

# Complete Protection

## 120-DAY WARRANTY

*Your Home Inspector believes in the quality of his work so much, he is willing to back it with this 120-day service plan.*



**AC/Furnace  
Water Heater  
Dishwasher  
Range  
Water/Sewer  
Mold  
Foundation  
Framework  
Roof**

### Proceed with Confidence

Congratulations on your new investment! It was smart to have your home inspected by a professional who has thoroughly evaluated your property and pointed out problem areas for you. Between the inspection and this Complete Protection (CP) 120-day warranty you can proceed without worrying about an unexpected repair bill or a major appliance replacement.

### Your 120-Day Warranty Provides You with...

#### Security

CP protects any part that is inside the sheet-metal skin of your appliances. We also have no exclusions for age, rust, lack of maintenance, or unknown pre-existing conditions.

#### Support

If you need a repair you may use a local technician of your choice or a local professional from our service referral network. CP is staffed 24 hours a day, 365 days a year for questions and claims.

#### Savings

CP pays 100% of the repair costs (parts and labor); there is no deductible for you to pay when a servicer comes out. CP has a guaranteed reimbursement toward the replacement of protected appliances.

### Reimbursement Schedule

|                            |       |
|----------------------------|-------|
| AC/HP – Inside Coil.....   | \$500 |
| AC/HP – Outside unit ..... | \$700 |
| Furnace/Air Handler .....  | \$500 |
| Packaged Unit .....        | \$950 |
| Thermostat .....           | \$150 |
| Water Heater .....         | \$300 |
| Dishwasher.....            | \$300 |
| Range.....                 | \$300 |

### How to Request Service

Once you are enrolled, if you have a problem with any of your protected appliances call CP Customer Service at **800-978-2022** to obtain authorization and initiate a claim.

### Extend Your Warranty

Security is such a great feeling. Why not be protected beyond your four-month warranty? CP has four customizable plans to choose from to fit your warranty needs! For more information call **800-978-2022** or visit our website at [completehomewarranty.com](http://completehomewarranty.com).



## 1. DEFINITIONS

“Company” means Complete Appliance Protection, Inc., the administrator of this Plan. “You or Your” means the recipient of this Plan.

## 2. PROTECTION SUMMARY:

This Plan covers only those items specifically listed below and excludes all others. **Appliances:** Range (cooktop, oven), dishwasher. **Climate:** Central forced air conditioning, furnace/air handler, and thermostat. **Plumbing:** Water Heaters. **Foundation:** Poured concrete and block wall foundations. **Framework:** Floor joists, bottom and top plates and wall members. **Roof:** Roof. **Mold:** Removal of visible mold on surfaces permanently installed in the home. **Water Lines:** Damage to water lines from the point of connection with the utility to the main shut off valve in the home. **Sewer Lines:** Damage to sewer lines from the point it leaves the foundation of the home to the point of connection with the utility.

## 3. PROTECTION TERMS:

The Company will provide repair service on Your **Appliances/Climate** to restore them to normal operating condition as a result of electrical or mechanical component failure. Any part necessary for the normal operation of your **Appliance/Climate** that is contained within the sheet metal skin of that unit is protected by this plan. All coverage is limited to those items within the home’s foundation, unless otherwise specified. **The Company is not an insurance company but will reimburse You up to an aggregate maximum of \$2,000 for any deductibles paid toward homeowner’s insurance claims made on Foundation, Framework, Roof. The Company shall pay the first \$1,000 of charges for any Mold, Water or Sewer Line claim.**

## 4. TERM OF PLAN:

This plan runs for a period of 120 days following the initial date of Your inspection.

## 5. WHAT THE PLAN DOES NOT PROTECT:

**A. Drainage:** This Plan does not cover clogs or stoppages of any kind, nor does it cover well, septic tank systems or condensation drain lines on your air conditioner.

**B. Irrigation Systems:** This plan does not cover irrigation or sprinkler systems of any kind.

**C. Renovation:** Homes undergoing renovation, remodel or being “flipped” as an investment are excluded from the Plan.

**D. Prior to Home Inspection:** The Company will not pay for repairing anything that occurred prior to the Home Inspection.

**E. Abnormal or Unsafe Conditions:** The Company reserves the right to refuse service if one of the following conditions exist: Item is unserviceable, working conditions are unsafe, installation codes are not met, unit is not being used for its designed purpose, fraud/abuse of this Plan.

**F. Situations Normally Covered By Your Homeowners Policy:** The Company will not pay for repairs or damage caused by animals, humans, floods, fire, lightning, power surges, theft, power/water supply outages, natural disasters, acts of God or civil disobedience.

**G. Not up to Code:** The Company will not pay for the repair of anything that is required by any government body (city, state, federal) or other third party.

**H. Investigation:** The Company will not pay for the repair of any damage done due to the investigation or repair of a covered claim. For example, repairing sheet rock, or insulation that were accessed during the investigation or repair.

**I. Noted Defect:** The Company shall not pay for any repair when the home inspector cannot inspect an item or has noted a defect (damage, leaks, improper installation or worn materials).

**J. Consequential Damage:** The Company will not pay for any secondary damage resulting from any mechanical or structural component failure. This also includes lost time, lost use of your home, or any damages due to special circumstances.

**K. Cosmetic:** Cosmetic repairs are not covered by this Plan.

**L. Uneconomical: The Company may refuse to repair an item if in its sole discretion it believes it is uneconomical to repair, or if the item is not repairable. If the Company decides not to repair an item protected under this Plan, the Company will reimburse You toward the replacement and installation of that item with a new one based on the following schedule: \$150 for thermostat; \$300 for dishwasher, range, or water heater; \$500 for the inside coil of central air unit; \$500 for furnace/air handler; \$700 for outdoor condensing unit, \$950 for a packaged HVAC system.**

## 6. SERVICE RESPONSE TIME:

Under normal circumstances, the Company will initiate the performance of services within 48 hours after the contract holder requests the services. Weather conditions and workload will govern service response time. Overtime and holiday rates will not be paid, unless there is a risk of pipes freezing, only straight time. You may utilize a service company of Your own choosing, or the Company may provide you with a referral, if available. Your service company may be asked to provide an itemized repair estimate, including the breakdown of parts & labor, as well as a specific cause for the failure.

## 7. HOW TO MAKE A CLAIM:

To request service You must first contact the Company at **800-978-2022** to receive an authorization number for Your claim. The Company will not pay charges for labor or parts procured by You without prior authorization from the Company. All claims must be received within 120 days of the date of initial inspection. You may be asked to provide the Company a copy of your home inspection report as well as documentation and correspondence with Your insurance company.



**Complete Protection Home Warranty**  
 1532 NE 96<sup>th</sup> Street, Suite A  
 Liberty, MO 64068  
 800-978-2022  
 Fax 816-792-2009

