covered in the contract. To review a copy of the contract that details specific coverages, exclusions and limitations, please call AHS. Covers single-family homes under 5,000 sq. feet. The Trade Service Call Fee applies to the initial visit by a service contractor for each covered trade. This initial fee covers any additional service contractor visits required for the same breakdown within 60 days of the original service date. Additional charges may apply for some repairs and replacements. AHS may offer you cash in lieu of repair or replacement in the amount of AHS' expected cost to repair or replace an item, which in most cases may be less than retail cost. When making replacements, AHS will install system components and appliances with similar features, capacity and efficiency but not necessarily the same dimension, color or brand. Items not designated by the manufacturer for residential use are not covered. Refer to contract for state-specific cancellation provisions. Not valid in conjunction with a real estate transaction or current AHS contract renewal.

The HomeWarrantyReviews.com awards recognize the home warranty company with the best all-around performance, highest customer satisfaction and best repair service in the industry and are based on reviews from homeowners. For more information on the Top Rated award and Best In Service award, visit homewarrantyreviews.com/awards

The Women's Choice Award is based on a 2013 nationwide survey of women. For information on the Women's Choice Award, visit womenschoiceaward.com/best-home/warranty-providers/

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