

California



# AMERICAN HOME SHIELD® HOME WARRANTY



SINGLE  
FAMILY HOMES



TWO-YEAR  
WARRANTY



DUPLEX, TRIPLEX  
AND FOURPLEX



CONDOS  
AND TOWNHOMES



MOBILE  
HOMES



NEW  
CONSTRUCTION

A ServiceMaster Company

# About American Home Shield®

## What is a Home Warranty?

It's a one-year service agreement that covers the repair or replacement of many major home system components and appliances that typically break down over time due to normal wear and tear.

Whether you are buying or selling a house, moving can be hectic. A home warranty specifically designed for residential real estate transactions can give you one less thing to worry about — and help keep your home protected from the expense of unexpected covered repairs during the moving process.

## What's the difference between a Home Warranty and Home Insurance?



### Home Warranty

A home warranty helps protect homeowners against breakdowns. It will help protect a homeowner's budget against the costs of unexpected covered breakdowns or repairs on items in the home such as:

- Major home systems such as furnace, central air unit, electric, plumbing, and water heater
- Two of our three buyer plans include coverage on common household appliances such as refrigerator, washer, dryer, dishwasher, and oven
- There are even options for the buyer to add coverage on items such as pool, spa, and guest unit



### Home Insurance

Homeowners sensibly protect their homes with homeowners insurance. In the event a catastrophe happens, the homeowners insurance will kick in to provide coverage for the structure and personal belongings inside the home.

**NOTE:** Home insurance policies may vary; please refer to your insurance agent for details on your home's policy.

## Why should you choose American Home Shield?



With an American Home Shield Home Warranty you have access to over 40 years of industry leading expertise. Our commitment to customer service is our top priority. You can expect the best, every time.

### With AHS®, you can rely on:

- Award-winning service
- Our nationwide network of over 11,000 professional home service contractors who have the know-how to get the job done right.
- The convenience of 24/7/365 service requests with 99% of such requests dispatched to local contractors within 24 hours.
- Valuable discounts from other ServiceMaster brands: Terminix®, AmeriSpec®, Merry Maids®, Furniture Medic® and ServiceMaster Clean®.
- Access to a library of custom content, tips, advice and more to help manage your home.
- Substantial discounts on air filters, and for AHS contract holders, a special discount program for brand-name appliances.

# Why do I need a Home Warranty?

## Benefits to Home Buyers

The question isn't whether or not a breakdown will happen; it's when. Do you have a plan in place for when they do? Our real estate packages protect your house, so you can focus on making it your home.

- Gain confidence and comfort knowing your hard-earned investment is covered by an industry leader.
- Reduce stress from potential, undetectable pre-existing conditions (like failures due to lack of maintenance and mismatched systems) — they're covered!
- Confidence in our nationwide network of professional home repair experts who we pre-screen and monitor for your safety and convenience.

## Benefits to Home Sellers

When it comes to selling your home, offering a home warranty in the contract is an excellent way to entice buyers. It shows good faith and offers an assurance to buyers that the home is covered by a warranty for the first year of ownership.

- Gain confidence and comfort knowing your budget is protected while your home is on the market.\*
- May help sell your home faster, for more money and with fewer worries covered.
- Help mitigate unexpected covered issues from the home inspection to help keep the sale of your home on track.

# What does Real Estate Edition mean?



## Buy Now for Special Product Pricing\*\*

The Real Estate Edition product and pricing is only available while you are involved in a real estate transaction. Pricing and packages will change thirty days after closing if not purchased during the real estate transaction.



## Flexibility to Upgrade

Need to upgrade or add options? No problem. Home buyers have 60 days from closing to upgrade or change their coverage options.



## Seller Coverage Option\*

Regardless of the warranty package selected, qualified home sellers can add the Seller Coverage Option for up to 6 months (term renewable upon request and AHS discretion) while their home is on the market. This option will help protect home sellers with the same covered items as the **ShieldEssential<sup>SM</sup>** package, and best of all, no money is due until the home closes.

\* Subject to a \$2,000 cap for all trades during listing period.

\*\* Real estate edition product and pricing is available up to 30 days from the close of sale.

# How does it work?

With American Home Shield, it's easy to get service for your covered home system components and appliances. Just follow these easy steps below when a covered breakdown occurs:



## 1. CONTACT US

Check your Agreement to verify the item is covered by your AHS Home Warranty. If it is, visit **ahs.com** to place a service request or call our 24/7 customer service line toll-free at 800 776 4663.



## 2. CONTRACTOR ASSIGNED

American Home Shield will assign a service contractor to handle your covered request. If we have your email address, we will send you a confirmation verifying the request has been received by the service contractor.



## 3. SCHEDULE SERVICE

A service contractor will contact you by phone to schedule an appointment time during normal business hours to visit your home and diagnose your covered item.



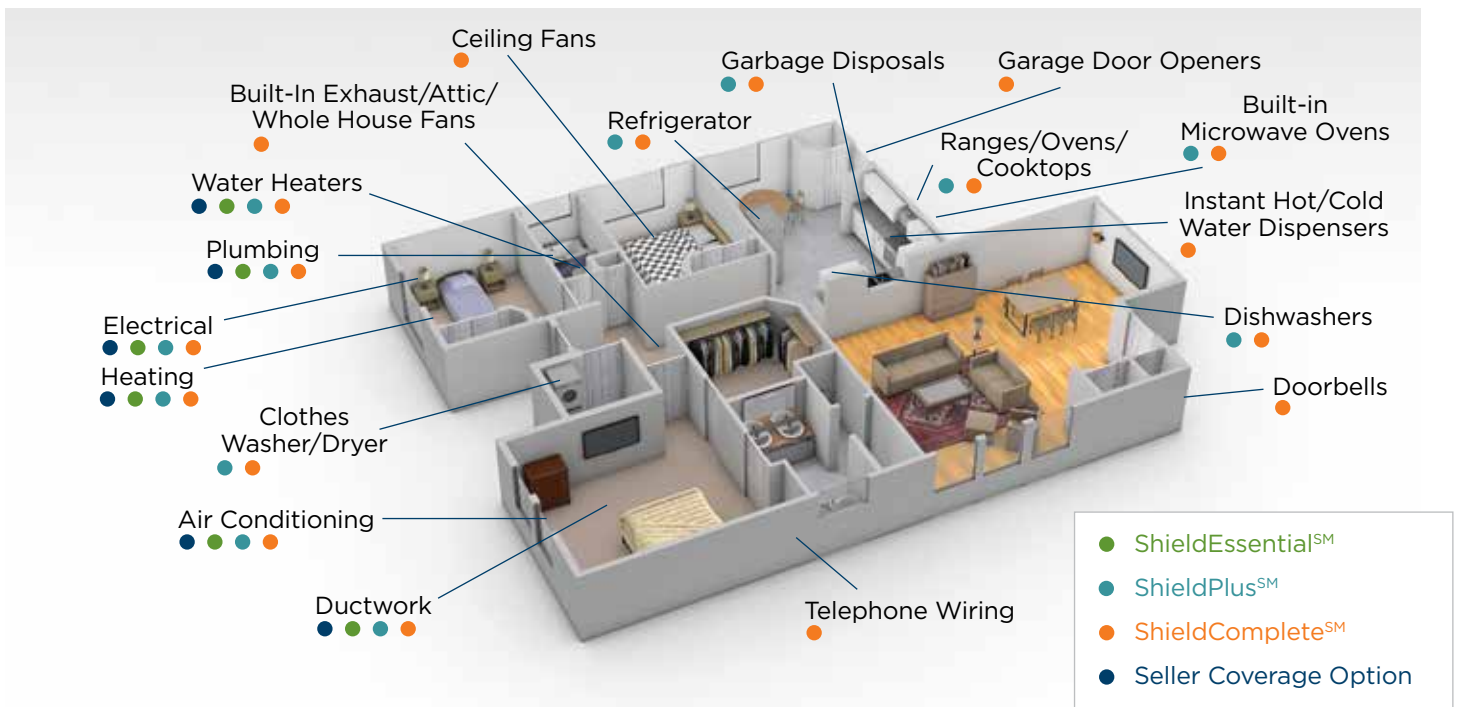
## 4. RELAX

When the service contractor arrives at your home, you pay a Trade Service Call Fee. This is a fee paid per service trade (plumber, electrician, etc.), and is typically less than their standard service rates.

*There may be additional costs associated with your repair or replacement.*

# What is covered by AHS?

There are several AHS Home Warranty packages available during the real estate transaction, making it easy for you to get exactly the coverage you need, at a price you can afford.



# AHS Home Warranty packages for your buyers

## ShieldEssential

Covers the most critical home systems that are the most expensive to repair and replace (heating, air conditioning, plumbing and more).

## ShieldPlus

Covers items included in the [ShieldEssential](#) Package plus many common, major household appliances.

## ShieldComplete

Offers the most comprehensive coverage, including the items in [ShieldEssential](#) and [ShieldPlus](#) combined, and some additional home items (like garage door openers and doorbells).

**All three packages offer the same high level of coverage across the board**, meaning that even our lowest priced package offers our high level of coverage. Many other home warranty companies only offer their best condition coverage with higher-priced packages. Included in all packages:

- Refrigerant recapture, reclaim & disposal
- Removal of defective equipment
- Permits (\$250 per agreement term) when required during a covered repair or replacement
- Code violations (\$250 per agreement term) when required during a covered repair or replacement
- Failure due to:
  - Lack of maintenance
  - Rust & corrosion
  - Sediment
  - Mismatched systems
  - Undetectable pre-existing conditions
  - Improper installations, repairs or modifications

## Seller Coverage Option

**Selling your home and would like coverage while it is on the market?**

Add the Seller Coverage Option in addition to the package you have chosen to offer the buyer and you will get valuable budget protection for many of your most critical home systems while your home is on the market.

**NOTE:** Subject to a \$2,000 cap for all trades during listing period. Seller Coverage Option renewable upon review after 6-month period, up to 18 months.

## Optional Coverage

**Optional coverage may be added to any buyer package to include:**

- Additional refrigerator units (up to 4, including wine refrigerators up to 6 cubic feet)
- Well pump and septic system
- Pool/spa equipment
- Saltwater pool equipment
- Guest Unit (under 750 sq. ft.)

## Roof Coverage Option

Exclusive offer by Roof Rx, Inc. to AHS customers. All Roof related coverage and services to be provided by Roof Rx, Inc.

Lack of proper maintenance is a common cause of roof leaks. Roof Rx coverage is designed to prevent roof leaks and ensure the largest component of your home is protected.

**Roof Rx Coverage Includes:**

- Preventive maintenance visit with a value of \$199
- Free pre-close roof inspection
- \$1000 leak coverage per occurrence
- \$5000 leak coverage per contract term
- Comprehensive roof component coverage including coverage for:
  - Repair or replacement of metal flashings
  - Missing or broken shingles, tiles, shakes, or flat roof materials
  - Repair or replacement of underlayment and felt
  - Broken or open pipe seals and vents

When the Roof Rx technician arrives at the home you will pay them a \$75 Service Call Fee for services other than preventative maintenance or free pre-close inspection.

Once purchased, please call Roof Rx at 800-676-8490 with Roof Coverage questions or to schedule your pre-close roof inspection, preventive maintenance visit or other services.

**NOTE:** An AHS Home Warranty covers repair or replacement of many systems and appliances, but not necessarily the entire system or appliance. Refer to Agreement for details.

# Protect your biggest investment with industry-leading coverage.

Don't worry; this isn't what you'll need to pay when something breaks if you have a warranty. This just simply shows the average U.S. replacement and repair cost for some of the most common items found in your home. When you compare the potential costs of replacing or repairing major systems and appliances, the difference is clear.

## Average U.S. Cost WITHOUT a Home Warranty

ITEM	REPAIR	REPLACE	ITEM	REPAIR	REPLACE
Heating System	\$346	\$4,051	Toilet	\$54	\$235
Cooling System	\$307	\$3,631	Well Pump	\$228	\$2,946
Built-in Microwave	\$225	\$319	Leaky Faucet/Pipe	\$115	\$224
Clothes Dryer	\$120	\$496	Circuit Breaker	\$142	\$187
Clothes Washer	\$218	\$524	Main Panel	\$188	\$1,244
Dishwasher	\$128	\$529	Ceiling Fans	\$41	\$144
Oven/Range/Cooktop	\$137	\$806	Attic Fan	\$62	\$240
Refrigerator	\$355	\$1,201	Pool Pump	\$272	\$568
Water Heater	\$125	\$672	Circuit Board	\$278	\$1,034

*Repair/Replacement cost are average U.S. cost as reported in the survey A Study of Homeowners' Appliance and Home System Service Experiences, Decision Analyst (2015) and reprinted with their written permission. Further reproduction or use is expressly prohibited.*

## My Account

Accessing your American Home Shield Home Warranty Account is just a convenient click away. Register at [ahs.com/my-account](https://ahs.com/my-account) for:

### MOBILE-FRIENDLY ACCESS

Control your account from anywhere.



### QUICK SERVICE REQUESTS

Spend less time on the phone so you will have more time to enjoy your home.



### SIMPLE AGREEMENT RENEWALS

Maintain your home warranty without going to the post office.



### 24/7 COVERAGE CHECKLIST

See what's covered and download your agreement anytime.



# PACKAGES AT A GLANCE

Industry-Leading Service, Coverage and Quality



	Available Buyer Packages			
	Seller Coverage Option*	ShieldEssential	ShieldPlus	ShieldComplete
<b>SYSTEMS</b>				
Air Conditioning (Including geothermal systems)	●	●	●	●
Heating (Including geothermal systems)	●	●	●	●
Ductwork	●	●	●	●
Plumbing (Including stoppages; sump pumps; plumbing sewage ejector pumps)	●	●	●	●
Electrical	●	●	●	●
Water Heaters	●	●	●	●
<b>APPLIANCES</b>				
Washer			●	●
Dryer			●	●
Refrigerator w/Ice Maker and Dispenser (Kitchen refrigerator only)			●	●
Built-in Microwave Ovens			●	●
Dishwashers			●	●
Garbage Disposals			●	●
Ranges/Ovens/Cooktops			●	●
<b>ADDITIONAL HOME ITEMS</b>				
Ceiling Fans				●
Telephone Wiring				●
Doorbells				●
Garage Door Openers				●
Instant Hot/Cold Water Dispensers				●
Built-In Exhaust/Attic/Whole House Fans				●
<b>SAME HIGH LEVEL OF COVERAGE ACROSS ALL PACKAGES</b>				
<b>FAILURE DUE TO:</b>				
Lack of Maintenance	●	●	●	●
Rust & Corrosion	●	●	●	●
Sediment	●	●	●	●
Mismatched Systems	●	●	●	●
Undetectable Pre-existing Conditions	●	●	●	●
Improper Installations, Repairs or Modifications	●	●	●	●
Refrigerant Recapture, Reclaim & Disposal	●	●	●	●
Removal of Defective Equipment	●	●	●	●
Permits (\$250 per Agreement Term When Required During a Covered Repair or Replacement)	●	●	●	●
Code Violations (\$250 per Agreement Term When Required During a Covered Repair or Replacement)	●	●	●	●
<b>OPTIONAL COVERAGE FOR BUYERS (AVAILABLE FOR AN ADDITIONAL COST)</b>				
Additional Refrigerators (up to 4, including wine refrigerators up to 6 cubic feet)			Available	Available
Well Pump and Septic System Pumping & Septic Sewage Ejector Pump		Available	Available	Available
Swimming Pool or Spa Equipment		Available	Available	Available
Swimming Pool/Spa Equipment (shared equipment)		Available	Available	Available
Saltwater Pool Equipment		Available	Available	Available
Guest Unit (under 750 sq. ft.)	Available	Available	Available	Available
<b>ROOF COVERAGE</b>				
Roof coverage option provided by Roof RX LLC where available. *Roof Coverage provided by Roof RX LLC - See page 5 for additional details.	Available	Available	Available	Available

\*Subject to a \$2,000 cap for all trades during listing period. Coverage renewable at AHS's option each 6 month period, up to 18 months

## Trade Service Call Fee

There is a Trade Service Call Fee per service trade (plumber, electrician, etc.), and this is typically less than their standard service rates.

**As always, homeowners should refer to their AHS Home Warranty Agreement for specific coverage information and limitations. To download a Sample Agreement visit [ahshome.com](http://ahshome.com).**

## SEND US YOUR ENROLLMENT APPLICATION

**Mail with Payment**  
AHS, P.O. Box 2803  
Memphis, TN 38101

**Online:** [pro.ahs.com](http://pro.ahs.com)  
**Phone:** 800 735 4663  
**Fax:** 800 329 2478

**Mail without Payment**  
AHS, P.O. Box 849  
Carroll, IA 51401

**Español:** 800 250 2025

# REAL ESTATE EDITION

Pricing and Application

\$75 Trade Service Call Fee



## 1 Complete your enrollment form

Agents can also order online at [pro.ahs.com](http://pro.ahs.com)

Agreement Number (provided when AHS receives your application)

### PROPERTY INFORMATION

Property Address to be Covered

City State ZIP

Listing Expiration Date (if selling) Home sq. ft.

### SELLER INFORMATION

First Name Last Name

Phone Number Email Address

Mailing Address - Only if different from covered property

### BUYER INFORMATION

First Name Last Name

Phone Number Email Address

Mailing Address - Only if different from covered property

### REAL ESTATE COMPANY INFORMATION

Initiating Real Estate Associate Buyer  Seller

Real Estate Company

Main Office Phone Number Fax Phone Number

Agent Name Agent Email

### Cooperating Real Estate Associate Buyer Seller

Main Office Phone Number Fax Phone Number

Agent Name Agent Email

### CLOSING COMPANY

Closing Company Name

Main Office Phone Number Fax Phone Number

Estimated Closing Date Closing Number

Closing Representative Name Email Address

## 2 Select your coverage for buyer

### BUYER HOME WARRANTY PACKAGE

	Shield Essential	Shield Plus	Shield Complete
Single Family Home (SFH) Without A/C	<input type="checkbox"/> \$325 <input type="checkbox"/> \$260	<input type="checkbox"/> \$470 <input type="checkbox"/> \$375	<input type="checkbox"/> \$515 <input type="checkbox"/> \$410
Condo/Townhome/Mobile Home Without A/C	<input type="checkbox"/> \$240 <input type="checkbox"/> \$190	<input type="checkbox"/> \$345 <input type="checkbox"/> \$275	<input type="checkbox"/> \$380 <input type="checkbox"/> \$305
New Construction SFH (yrs. 2-5) Without A/C	<input type="checkbox"/> \$535 <input type="checkbox"/> \$430	<input type="checkbox"/> \$775 <input type="checkbox"/> \$620	<input type="checkbox"/> \$850 <input type="checkbox"/> \$680
New Construction Condo (yrs. 2-5) Without A/C	<input type="checkbox"/> \$395 <input type="checkbox"/> \$315	<input type="checkbox"/> \$570 <input type="checkbox"/> \$455	<input type="checkbox"/> \$625 <input type="checkbox"/> \$500

### BUYER OPTIONS

	SFH/Condo/Townhome/Mobile Home	New Construction
Additional Refrigerators*	<input type="checkbox"/> \$15	<input type="checkbox"/> \$28
Well Pump and Septic System Pumping & Septic Sewage Ejector Pump**	<input type="checkbox"/> \$130	<input type="checkbox"/> \$240
Swimming Pool Equipment**	<input type="checkbox"/> \$185	<input type="checkbox"/> \$340
Spa Equipment	<input type="checkbox"/> \$185	<input type="checkbox"/> \$340
Swimming Pool/Spa Equipment (shared equipment)**	<input type="checkbox"/> \$185	<input type="checkbox"/> \$340
Saltwater Pool Equipment**	<input type="checkbox"/> \$240	<input type="checkbox"/> \$445

\*Available only with the ShieldPlus and ShieldComplete Packages

\*\*Not available for Condo/Townhome/Mobile Home

### ROOF COVERAGE

Roof RX (where available)  \$150

\*Roof Coverage provided by Roof RX LLC - See page 5 for additional details.

AHS also offers 2-year warranty pricing. For more information CALL 800 735 4663.

## 3 Select coverage for seller



### SELLER COVERAGE OPTION See page 7

Single Family Home	Condo/Townhome/Mobile Home	
W/AC W/O AC	W/AC	W/O AC
<input type="radio"/> \$.81/DAY <input type="radio"/> \$.56/DAY	<input type="radio"/> \$.63/DAY	<input type="radio"/> \$.55/DAY

## 4 Total & Sign

Buyer Home Warranty	\$ _____
Buyer Options Total	\$ _____
Seller Coverage Option	\$ _____
Grand Total	\$ _____

**NOTE: Unless otherwise noted, all prices shown are for a one-year Agreement Term for homes under 5,000 sq. feet. To obtain quotes for single family homes over 5,000 sq. feet, for guest unit pricing, multiple unit properties, and for 2-year pricing plans, please call 800 735 4663.**

American Home Shield® may provide compensation to real estate brokers and their related companies for services provided in connection with its Home Warranty program. In connection with the program, a broker may provide information regarding you and your home to AHS®. By submitting this application, you authorize the broker to share such information with AHS and authorize AHS to use such information in connection with its program. You are not required to buy a Home Warranty and, if you want one, you are not required to buy it through a broker or sales associate.

I accept the benefits of the AHS Home Warranty coverage. I received a copy of the AHS Home Warranty Agreement and understand the key terms, coverage, limitations and exclusions, and I had the opportunity to ask questions regarding such coverage.

I decline the opportunity to purchase the AHS Home Warranty coverage.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_