

InHouse



800-871-2339

www.inhousewarranty.com

The home warranty for Arizona's extreme climate



FREE
HEATING &
COOLING
CHECKUP
INCLUDED!

Arizona's Only Home Warranty With
Guaranteed 24-Hour Response Time!

Around The Clock Customer Support



Our courteous customer service representatives are available around the clock, including weekends and holidays, to answer questions, assist you in purchasing a policy, or dispatch repair service.



800-871-2339 ■ www.inhousewarranty.com

Home Warranty Plans 12-Month Repair or Replacement Coverage

COVERAGE ITEMS	SELLER'S BASIC	INHOUSE COMPLETE	BUYER'S GUARANTEE
Guaranteed 24-Hour Service	✓	✓	✓
\$45 Service Call	✓	✓	✓
Heating System	✓	✓	✓
Heat Pump	✓	✓	✓
Air Conditioning	✓	✓	✓
Ductwork	✓	✓	✓
Plumbing	✓	✓	✓
Plumbing Blockages	✓	✓	✓
Electrical Wiring	✓	✓	✓
Security Systems	✓	✓	✓
Thermostat	✓	✓	✓
Pest Control	✓	✓	✓
Bi-Yearly 20-Point HVAC Maintenance Check-Ups	✓	✓	✓
InHouse Club Membership Rewards	✓	✓	✓
Cooking Oven/Range	✓	✓	✓
Built-In Microwave Oven	✓	✓	✓
Hot Water Heater	✓	✓	✓
Alarm Equipment/Install* \$500 Value! Included With Plan.		✓	✓
Smoke Detectors		✓	✓
Plumbing Fixtures		✓	✓
Food Spoilage		✓	✓
Dishwasher		✓	✓
Garbage Disposal		✓	✓
Toilet Tank and Bowls		✓	✓
Garage Door Opener		✓	✓
Trash Compactor		✓	✓
Exhaust Fans and Ceiling Fans		✓	✓
Telephone Wiring		✓	✓
Central Vacuum System		✓	✓
Outlets and Light Fixtures		✓	✓
No Renewal Increase		✓	✓
Home Inspection <i>See Coverage for Details</i>			✓
Termite Inspection <i>See Coverage for Details</i>			✓
PLAN SUBTOTAL	\$295.00	\$375.00	\$650.00**
Washer and Dryer <i>Optional Coverage for \$75</i>			
Refrigerator & Ice Maker <i>Optional Coverage for \$40</i>			
Additional Refrigerator/Freezer <i>Optional Coverage for \$35</i>			
Built-In Refrigerator <i>Optional Coverage for \$80</i>			
Built-In Pool <i>Optional Coverage for \$100</i>			
Built-In Spa <i>Optional Coverage for \$50</i>			
Drip & Sprinkler System <i>Optional Coverage for \$50</i>			
Septic Coverage <i>Optional Coverage for \$50</i>			
Roof Leak Coverage <i>Optional Coverage for \$100</i>			
Well Pump <i>Optional Coverage for \$75</i>			
Termite Warranty <i>Optional Coverage for \$275</i>			
Home Inspection <i>Optional for \$300</i>			INCLUDED
TOTAL PLAN COVERAGE FEE	\$	\$	\$
Mobile Home/Town House/Condo \$275 ■ Duplex \$525 ■ Triplex \$625 ■ Fourplex \$725			

Step One: Select Plan Coverage

Step Two: Property to be Covered (If applicable)

Address _____
 City _____ State _____ ZIP _____

Step Three: Seller Information

Last Name, First _____
 Phone Number _____ Email _____
 Mailing Address _____
 City _____ State _____ ZIP _____
 Real Estate Company _____ Real Estate Company Phone # _____
 Agent Name _____ Agent MLS Number _____
 Agent Email Address _____

Step Four: Buyer Information / Home Owner

Last Name, First _____
 Phone Number _____ Email _____
 Mailing Address _____
 City _____ State _____ ZIP _____
 Real Estate Company _____ Real Estate Company Phone # _____
 Agent Name _____ Agent MLS Number _____
 Agent Email Address _____

Step Five: Closing Information (If applicable)

Closing/Escrow Company Name _____
 Closing Representative's Name _____
 Phone # _____ Fax # _____
 Expected Closing Date _____ Closing/Escrow # _____
 City _____ State _____ ZIP _____

Step Six: Payment Options and Acceptance

VISA MasterCard AMERICAN EXPRESS DISCOVER VISA / MC / AMEX / DISC Escrow Check (Payable to InHouse)

Credit Card # _____ Exp. Date _____
 CLOSING PAYMENT INSTRUCTIONS: Policyholder authorizes the closing/escrow agent to deliver a signed copy of this application, along with a check payable to InHouse, in the amount selected at time of closing.
 NOTICE: All prices shown are for single family homes under 5000 square feet. Quotes are required for dwellings exceeding this limit. Please read contract for specific coverage, limitations, and exclusions. In some cases, an administrative fee may be paid to above Real Estate firm(s) for expenses incurred or connected with the administrative work or development of this application.
 SERVICE CALL: The cost for each repair visit is \$45. In the event response time for "urgent repair items" exceeds 24-hours, the service fee will be waived. See contract for items considered to be an urgent repair item. Additional charges may apply to certain repairs and replacements. InHouse will not reimburse for work performed without prior approval. Pricing and coverage subject to change without notice.
 SELLER'S BONUS COVERAGE: Seller will receive up to 180 days of complimentary basic coverage during the listing period. Seller is responsible for the purchase of the warranty in the event coverage is cancelled. Reimbursement to InHouse will be equal to cost of services rendered or the prorated amount of the warranty fee, whichever is greater.

ACCEPTANCE SIGNATURE: _____ **DATE:** _____
 Customer has read and agreed to all of the Terms and Conditions stated.

Step Seven: Order the Plan

Call In Application: 800-871-2339
Fax Application To: 480-505-6491 or
Mail Application To: 2922 S. Roosevelt St., Tempe, AZ 85282

CONFIRMATION NUMBER: _____ **REFERRING AGENT OR PARTNER:** _____

*Additional Monitoring Fees Will Apply
 **Up to 2,000 square feet, each additional 500 square feet will be charged 50 additional dollars each. See contract for details.

Value Added Extras In Addition To The Best Home Warranty!

The InHouse Membership Card entitles you to discounts of 10 to 30 percent off services related to your home including:



Home Maintenance

- A/C Repair/Installation
- Plumbing/Rooter Service
- Heater Repair/Installation
- Carpet Cleaning
- Sprinkler Repair
- TV Repair/Electronics
- Pest Control
- Pool Service
- Lawn Care
- Appliances
- Handyman Services
- Locksmith/Keys
- Roof Repairs
- Painting
- Soft Water Systems
- Flood Restoration
- Janitorial Services
- Electrical

Home Improvement

- Pool Installation
- Pool Resurfacing/Decking
- Additions/Remodeling
- Landscaping
- Carpet/Upholstery
- Tile/Hardwood Flooring
- Stucco
- Shutters/Blinds
- Cabinets/Countertops
- Roofing
- Doors/Windows/Glass
- Home Theaters
- BBQ's/Firepits
- Fencing/Walls
- Electrical Wiring
- Roof Coating
- Interior Design
- Alarm Systems
- Brickwork
- Drywall
- Concrete Work
- Garage Doors
- Reflective Tinting
- Screens/Awnings
- Sports Courts
- Misting Systems
- Equipment Rental

Home Services

- Real Estate Services
- Mortgage/Refinance
- Appraisal Services
- Accounting/Taxes
- Career Planning
- Vitamins/Supplements
- Legal Services
- Catering
- Computer Repair
- Exercise Equipment
- Title Services
- Home Inspection
- Insurance
- Travel Discounts
- Theme Park Tickets
- Health Coverage
- Financial Planning
- Instant Credit
- Personal Shopper
- Party Planning

Every time you use your membership card for one of these services, you will earn reward points towards your choice of gifts from our online rewards catalog!



**InHouse Home Warranty...
Complete Protection For Your Arizona Dream!**



InHouse Home Warranty Advantages

a wise
choice
for

SELLERS

During the first 180 days of listing, sellers will receive FREE basic coverage to assist them in: protecting their home's assets, selling their home faster, obtaining the highest sales price, avoiding post-sale disputes and preventing future liabilities.



a wise
choice
for

BUYERS

Buyers receive peace of mind by avoiding the surprise of expensive repair bills. Buyers also receive: Arizona's fastest response time, service by licensed professionals, the most comprehensive coverage, protection from rising service costs and benefits beyond a basic warranty!

Award Winning Service

Because of the extremes of our climate, Arizona residents are dependent on fast, reliable service. We're proud to offer the only plan with a **24-Hour Service Guarantee***, backed by Arizona's largest residential heating and cooling contractor.

Satisfaction Guarantee

InHouse hires only qualified service technicians that pride themselves on customer satisfaction. All of our services include a **100% Service Guarantee***, as well as a 90-day warranty on all parts.

FREE HVAC Check-Ups

Not only does your plan consist of the most comprehensive coverage, but owners get an additional benefit of **FREE Annual Heating and A/C Check-Ups***, helping to provide your family with a safer, more efficient and comfortable home.



InHouse Club Membership & Alarm System

Included with this plan is the InHouse Club Membership* for many of the most common new home owner purchases. Also, take advantage of a great way to protect your home and family with a **FREE Home Security System*** offered with every plan!

*See details listed under contract terms and conditions

Here's What Our Customers Are Saying About InHouse Home Warranty's Service...

When my own home warranty let me down, I turned to InHouse. They have earned my business!

Rose Mullins,
Realtor

I highly recommend InHouse Home Warranty and will offer their services to my clients whenever possible.

Robert Klamberg,
Property Manager

InHouse responded to my problem with professionalism and urgency. They are great!

Karen Greenbaum,
Homeowner

Sample Coverage Terms And Conditions



A: COVERAGE

1. InHouse Coverage:

- A. InHouse will arrange for a qualified service person to repair and/or replace systems and appliances herein described as covered, in accordance to the terms and conditions of this contract.
- B. Coverage includes only those items selected on application and are subject to the limitations and conditions specified in this contract. Regardless of being mentioned in this contract, all other items not selected on application are excluded from coverage.
- C. **At close of escrow or inception of this contract, all covered items must be in good working order, have failed due to normal wear and tear, have been maintained as specified by manufacturer's requirements and recommendations, and have been properly sized and installed to meet federal, state, local, and industry codes and standards.**
- D. InHouse Guaranties repair service within 24-hours of service request, for all repairs considered to be an "Urgent Repair Items". See details herein.
- E. If any item covered in this contract cannot be repaired in a timely or cost effective manner, InHouse will replace item with an equivalent item or a cash disbursement in the amount equal to fair market value.
- F. Thank you for choosing InHouse and it is our goal to see that your home systems run properly. The current systems and units in your home all have a different life expectancy and the InHouse warranty is designed to help your units reach their full life expectancy. In the event that any unit needs to be replaced prematurely the balance of the useful life will be credited towards your new unit, as well as our up front 20% discount on all services and maintenance.
- G. An InHouse representative will be available to assist you 7 days a week, 365 days a year, by calling our toll free number (800) 871-2339.

2. Coverage Terms and Conditions:

- A. This contract is a binding agreement between InHouse, an Arizona company located at 2922 S. Roosevelt St., Tempe, AZ 85282, and the person(s) indicated on this contract, referred to herein as "Buyer" or "Policyholder".
- B. All contracts are for the dwelling of record only. The dwelling of record is indicated by the address provided on the front page of this contract. Any dwelling having multiple units not fully covered under this contract voids coverage on any jointly used components.
- C. **This contract only applies to items located within, or servicing the main residence only. Outside buildings or detached structures are not covered.**
- D. The selected Warranty Plan and Optional Coverages on Application will outline the items covered or not covered in this contract. Refer to the Covered Systems and Appliance section for the detailed information on specific coverage of systems, appliances, electronics, and other services.
- E. Unless amended by InHouse, this contract only covers single-family dwellings, town homes, condominiums, manufactured homes, duplexes, triplexes, or fourplexes under 5,000 square feet. Dwellings exceeding 5,000 square feet require a phone quote at (800) 871-2339.
- F. This contract represents the complete agreement between InHouse and Policyholder. This contract supersedes all prior proposals, or understandings implied, orally stated, written or otherwise.

B: COVERAGE PERIOD

3. Buyer(s) Coverage Terms

- A. All contracts are for the duration of (1) full year unless otherwise indicated on application.
- B. Buyer's coverage begins on the date of the application approval and issuance of a "Confirmation Number". Where applicable, coverage will begin on the close of escrow date.
- C. Coverage will not begin, nor will service be rendered until InHouse receives payment in full, or no later than 14 days after close of escrow.
- D. In the event dwelling is not inspected by a certified inspector prior to this contract date, this contract will reject all coverage for the first (30) days.

4. Sellers Coverage Terms:

- A. While listed, seller will receive a maximum of (180) free days of coverage. Optional coverage items are not covered during this period.
- B. When contract is paid at time of closing, ownership of contract will be transferred to the new owner of the residence of record. All contract terms and conditions apply.
- C. During Sellers coverage term, the total maximum cost for parts and labor is limited to the amount listed under each specified coverage item.
- D. Seller is eligible for a 15% discount on any new home warranty contract purchased within 60 days of closing of residence for sale. This discount does not apply to this contract and/or subsequent renewal contracts.

C: REQUESTING SERVICE

5. Requesting Service and Filing Claims:

- A. If a covered system or appliance fails, or Policyholder suspects a problem, Policyholder is required to immediately contact InHouse at our toll free service number (800) 871-2339, to request service.
- B. Standard business hours are 7:00am to 4:00pm Monday - Friday.
- C. Service must be requested prior to this contract's expiration date.
- D. InHouse will arrange for a service provider to contact Policyholder to schedule a mutually acceptable time for repair visit.
- E. At its own expense, InHouse reserves the right to obtain a second opinion. Policyholder may also obtain a second opinion at their own expense.
- F. **InHouse has the sole right to select which service provider performs service.** If InHouse gives Policyholder authority to contact an independent contractor, InHouse will reimburse Policyholder for fees up to but not exceeding limits covered in this contract. Prior to service, it is the Policyholder's sole responsibility to ensure contractor is licensed, qualified, and repair is covered by this contract. All contractors must be willing to bill for services rendered.
- G. No payments will be reimbursed for any labor or materials not supplied or approved by InHouse. All work performed prior to obtaining an InHouse "service tracking number" will not be covered under this contract.
- H. **InHouse will make all reasonable efforts to provide timely service, but in the event urgent service is requested for a non listed "urgent repair item", all fees, including evening and holiday rates performed under said request will not be covered and will be at the Policyholder's sole obligation to pay.**
- I. **A \$45.00 Service Fee is required per serviced item for each dispatched service call requested by any occupant of the dwelling of record.** This service fee still applies in the event you fail to be present at scheduled time of service call, or in the event you cancel request while service personnel is in route.
- J. **All repairs performed on Holidays or non-standard business hours will require a premium labor charge of two times the regular service fee.**
- K. The service fee shall be paid at time of service, directly to the authorized and approved InHouse representative.
- L. Failure to pay service fee will result in suspension of coverage until the service fee, and all related collection cost, has been paid in full. This contract shall be considered void while any service fees are outstanding.
- M. Collection efforts are billed at \$120.00 per hour, plus other related expenses. A one-hour minimum will be assessed to all collection processes.
- N. Contracts under suspension are not eligible for refunds.
- O. Policyholder agrees to be liable for all court and legal fees associated with the collection of any outstanding fees over (60) days.
- P. Services performed under this contract have a (90) day parts and (30) day labor warranty. During this time, no Service Fee will be charged.
- Q. InHouse is not required to provide timely service or repairs due to factors beyond its control. This includes, but is not limited to, labor shortages, delays in obtaining part, system, or appliance, and/or weather conditions.

D: LIMITATIONS OF LIABILITY

6. Maximum Liability of InHouse

- A. InHouse has the sole right to determine whether a covered system is repaired, replaced, or given a cash disbursement.
- B. When determining depreciation value for cash disbursements, current retail value will be applied to all assets. A ten year depreciation schedule will be used to determine value.
- C. In regards to new equipment installations, InHouse coverage is limited to matching equipment of similar kind, capacity, and efficiency, and is not responsible for matching dimensions, brands, or colors.
- D. If equipment of like size is unavailable, InHouse will not be liable for cost of any construction due to different dimensions.
- E. InHouse is only responsible for the failed component of a system or appliance and is not responsible for any additional parts or components due to incompatibilities with new technologies, efficiencies, refrigerants, or sizing.
- F. InHouse is not liable for the replacement of the "complete" system or appliance due to the non-availability of one or more of its parts.

7. General Liability Limits

- A. Any damage resulting from an act of God, war, riot, fire, flood, soil movement, lightning, hail, tornado, hurricane, or other disaster is not covered under this contract.
- B. Any malicious intent, malice, fraud or misrepresentation of facts or any form of vandalism renders this contract void.
- C. Damage resulting from animals, insects or pests are not covered.
- D. Pre-existing defects, damage, or inoperable components are not covered by this contract.
- E. Items deemed a "lemon" or "recall" by manufacturer or other industry related organization are not covered.
- F. Commercial or residential properties used as a means to conduct business are not covered under this contract.
- G. **InHouse IS NOT RESPONSIBLE FOR THE DISPOSAL OF OLD APPLIANCES.** InHouse may at times accept request for disposal as a billable fee charged to Policyholder. Additional charges may also apply for the proper disposal of any system or component containing dangerous or hazardous materials.
- H. Damages resulting from brownouts, blackout, electrical spikes and/or surges, are not covered under this contract.

I. **InHouse is not liable for incidental or consequential damages to property or personal injury. Any access required for diagnosis, repair, or replacement, through interior walls, ceiling, floor, roof, etc. are not covered by this contract. It is the Policyholder's sole responsible for costs and activities associated with gaining required access areas.**

J. InHouse will not perform service, nor pay cost involving or related to hazardous or toxic materials. Under no circumstance is InHouse responsible for the diagnosis, repair, removal, or remediation of mold, asbestos, mildew, rot or fungus, and/or damages resulting from above mentioned, even if caused by or related to a covered item in this contract. These materials include, but are not limited to, mold, lead, asbestos, paint, sewage spills, sewage containers, or refrigerants not related to the main household's central air conditioning equipment.

K. Any system or component installed improperly, which prohibits the service personnel from accessing and/or diagnosing its components is void from coverage until such systems and/or components are installed properly.

L. InHouse is not responsible for restoration of any cosmetic defects including wall coverings, floor coverings, cabinets, countertops, tiling, or the like.

M. This contract does not cover mandatory repairs or costs related to past, current, or future upgrades to federal, state, or local ordinances, regulations, or zoning codes.

N. **InHouse is not required to perform service until all required permits are obtained. Policyholder is responsible for permit cost and is required to permit inspectors into dwelling.**

O. InHouse has a right to deny any service when conditions for said service are deemed unsafe for service personnel. Example: unstable building supports, threatening animals or persons, rain, extreme temperatures, and darkness.

P. InHouse is not liable for repairs caused by misuse, abuse, or failure to maintain manufacturer's specified maintenance for items such as, but not limited to: coil cleaning, filtration changes, water heater flushing, consumable component replacement, proper refrigerant levels, or lubrications. This contract does not cover "cleaning" of any parts or equipment.

Q. This contract does not apply to industrial, commercial, or heavy-duty appliances or equipment. Utility systems providing services to more than one dwelling are not covered.

R. Normal usage, described or intended by the manufacturer, must be demonstrated for items to be eligible for warranty.

S. Computerized electronics, load controllers or other energy management systems are not covered under this contract.

T. Lighting systems are not covered under this contract.

8. Injury, Loss or Damage:

A. The Policyholder acknowledges and agrees to not hold InHouse or its associates, liable for any personal injury, death or extraneous damages directly or indirectly caused by any heating, cooling, electrical, plumbing, security, or sewage system. This also includes any appliance, power tool or any attachment to any of the items listed in this contract.

B. During the contract or warranty period, Policyholder acknowledges and agrees to not hold InHouse or any InHouse associates liable for any incidental, indirect, punitive, exemplary, and/or consequential loss or damage.

9. Hotel Reimbursement:

- A. Pertaining to cooling and heating repairs only, InHouse will pay Policyholder up to a maximum of \$50.00 per night for hotel reimbursement. The following conditions apply.
1. To be eligible for reimbursement, Policyholder must request service at 800871-2339 and receive both a service tracking number and hotel authorization number.
 2. InHouse is permitted 24 hours to complete all required repairs before Policyholder is eligible for reimbursement.
 3. Dwelling's Interior temperatures must exceed 90°F or drop below 50°F.
 4. For reimbursement, Policyholder must mail original hotel invoice (with the hotel authorization number printed on top) to InHouse at 2922 S. Roosevelt Dr., Tempe, AZ 85282.
 5. InHouse will mail a reimbursement check no later than 45 days after invoice has been received.
 6. The maximum annual hotel liability is \$200.00.
 7. Room service, mini bar, movies, phones charges, dry-cleaning or any other room charges will not be covered.

E: TRANSFER, RENEW OR CANCEL

10. Transfer of Contract:

- A. In the event ownership of covered dwelling changes, it is the Policyholder's responsibility to inform InHouse of the new owner's information.
- B. This contract cannot be transferred to any new property or dwelling.
- C. In the event contract ownership is transferred, original contract start date and duration apply.

11. Contract Renewals

A. Where state law permits, this contract is renewable at InHouse's option.

12. Right of Refusal and Contract Cancellation:

- A. The Policyholder can cancel this contract at any time.
- B. In the event Policyholder chooses to cancel coverage, a prorated refund will be given to Policyholder of record within (90) days of receiving a written cancellation notice, less any unpaid service fees. A \$35.00 administrative handling fee will also be assessed.
- C. InHouse reserves the right to refuse the issuance of, as well as, the ability to cancel any warranty contract or contract in relation to home plumbing systems, heating and cooling systems, electrical system or any equipment or appliance at any time.
- D. InHouse has the right to cancel this contract for non-payment, fraud, or the misrepresentation of facts. If for any reason InHouse chooses to cancel or refuse contract, a prorated refund will be given to Policyholder of record within (90) days of cancellation notice.
- E. InHouse reserves the right to offer cash in lieu of repair or replacement in the amount equal to InHouse's actual cost (less than retail) to repair or replace such items.

Sample Coverage Items

F: COVERED SYSTEMS AND APPLIANCES

13. Heating, A/C, Heat Pump, and Evaporative System:

A. Covered Items:

- Any parts necessary for the normal operation of the ducted central heating, cooling, or heat pump system, originally designed and correctly installed for the dwelling of record.
- Thermostats, wiring, heat exchanger, combustion chambers, and/or duct work from the central heating or cooling system to the register grill.
- Ducted roof or ground mounted evaporative coolers mechanical parts.
- (1) Heating and (1) Cooling system check-up is included with this contract. Policyholder is responsible for scheduling check-ups. Heating check-up must be scheduled between October 1st and November 30th. Cooling check-ups need to be scheduled between March 1st and April 30th.

B. Not Covered:

- WINDOW UNITS, PORTABLE UNITS, PRE-COOLERS, THERMOSTAT PROGRAMMING, ALL AIR FILTERS, BASEBOARD CASINGS, HUMIDIFIERS, DEHUMIDIFIERS, GEOTHERMAL UNITS, FUEL TANKS, LUBRICANT TANKS, CONDENSER PANS AND/OR LINES, SOLAR HEATING SYSTEMS, ROOF JACKS, STANDS, FIREPLACES, REGISTERS, GRILLS, DAMPERS, TIMERS, DUCTS UNDERGROUND OR BENEATH A DWELLING'S FLOOR, DUCTS CONTAINING FIRE SPRINKLERS OR HAZARDOUS INSULATION, EVAPORATIVE PADS, FRAMING, OR WINDOW MOUNTED EVAPORATIVE COOLERS, AND SUN OR HEAT LAMPS.
 - ANY IMPROPERLY SIZED HEATING OR COOLING SYSTEM, SYSTEMS EXCEEDING 5 TONS OR 120,000 BTU, MISMATCHED EQUIPMENT, IMPROPERLY SIZED DUCT WORK, OR COMMERCIAL OR INDUSTRIAL GRADE SYSTEMS OR COMPONENTS.
 - DIRTY COILS, DRAINS, BLOWERS, DUCTS, AND/OR FURNACE PARTS.
 - ANY COSMETIC OR SURFACE DAMAGES, LIGHT BULBS, HANDLES, GLASS OR TRANSPARENT PLASTICS, DAMAGE CAUSED BY RUST, MOISTURE OR MOLD.
 - ANY ACCESS REQUIRED TO THE INTERIOR OF WALLS, FLOORS, CEILING ETC. FOR COMPLETE AND ACCURATE DIAGNOSTICS OF A FAILED HEATING OR COOLING SYSTEM.
 - If any unit in this section needs to be replaced the cash dispersment will be valued according to schedule D, Section 6 Item B.
- C. Limits:
- \$1500 maximum coverage during Seller's listing period.

14. Plumbing System:

A. Covered Items:

- Leaks or failure of component parts necessary for the normal operation of water supply and sewage removal originally designed and correctly installed for the dwelling of record limited to the following components:
 - Pipes, traps, risers, vents, valves, rubber or wax seals, diverters, mechanical links, water tanks, reservoirs, sinks, bowls, and level indicators.
 - Blockage removal for toilets, tubs, showers, bathing stalls, hot water heaters, and below sink mounted disposals.
 - Blockage coverage only pertains to items having accessible ground level clean outs and is limited to a maximum of 100 feet from access point.
- In-House is not liable for repairs caused by misuse, abuse, or failure to maintain manufacturer's specified maintenance for items such as, but not limited to: coil cleaning, filtration changes, water heater flushing, consumable component replacement, proper refrigerant levels, or lubrications. This contract does not cover "Cleaning of any parts or equipment."

B. Not Covered:

- ALL PLUMBING LOCATED OUTSIDE OF DWELLING OF RECORD, AS WELL AS ANY ITEMS NOT LISTED ABOVE INCLUDING, BUT NOT LIMITED TO, SHOWER HEADS, TOILET LIDS, OUTSIDE MISTERS, DRIP, OR SPRINKLER SYSTEMS, WATER SOFTENERS, WATER FILTERS, JETTED TUBS, SEPTIC SYSTEMS, PRESSURE REGULATORS, HIGH OR LOW WATER PRESSURE FLOW, STEAM ROOMS, SAUNAS, OR COMMERCIAL GRADE SYSTEMS.
 - ANY COSMETIC ASPECTS OR ITEMS, INCLUDING, BUT NOT LIMITED TO CAULKING, GROUTING, OR EXTERNAL COATINGS, OR ANY EXTRANEOUS OR CONSEQUENTIAL DAMAGES RESULTING FROM FAILURE OF ANY PLUMBING OR SEWAGE SYSTEM OR COMPONENT.
 - ACCESS REQUIRED FOR ACCURATE DIAGNOSIS THROUGH WALLS, FLOORS, CEILING, ETC. OF A FAILED PLUMBING OR SEWAGE SYSTEM.
 - ANY DAMAGE TO PIPES, FIXTURES OR WATER HEATERS OVER 50 GALLONS CAUSED BY CHEMICALS, MINERALS, FAULTY INSTALLATION, FREEZING, HOUSE SETTLING, TREE OR PLANT ROOTS.
 - ANY ASPECT OR COMPONENT OF A FIRE SUPPRESSION SYSTEM.
 - If any unit in this section needs to be replaced the cash dispersment will be valued according to schedule D, Section 6 Item B.
- D. Limits:
- \$1,000 maximum coverage during Seller's listing period.

15. Electrical System:

A. Covered Items:

- All components and parts necessary for normal operation of electrical systems as originally designed and correctly installed for dwelling of record.
 - Conduit and wiring panels and sub panels, built-in outlets, receptacles, door bells, light fixtures, switches, or inline power protection devices.
- B. Not Covered:
- ANY WIRING OR ELECTRICAL ITEM LOCATED OUTSIDE THE DWELLING OF RECORD.
 - ANY COSMETIC OR SURFACE DAMAGES.
 - ANY REPAIR ISSUES CAUSED BY IMPROPER INSTALLATION.
 - SOLAR POWERED SYSTEMS, ATTIC FANS, TELEPHONE JACKS AND WIRING, BACKUP OR ALTERNATE POWER SYSTEMS, BATTERIES, LIGHT BULBS, OUTLET COVERS, FACEPLATES, GAS GENERATORS, OR ANY FIRE OR SMOKE DAMAGED ITEMS.
 - CONSEQUENTIAL DAMAGES DUE TO POWER FAILURE, SURGES, OR LOADS GREATER THAN THE SYSTEM'S SPECIFIED DESIGN.
 - ANY ACCESS REQUIRED TO INTERIOR WALLS, FLOORS, CEILING ETC. FOR COMPLETE AND ACCURATE DIAGNOSTICS OF ANY FAILED ELECTRICAL SYSTEM.
 - COMMERCIAL OR INDUSTRIAL GRADE SYSTEMS OR COMPONENTS.
- C. Limits:
- \$1,000 maximum coverage during Seller's listing period.

16. Kitchen and Household Appliances:

A. Covered Items:

- Any components or parts used for the normal operation of residential appliances as intended by the manufacturer, including motors, compressors, heating or cooling elements, coils, fuses, door seals, castors, bearings, switches, gears, belts, chains and sensors.

- Dishwasher, Stove, Range, Oven, built-in Microwave, Trash Compactor, Garbage Disposal, Hot Water Heater, Garage Door Openers, and Ceiling Fans.

- In the event refrigerator or freezer fails, InHouse will warrant a cash disbursement for food and beverage spoilage, not to exceed \$25.00, providing service was expediently requested as outlined in this contract. InHouse Service representative must verify spoilage.

- Built-ins are covered by the manufacturer's extended warranty and coverage is limited to a maximum of \$1,000.00 by non covered units.

B. Not Covered:

- ANY ITEMS NOT LISTED ABOVE, INCLUDING, BUT NOT LIMITED TO, ALL LININGS, COATINGS, GLASS, STORAGE RACKS, BASKETS, SHELVES, LIGHT BULBS, HANDLES, TRANSPARENT PLASTICS, FREE STANDING FREEZERS, BATTERIES, CLOCKS, CLEANINGS, OR BACK UP POWER SYSTEMS.
 - ANY COSMETIC OR SURFACE DAMAGE CAUSED BY RUST, MOLD OR MOISTURE WHEN MOVING OR TRANSPORTING THE APPLIANCE.
 - ANY TYPE OF STAIN INCLUDING, BUT NOT LIMITED TO THOSE CAUSED BY WATER, FIRE, OR SMOKE.
 - ANY APPLIANCE CLASSIFIED BY ITS MANUFACTURER AS COMMERCIAL GRADE.
- C. Limits:
- \$100.00 maximum coverage during Seller's listing period.

17. Security System:

A. Covered Items:

- Key pads, timers, and sensors necessary for normal operation of home security or alarm system as originally designed and installed for the dwelling of record.
 - Dwellings without a home security system, or outdated security system, are eligible for a free alarm system (OAC) with this contract. A monthly monitoring fee is required and is not covered by this contract.
- B. Not Covered:
- ANY CONSEQUENTIAL DAMAGES OR LOSSES DUE TO FAILURE OF ALARM SYSTEM.
 - ANY FIRE ALARM SYSTEMS OR COMPONENTS.
 - WIRING OR SENSORS LOCATED OUTSIDE THE DWELLING, OR NOT LISTED ABOVE.
 - ANY REPAIR ISSUES RESULTING FROM INACCURATE INSTALLATION. 5. BACKUP OR ALTERNATE POWER SYSTEMS.
 - COMMERCIAL OR INDUSTRIAL GRADE SYSTEMS, COMPONENTS.
 - ACCESS REQUIRED TO INTERIOR OF WALLS, FLOORS, ETC. FOR THE COMPLETE AND ACCURATE DIAGNOSTICS OF A FAILED SYSTEM. ANY COSMETIC OR SURFACE DAMAGE.
- C. Limits:
- \$500.00 maximum coverage during Seller's listing period.

18. Pest Control

A. Covered Items:

- Roaches, Spiders, Mice, Crickets, Ground Beetles, Millipedes, Centipedes, Pillbugs, Snowbugs, Earwigs, Clover Mites, and Ants.
- B. Not Covered:
- TERMITES, CARPENTERANTS, FLEAS, TICKS, AND RATS.
 - ANY FUNGUS OR WOOD DESTROYING ORGANISM.
 - ANY ORGANISM NOT SPECIFICALLY LISTED AS A COVERED ITEM
- C. Limits:
- \$500.00 maximum coverage during Seller's listing period.

19. Central Vacuum:

A. Covered Item:

- All mechanical system components and parts. B. Not Covered:
 - DUCTING, BLOCKAGES, WALL PLATES OR LIDS, AND ACCESSORY ITEMS.

G: OPTIONAL COVERAGE ITEMS

20. Roof Leak Repair:

A. Covered Items:

- Roof leaks resulting from normal wear and tear that occurred in the roof located over the occupied living area of the covered dwelling.
 - Roof leaks above an enclosed garage attached to covered dwelling.
- B. Not Covered:
- PATIO ROOF OR OVERHANG.
 - DAMAGE FROM WALKING ON THE ROOF, GUTTERS, OR FLASHING.
 - PENETRATIONS ADDED AFTER ORIGINAL CONSTRUCTION FOR SKYLIGHTS, HVAC EQUIPMENT, ATTIC VENTS, FANS, SOLAR EQUIPMENT, OR ACCESS AREAS.
 - MISSING OR DAMAGED TILES, SHINGLES, SHAKE, METAL, FOAM OR AGATE ROOFING, AND ANY COMPOSITION, FELT, OR TAR BACKING MATERIALS.
 - CONSEQUENTIAL DAMAGES INCURRED DUE TO ROOF FAILURE, OR DAMAGE CAUSED BY RUST, MOLD OR MOISTURE, OR LACK OF MAINTENANCE.
 - COLOR MATCHING OF ROOFING MATERIALS IS NOT COVERED. C.

Limits:

- This contract does not apply for roofs that have deteriorated beyond repair or have exceeded their normal life expectancy.
- \$1,000.00 maximum per annual warranty contract for total diagnosis, repair, or replacement of roofing diagnosis, labor, repairs, and materials.

21. Pool and Spas:

A. Covered Item:

- Any pool or spa mechanical component required for the normal operation of water supply, heating, water circulation, or regeneration pumping system as originally designed and correctly installed for the dwelling of record.
 - Pumps, motors, compressors, pipes, traps, risers, gaskets, timers, vents, valves, rubber or wax seals, back flow prevention devices, mechanical linkages, and level indicators.
- B. Not Covered:
- ANY ITEMS NOT LISTED ABOVE INCLUDING, BUT NOT LIMITED TO LIGHTS, SWITCHES, LININGS, COATINGS, PLASTER, TILE, CONCRETE PADS OR SLABS, DECKING, STEPS, FOUNTAINS, WATERFALLS, WATER SOFTENERS, WATER PURIFIERS, FILTERS, FILTRATION MEDIA, SCREENS, BASKETS, RAILINGS, DIVING BOARDS, SLIDES, POOLS OR SPA COVERS, SOLAR SYSTEMS, OR LIFE SAFETY EQUIPMENT.
 - ANY CLEANING SYSTEMS OR COMPONENTS.

- ALL DAMAGE TO MECHANICAL SYSTEMS, PIPES OR FIXTURES CAUSED BY, FREEZING, FOUNDATION SETTLING, CHEMICALS, MINERALS, OR TREES AND PLANTS.

- ALL ACCESS REQUIRED TO THE INTERIOR OF WALLS, FLOORS, CONCRETE SLABS, CEILING, OR BELOW GRADE (UNDERGROUND) FOR A COMPLETE AND ACCURATE DIAGNOSTICS OF A FAILED PLUMBING POOL WATER SUPPLY OR DRAINING SYSTEM.

- POOL OR SPA DRAINAGE OR RESURFACING.

- PRESSURE REGULATION COMPONENTS, OR DAMAGE CAUSED BY EXCESSIVE WATER PRESSURE OR FLOW.

- COMMERCIAL OR INDUSTRIAL GRADE SYSTEMS OR COMPONENTS.

22. Refrigerators and Ice Makers:

A. Covered Item:

- Same terms as listed under section 16A.

B. Not Covered:

- SAME TERMS AS LISTED UNDER SECTION 16B. SEALED REFRIGERATION SYSTEMS ARE NOT COVERED.

23. Clothes Washer and Dryer:

A. Covered Item:

- Same terms as listed under section 16A.

B. Not Covered:

- SAME TERMS AS LISTED UNDER SECTION 16B.

24. Well Pump:

A. Covered Item:

- Any component or part of a well pump system, utilized as the main source for the main dwelling only.
- B. Not Covered:
- WELL CASING, PIPING, ELECTRICAL LINES, PRESSURE AND HOLDING TANKS AND SWITCHES, GEOTHERMAL SYSTEMS OR COMPONENTS, OR REDRILLING OF WELLS.
 - COST INCURRED TO OBTAIN ACCESS TO REPAIR A WELL PUMP SYSTEM.

25. Septic Tank:

A. Covered Item:

- Any component of a sewage ejector pump, septic tank, or line from dwelling. Must have existing access or clean out. Coverage void if septic certification was not completed within 120 days prior to this contract date.
- B. Not Covered:
- COST OF SEWAGE HOOKUPS, DISPOSAL OF WASTE, CHEMICAL TREATMENTS, TILE FIELDS, LEACH BED, OR CESS POOLS.
 - INSUFFICIENT CAPACITIES, CLEANOUTS, OR PUMPING.

H: URGENT REPAIR ITEMS

27. Urgent Service Defined:

- Urgent service is defined as service necessary to avoid loss of life or serious physical injury.

28. Urgent Repair Items:

- Air conditioners, furnaces, heat pumps, refrigerators, plumbing leaks, or hot water heaters.

29. 24-Hour Service Guarantee:

- Urgent Repair Items receive top priority, meaning a service provider will arrive at property within 24-hours of the time of initial service request. Urgent service requested on Sundays or holidays will allow for a 48 hour waiting period for a service request.
- Guaranty applies to initial diagnosis only, and does not apply to time required for repair or replacement of covered systems or appliances.

I: HOME INSPECTION/TERMITE WARRANTY

- Each additional 500 square feet over 2,000 will be charged an additional \$50 per square up to 5,000 square feet. Then it will be charged at .17 cents per square foot.

- Homes over 25 years: \$50 additional fee.

- Crawl space/basements: \$25 additional fee.

- Termite warranty is subject to separate terms and conditions that will be an additional contract.



800-871-2339

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