

ANNUAL SERVICE AGREEMENT

KPW Service Association, Inc. ("KPW")
202 Cambridge Trail, Sun City Center, FL 33573
(813)633-0061
March 1, 2026 through February 28, 2027

I. Definitions

- A. KPW – KPW Service Association, Inc.
- B. HVAC – Heating, Ventilation, and Air Conditioning.
- C. Hybrid Water Heater – Specialized Water Heater using heat pump technology.
- D. Insta Water Heater – A tankless water heating system.
- E. Uncovered service call – Service calls not covered by KPW Agreement (See Section VII).
- F. KPW Contractor – The service contractor selected by KPW.
- G. New Member Fee – This is the membership equity fee required of new members.
- H. Service Fee/Door fee – This is the amount/fee members must pay to the contractor for each service call (see Pricing Sheet) for all calls. There is no service charge for four Senior Care calls. (see Senior Care).
- I. Pricing cap – The maximum amount KPW will pay for a covered service as specified on the Pricing Sheet.

II. Terms of Service:

As a member, you agree to all terms of this service agreement.

A. KPW Services

- 1. KPW agrees to make repairs and replace available parts as necessary to maintain the covered appliances during the above period, provided such service is necessary due to product failure with normal usage. (subject to caps on Pricing Sheet)
- 2. KPW agrees to repair and, if necessary, replace the primary HVAC system and water heater (subject to caps on Pricing Sheet). Bronze Plan excludes replacement.
- 3. Damage from an intervening outside cause is not covered. These include, but shall not be limited to, damages resulting from fire, water, windstorm, hail, lightning, flooding, pest infestation, theft, misuse, abuse, or mold contamination.
- 4. KPW will not reimburse members for services from unauthorized service providers.
- 5. To provide the fastest and most efficient service, KPW cannot honor requests for specific service technicians.

B. Member Responsibility

- Members may not use any other service provider than the one contracted by KPW, except for a manufacturer's warranty or vendor guarantee.
- The members agree to make the home and items accessible for repairs.
- The KPW Service Contractor will not move personal belongings to gain access to HVAC units, appliances, or plumbing.
- The KPW Service Contractor will not cut down obstructing foliage to repair or replace an HVAC system.
- Members or authorized individuals must be at the property to meet repair technicians when they arrive (see service hours in section XIII). Technicians are not allowed to enter vacant homes and can't accept keys or use lockboxes.

1. The member is responsible for obtaining any association approvals and must communicate with the association regarding those alterations if required.
2. The member is responsible for the adequate foundation of the condenser at all times, even if replacement is necessary.
3. Members are responsible for performing quarterly maintenance which includes, but is not limited to, maintaining and changing return air filters (KPW recommends MERV 8 or equivalent filters). Owners who do not perform this maintenance (and it is believed the lack of maintenance is responsible for equipment failure) may have service claims denied at the discretion of KPW or our contractors. Members who cannot physically perform this maintenance are encouraged to add the Senior Care add-on, which includes filter changes and other maintenance.
4. **Members are required to adhere to our respect clause as stated below:**
 - **Treat our representatives and Service Contractors with respect. We know that requesting service can be stressful, but if you or anyone interacting with us on your behalf are verbally abusive or threaten the safety, well-being, or property of KPW, our employees or other representatives, or our Service Contractors, or if you fail to provide a reasonably safe environment for services to be performed, we may cancel your Plan in accordance with the terms of this Plan Agreement and applicable law.**

C. Appliance Repairs: KPW will repair the appliances specified in the plans.

1. KPW may determine that an appliance is beyond reasonable repair as determined by KPW.
2. The KPW decision shall be final as to when an appliance is beyond repair or not worth repairing.
3. Once deemed beyond reasonable repair, the appliance will be condemned, and no other service will be performed for that appliance until it is replaced.
4. In addition, ALL APPLIANCE REPAIRS ARE CAPPED (see Pricing Sheet). If a repair cost exceeds the cap, the member must pay the KPW Contractor the amount over the cap to continue the repair. The contractor will provide an estimate, but estimates are not guaranteed. No additional repairs will be done to this appliance for the remainder of the plan year.
5. If a member chooses not to repair but to replace the appliance, KPW will condemn the appliance until the member reinstates coverage for that appliance. Members must supply KPW with a copy of the sales receipt evidencing purchase and provide the serial number. Used appliances are not acceptable as a replacement.
6. KPW reserves the right to limit/refuse repair coverage on any appliance involved in any class action or legal dispute.

III. Primary HVAC Systems:

- A. All KPW plans include repairs to the HVAC unit for primary systems. Some KPW plans include replacement coverage with a maximum payout by KPW to the contractor. (See Pricing Sheet) Owners who have two systems are advised that ONLY the primary system is covered. The serial number of the primary system will be recorded, and your contract will not cover other HVAC systems.
- B. No items shall be replaced for the sole purpose of better efficiency, improper size, cosmetic damage, or for any other preference.
- C. Replacement is available only when necessary and will be done at the discretion of KPW.
- D. All replacements will be completed by the contractor with their choice of brand and will meet or exceed current minimum industry standards.
 1. If an upgrade option is available at the time of replacement, the member may choose to pay the additional amount for the upgrade to the KPW Service Contractor for such an upgrade option.

KPW is not a party to upgrades, and this negotiation must be done with the contractor. Inquire with the KPW contractor for options (if available)

- E. KPW will cover the cost of one county permit when required for each replacement under this agreement.
 - 1. The members must make the home accessible for the county inspector.
 - 2. Members will be responsible for any additional permit fees.
- F. Electrical work and electrical permits are not covered. KPW will cover the reconnection of existing service supply lines and thermostat wiring.
- G. KPW is not responsible for additional expenses that may be required to meet current building or zoning codes imposed by city, county, state, federal, and utility regulations as required by law.
- H. Any rebates available for newly installed equipment will be assigned back to KPW.

IV. HVAC maintenance checks:

- A. KPW does not cover any annual AC Maintenance Checks.
- B. Members who desire an annual check-up of their HVAC unit may obtain a discounted rate from the KPW Service Contractor.
- C. If the KPW Contractor discovers an issue that requires repair, that repair will be covered under the existing plan agreement if the repair is provided by the KPW Service Contractor.
- D. Services covered under the plan agreement may only be provided by the KPW Service Contractor.
- E. If the KPW Service Contractor is not utilized for repairs, this agreement will be canceled.
- F. If owners choose to have AC checks performed by other contractors and an issue is discovered or it is claimed to exist by the outside contractor, repairs will not be covered.

V. Hot Water Heaters:

- A. KPW plans include standard electric and gas tank water heaters - replacement coverage is provided with a maximum payout by KPW to the KPW Contractor. (See Pricing Sheet)
- B. No items shall be replaced for the sole purpose of better efficiency, improper size, cosmetic damage, or for any other preference.
- C. Replacement is available only when necessary and will be done at the discretion of KPW and the KPW Contractor. All replacements will be done with the same size equivalent. Unit and brand will be chosen by KPW and the KPW Contractor.
 - 1. If an upgrade option is available at the time of replacement, the member may choose to pay the KPW Service Contractor for such an upgrade option. KPW is not a party to upgrades, and this negotiation must be done with the KPW contractor.
- D. KPW will cover the cost of one county permit when required for each replacement under this agreement.
 - 1. The members must make the home accessible to the county inspector.
 - 2. Members will be responsible for any additional permit fees.
- E. Electrical work and electrical permits are not covered. KPW will reconnect existing supply lines.
- F. KPW is not responsible for additional expenses that may be required to meet current building or zoning codes imposed by city, county, state, federal, and utility regulations required by law.
- G. Our plan does not cover repairs to tankless or hybrid water heaters.
 - 1. Replacement water heater coverage will apply to tankless and hybrid systems, but replacement will be for a standard tank water heater subject to maximum payouts. (See Pricing Sheet.)
- H. Any rebates for new equipment must be assigned back to KPW.

VI. Inspections: KPW Inspections are required for:

- A. New membership
- B. Upgrading membership plans

- C. Reinstating lapsed memberships before the start of coverage.
- D. When a home is sold, the plan will terminate at closing, and a pro-rated refund may be requested by the seller. Any payments made during the plan period will be deducted from the refund, and refunds will only apply to full unused months. If payouts for service exceed the cost of the contract, there will be no refund.
- E. The new owner may apply for membership and must pass an inspection. If the property passes inspection, a new plan will be issued at a prorated cost for the remaining months. Payment is based on full months regardless of day of month purchase.
 - 1. New owners are subject to a New Member Fee and inspection fees.
 - 2. Once a contract is active, it may be renewed annually as long as the member remains in good standing and pays the renewal fee by the due date.
- F. INSPECTION REQUIREMENTS - For new members, the KPW Service Contractor will inspect the HVAC, water heater, and appliances to determine their overall condition.
 - 1. HVAC units must be no more than 12 years old and in good working condition.
 - 2. Water heaters must be no more than 8 years old and in good working condition.
 - 3. All covered appliances will be checked and must be in good working condition.
 - 4. All appliances for the plan being purchased must pass inspection to become a KPW member.
 - 5. If an appliance fails inspection, potential members may replace the appliance and provide KPW with proof of replacement of the new appliance and resubmit the membership application without another inspection.
 - 6. For platinum members, interior exposed plumbing will also be inspected.

VII. Invalid Service Request

Definition: An invalid service request occurs when a service call is made for issues that are not covered by this agreement. Members are expected to understand the proper operation of their appliances. This includes, but is not limited to, user error, misuse of appliances or systems.

Policy Overview: If a service call is determined to be an invalid request, the member will be responsible for the full cost incurred by KPW for that service call, plus a small administrative fee. (Note: The service fee/door fee covers about half of the fee for a call.) If the call is considered invalid, you will be charged an additional service fee/door fee even though you have already paid the service fee/door fee to the KPW Contractor. KPW is charged a full-service charge by the contractor regardless if the call is valid or not.

Payment Terms:

- 1. Payment for invalid service requests is due within 30 days of the invoice date.
- 2. If payment is not received within 30 days, a reminder will be sent.
- 3. If payment is still not received by the 45th day, all services covered under this agreement will be suspended until payment is made in full.
- 4. Late payments will be subject to additional fees or interest.
- 5. If an invoice is unpaid for 60 days, the entire contract will be canceled.

Examples of Invalid Service Requests

Please note that this list is not exhaustive, and other situations may also be considered invalid service requests.

- Instructional services: This includes situations where assistance is needed due to user error or a lack of understanding of how to operate an appliance. This includes failure to properly set thermostats, humidistats, or lockouts of control panels, etc.

- Misuse of appliances or systems
- Power outages or external electrical issues: Issues beyond KPW's control, such as problems with the power grid or wiring inside or outside your home.
- Appliance system reboots or resets: Simple troubleshooting steps that can be performed by the user.
- Wi-Fi reconnects or network issues: Problems with your internet connection or home network.
- Bad breakers, faulty electrical panels or wiring: This refers to issues *within* the electrical panel itself, not problems with the wiring connected to it.
- Unplugged appliances or equipment/lack of power to appliance
- Defective outlets or outlets not meeting safety standards
- Cancellation at the door: This includes situations where the member is not present or does not allow access to the property at the scheduled service time.
- Inaccessible homes or failure to provide access to unoccupied units: If we cannot access your home or unit during the scheduled service time, it may be considered an invalid request.
- Returned parts due to inability to complete the service call: If parts are ordered but the service call cannot be completed due to reasons beyond our control, you may be charged for the returned parts and/or restocking fees.
- Entry keys are not accepted. Technicians may not enter unoccupied houses and cannot use lockboxes for entry.
- Thermostat batteries needing replacement.
- Air filter missing, packed or excessively dirty.

Dispute Process

- If you believe a service request was incorrectly deemed invalid or dispute a charge; you may appeal our decision to KPW in writing (via email to contactkpw@kpwservice.com) within 10 days of the invoice date. Please provide as much detail as possible to help us review your problem.
- KPW will review your appeal and respond within 10 business days.
- The KPW decision is final.

Note: If your appeal is denied, your account will be suspended until the invoice is paid.

VIII. Service Hours:

- A. All services will be rendered during normal business hours between 8:00 a.m. through 5:00 p.m. Monday through Friday. KPW normally schedules service either in the morning or afternoon windows. (8-11 or 12-5) A member, or an approved member representative, must be available at the property during these times. KPW or its contractor cannot “call ahead” for service.
- B. **Service fees/door fees are due at the time of service and paid directly to the KPW Service Contractor.**
- C. Emergency service after normal business hours, weekends, and holidays is available on a limited basis until 8:00 p.m. for occupied homes.
 1. There are only three emergency services:
 - Severe hot water leaks.
 - HVAC is not working. Vacant homes are not included.
 - The primary refrigerator is not cooling.
 2. No other services are considered emergencies.
 3. Emergency calls received after 8:00 p.m. will be scheduled for the following day.

IX. Gas Leaks

- A. If you smell gas inside or outside your home, call Tampa Electric immediately at (813) 275-3700. They are available 24 hours a day, 7 days a week.

X. Loaner Refrigerators and Air Conditioners:

- A. If necessary and if available, the KPW Service Contractor may supply a loaner for a fee.
- B. Members must make arrangements with the KPW Service Contractor to pick up the loaner no later than three weeks after it is delivered. The only exception to this is the rare time that replacement equipment [supply chain issue] is not available, and this will be handled on a case-by-case basis.
- C. Loaner appliances and portable air conditioners are used at your own risk.
- D. KPW and the KPW Service Contractor are not responsible for any loss or damage.
- E. Members must clean all loaner appliances before returning them.
- F. Members will be charged full retail price if the loaner equipment is not returned.

XI. General Liability:

- A. Member absolves KPW of all liability for injury to person or persons or for property damage.
- B. Claims for such damage, if any, shall be asserted by the member directly against the KPW Service Contractor and handled through the contractor's insurance company.
- C. KPW and KPW Service Contractor will not be liable for:
 - 1. Any loss, damage, or injury resulting from delay in service under this agreement
 - 2. Damage to roofs from walking on them
 - 3. Damage to the ceiling due to water leaks unless such damages are the direct result of KPW Service Contractor's negligence.

XII. Right to Refuse:

- A. KPW reserves the right to refuse any application for unapproved appliances.
- B. KPW reserves the right to cancel and/or refuse membership due to non-compliance with contract terms.
- C. KPW reserves the right to cancel and/or refuse membership for unsafe or unsanitary conditions in the member's home.
- D. KPW may refuse to issue a policy for anyone who is deemed to violate our respect clause above. (Section II.B.6)

XIII. Cancellation

- A. Members may cancel this agreement with 30 days' written notice.
- B. If you cancel your agreement, you will receive a prorated refund of the contract fee (based on number of full months left on the contract) that deducts all costs to KPW (including any charges against the plan to date) and reflects an early termination fee. (See Pricing Sheet.) No portion of the new member fee or inspection fees are refundable. If you cancel a contract and later choose to purchase another contract, you will be considered a new member in the next contract. (see section XIV)
- C. When a home is sold, the plan will terminate at closing. A pro-rated refund may be requested in writing by the seller. The refund will be adjusted for all charges against the plan to date and will reflect an early termination fee. (See Pricing Sheet.) No portion of the new member fee or inspection fees is refundable.

XIV. New Members (New Member Fee applies):

- A. KPW prorates contracts for customers who miss the open enrollment period. Contact KPW for pricing

- B. New members must pay an inspection fee and have an inspection before a contract can be accepted and issued. If an inspection cannot be scheduled before March 1, the board may consider this as an extenuating circumstance and extend the enrollment period until the inspection can be performed. These situations will be handled on a case-by-case basis by the KPW board.
- C. All inspection results are valid for 15 days from the time of inspection and will determine if a contract will be issued.
- D. KPW Service Contractor will only inspect items serviced under this agreement.
- E. All new members must pay the new member fee, which is effectively a buy-in to KPW. This is nonrefundable upon cancellation. (See Pricing Sheet)

XV. Membership Renewals:

- A. Renewals are due before March 1st of every year.
- B. Renewal payments received after March 1st but before April 1st will be subject to a late fee.
- C. As of April 1st, memberships will be considered lapsed and cancelled.
- D. KPW does not reinstate contracts. If a contract lapses and is cancelled, you will have to apply as a new member, pay the new member fee and will be subject to inspection fees and inspection requirements, as determined by the board. (See Inspections, Section VI)
- E. Renewals must be paid by check or money order. KPW does not accept cash. KPW no longer accepts credit cards for contracts due to the high cost of credit card fees that are charged by credit card processors. A return check fee will be assessed for any returned checks.
- F. KPW reserves the right to refuse contract renewals.
- G. Members in good standing may renew indefinitely.

XVI. Non-refundable fees:

- A. All fees for inspections
- B. Late fees
- C. Invalid service call fees
- D. New member fees

XVII. Contact Information:

- A. All members must provide an active email address, if available. KPW uses email for business communications and notifications. USPS is not used for this purpose.
- B. By supplying an email address and accepting this agreement, you grant permission to KPW to use email as a method of communication for business purposes and the distribution of newsletters.
- C. Your email address will not be sold.
- D. Notice of contract renewals will be sent by US Mail to the address of record.
- E. Most KPW information is also available on our website kpwservice.com. Those without internet access may pick up paper copies of communications at the KPW office.
- F. Any complaints or comments should be sent by email to contactkpw@kpwservice.com. KPW will endeavor to reply within 10 business days.

PLAN OPTIONS

KPW offers four plans, and an add-on Senior Care Plan option. Our plans are subject to the KPW Exclusions List. Our plans require that the service fee/door fee be paid to the contractor at time of service. Replacements, repairs, and services are subject to maximum limits (caps) as listed. (See Pricing Sheet) The Bronze Plan is grandfathered and is a renewal option only. It is not available to new members.

- **Bronze Plan: Repair Only for HVAC and Water Heater [Renewal Only]**

- A. The designated appliances covered by this agreement:
 - 1. primary HVAC unit
 - 2. water heater
- B. Coverage for primary HVAC units include repairs up to the max limit (cap). (See Pricing Sheet.)
- C. Coverage for hot water heaters include repairs up to the max limit (cap). (See Pricing Sheet.)
- D. Coverage for the hot water heater excludes tankless and hybrid water heaters.
- E. Any cost above the maximum limit must be paid by the member directly to the KPW Service Contractor. (See Pricing Sheet.)

- **Silver Plan:**

- A. The designated appliances covered by this agreement:
 - 1. primary HVAC unit
 - 2. water heater
- B. Coverage for primary HVAC unit includes replacement.
- C. Coverage for water heaters includes replacement.
- D. Coverage for the water heater excludes tankless and hybrid water heaters.
- E. Any cost above the specified maximum limit must be paid directly to the KPW Service Contractor by the member. (See Pricing Sheet)
- F. The silver plan does NOT include any other appliances.

- **Gold Plan:**

- A. Designated appliances covered by this agreement:
 - 1. Primary HVAC unit
 - 2. Water heater
 - 3. Primary kitchen refrigerator
 - 4. Range
 - 5. Washer/dryer
 - 6. Dishwasher
- B. Coverage for primary HVAC unit includes replacement.
- C. Coverage for water heater includes replacement (See Pricing Sheet)
- D. Coverage for the water heater excludes repairs or replacement of tankless and hybrid water heaters
- E. Any cost above the specified maximum limit for any replacements must be paid directly to the KPW Service Contractor by the member.

- **Platinum Plan:**

The Platinum Plan expands on services of the Gold plan to include these additional items:

- A. Includes all repairs to faucets, sink pop up assemblies, toilets, supply lines, exposed interior plumbing and up to 6 feet of drain clog using a manual auger. In the event parts are no longer available for your faucets or toilets; no further service will be provided for those items.
- B. KPW does not provide replacement faucets, fixtures, or toilets.
- C. Interior faucet repairs and toilet repairs. If a replacement faucet/toilet is necessary, KPW will pay labor costs to install the replacement. Members will bear the cost of the replacement faucet. KPW will pay for the

replacement of supply lines if needed. If a faucet or toilet is corroded beyond repair, faucet/toilet will be condemned and must be replaced at the owner's expense.

- D. Washer hot and cold-water supply valve repairs and replacement of exposed supply lines if needed.
- E. Minor plumbing stoppage that can be cleared by a hand auger.
- F. Minor repair to all (exposed) drain and supply piping that is not on the floors, walls, attics, ceilings or underground.

- **Senior Care Plan (Maintenance Plan)**

- A. This plan can be added to any of the plans listed above and will require an inspection and fee for new Senior Care members. (See Pricing Sheet.)
- B. KPW will pay for four service calls, made quarterly.
- C. KPW service fees/door fees do not apply to the Senior Care Plan.
- D. The plan provides:
 - 1. HVAC filters will be supplied and replaced every three months. (every quarter)

The following items can also be done during your quarterly service call:

- 2. Kitchen refrigerator water filters will be changed. (Member must supply new filter)
 - 3. Replace batteries for smoke and carbon monoxide detectors. (batteries supplied by member)
 - 4. Replace batteries in thermostats (batteries supplied by member)
 - 5. Light Bulb changing during quarterly visit, (light bulbs are supplied by the member)
- E. KPW and the KPW Service Contractor are not responsible for any damage that may occur while providing services under the Senior Care Plan.
- F. The member absolves KPW and the KPW Service Contractor of all liability for injury to person or persons or for loss or damage to property.
- G. The plan does not cover any electrical work, electrical permits, or electrical malfunctions.
- H. Members must contact KPW to schedule these services, which will be provided during normal business hours only.

It is recommended that members keep batteries, lightbulbs, and filters on hand for your quarterly service call. The KPW contractor can advise the member of the type of batteries or supplies needed so that the member may keep these on hand for the next call.

EXCLUSIONS OF COVERAGE

The member agrees to the following exclusions:

- 1. HVAC
 - a. Portable or window air conditioning units.
 - b. Filters. Senior Care Plan members are exempt from this exclusion.
 - c. Return grills, UV lights, ductwork, or zone systems, HVAC Drain replacement.
 - d. Humidistats are not covered under this agreement
- 2. Refrigerator
 - a. Sealed system failures/compressor failures in the primary refrigerator.
 - b. Wine coolers or mini-refrigerators or secondary refrigerators
 - c. KPW does not cover secondary “garage refrigerators” or stand-alone freezers.
- 3. Appliances
 - a. All microwaves and any other countertop appliances.

- b. Racks, shelves, bins, wheels, lint screens, knobs, light bulbs, or mounting supports for any appliance.
 - c. Special accessories in any appliance such as Bluetooth, wi-fi, cameras, coffee makers, etc.
 - d. Appliance software updates, upgrades, resets, or reboots.
 - e. Soap, fabric softener, or bleach dispensers in any appliance or sink.
- 4. Range
 - a. Pans, or grates.
 - b. Glass tops on ranges.
- 5. Plumbing
 - a. Water softeners, RO systems, or any plumbing for those items. Whole house filters, under sink filters, or any add-on filters.
 - b. Re-pipes or partial re-pipes, supply mains, drains, or water supply in the ground, floor, or walls. Outside drain cleanouts.
 - c. Bidets, toilet seats, toilet lids, or toilet tank lids.
 - d. KPW will not repair or replace any sink, tub, shower enclosure, tub/shower drains, tub/shower pans, or fixtures. Shower/tub operating handles, valves, shower heads (handheld) walk-in tubs, specialty tubs, and specialty shower assemblies are completely excluded from any coverage.
- 6. Maintenance
 - a. Preventive maintenance or cosmetic repairs.
 - b. Cleaning of HVAC unit, appliances, vents, or ductwork.
 - c. Any gas line repairs. Any gas line maintenance checks. (Contact TECO for gas issues)
- 7. Other
 - a. Contractor, builder, manufacturer defects, or any covered item subject to a class action lawsuit or recall.
 - b. Any structural material or structural changes required by the county or state code enforcement.
 - c. Repairs or replacement of any materials that are removed to perform covered services.
 - d. Electrical work or electrical permits are required by the county.
 - e. Any solar-powered equipment.
 - f. Any repairs needed from remodeling.
- 8. Replaced equipment warranties/new appliances
 - a. KPW service is always secondary to a new appliance warranty.
 - b. Members with new appliances must claim against the new appliance warranty first. KPW is not a party to manufacturer warranty disputes.
- 9. Chronically unreliable appliances
 - a. If an appliance is deemed chronically unreliable and has had multiple repairs for the same item during the last year, KPW may deem the product unreliable and deem the product unrepairable and remove the product from the contract until it is replaced at the sole discretion of KPW. This may include products under recall (until repaired) or products under class action lawsuits for unreliability.

KPW Service Association, Inc.
Pricing Sheet
Plan Year: March 1, 2026 through February 28, 2027

Plan Option	2026-2027	2025-2026	Difference
Bronze	\$440	\$450	(\$10)
Silver	\$440	\$540	(\$100)
Gold	\$550	\$650	(\$100)
Platinum	\$670	\$770	(\$100)
Senior Care (add on)	\$250	\$250	
Coverage Item	Max./Limit		
Electric or gas water heater	\$1150	\$1,100	\$50
2-ton primary AC System	\$5,200	\$5,000	\$200
2.5-ton primary AC system	\$5,700	\$5,500	\$200
3-ton primary AC system	\$6,200	\$6,000	\$200
3.5-ton primary AC system	\$6,700	\$6,500	\$200
Freon	\$38/pound	\$35/pound	\$3
Bronze A/C repair only	\$800	n/a	\$800
Bronze water heater repair only	\$250	n/a	\$250
Appliance	Max./Limit		
Refrigerator	\$600	\$500	\$100
Range	\$500	\$400	\$100
Washer	\$500	\$400	\$100
Dryer	\$500	\$400	\$100
Dishwasher	\$400	\$300	\$100
Fee Type	Amount		
Silver/Gold/Bronze Service Call Fee (Business hour)	\$40	\$40	
Silver/Gold/Bronze Service Call Fee (After hours/weekends)	\$40	\$60	(\$20)
Platinum Service Call Fee (Business hour)	\$25	\$25	
Platinum Service Call Fee (After hours/weekends)	\$25	\$25	
New member fee	\$125	\$125	
Inspection fee (new member)	\$70	\$70	
Inspection fee to upgrade plan	\$35	\$35	
Cancellation fee	\$35	\$35	
Returned check fee	\$40	\$35	\$5
Late payment fee	\$20	\$20	
Senior Care Inspection Fee (one-time on first enrollment)	\$35	\$35	

All AC systems and water heater pricing include system, labor, materials and one permit. All 4-ton AC systems are upgrades. All pricing information is governed by descriptions, specifications, and terms outlined in the KPW Service Agreement. Loaner fees are set by, and are to be paid directly to, the KPW Contractor.