

This Service Agreement

This Service Agreement provides for repair or replacement of parts only. Your System(s) will not be replaced.

This Service Agreement provides coverage for Your water heater ("Water Heater"), heat pump/air conditioning system ("Heat Pump/Cooling System"), and heating system ("Heating System"), (collectively, "System(s)"). This Service Agreement only covers 1 of each System.

This Service Agreement includes an annual maintenance visit for Your Heat Pump/Cooling System and Heating System ("Annual Maintenance Visit").

HomeServe USA Repair Management Corp. or the alternate administrator specified in the "State variations", as applicable ("HomeServe"), will administer this Service Agreement. Your Service Agreement ("Service Agreement") consists of these terms and conditions as well as Your Declaration Page, which lists important information about Your coverage ("Declaration Page") and is the entire agreement between You and Us.

HomeServe is Your point-of-contact for all questions or concerns.

How can You contact HomeServe?

7134 Lee Highway, Chattanooga, TN 37421 • Please see Your Declaration Page for HomeServe's phone numbers.

This is not an insurance policy. This Service Agreement is between you, the Service Agreement holder listed on the Declaration Page ("You" or "Your") and us, National Home Repair Warranty, Inc., or the alternate provider specified in the "State variations", as applicable ("Us", "We", "Our", "NHRW"), the entity obligated to provide service. We are responsible for providing Your benefits.

Eligibility

Who is eligible for this coverage?

Owners of:

- A single structure or single housing unit within a structure not intended to be moved ("Home") that is used and zoned only for residential occupancy, including:
 - a) Single-family homes
 - b) Townhomes and apartments
 - c) Multi-family homes up to 4 housing units

Properties that have:

- An atmospheric, power-direct-vent, power-vent, or direct-vent Water Heater fueled by natural gas, propane, or electricity.
- A central forced-air Heat Pump/Cooling System fueled by electricity.
- A central forced-air furnace, circulating hot water boiler, or steam boiler Heating System fueled by natural gas or propane.

If You own more than 1 Heat Pump/Cooling System, Heating System, and/or Water Heater but do not purchase a Service Agreement for each, You must designate which Heat Pump/Cooling System, Heating System, and/or Water Heater this Service Agreement should cover when You enroll. If You do not designate this information during enrollment, then this Service Agreement will cover the first Heat Pump/Cooling System, Heating System, and/or Water Heater that You make a Service Call for.

If You own a multi-family Home or multiple housing units, You must provide the specific mailing address for each Service Agreement You purchase.

Who is not eligible for this coverage?

Owners of:

- Recreational vehicles or homes intended to be moved
- Properties used for commercial purposes
- Multi-family homes with more than 4 housing units

Properties that have:

- System(s) with a pre-existing condition, defect, or deficiency that You are aware of prior to the Start Date of Your first Term
- An entire System shared with a third party or that is covered by a homeowner's, condominium or like association
- System(s) not installed according to manufacturer specifications
- A Water Heater that is commercial grade, greater than 95,000 Btu/hr., larger than 100 gallons, is installed on a roof, tankless, solar, geothermal, oil, hanging, or combination home heating/domestic hot water
- A Heat Pump/Cooling System that uses refrigerant which does not meet federal, state or any other applicable regulatory or code requirements, is not U.S Environmental Protection Agency compliant, or does not meet state, federal or other Global Warming Potential requirements, has non-compliant components, exceeds 5 tons capacity, is installed on a roof, or is an ammonia cooling, geothermal heat pump, ductless, window, through the wall, or hanging unit
- A Heating System with a furnace or boiler that is rated at inputs of 450,000 Btu/hr. or more, or is installed on a roof, through-the-wall, hanging, geothermal heat pump, combination ambient heat/domestic hot water heating, electric, or oil unit

This Service Agreement provides coverage for more than 1 System. If You do not meet the eligibility requirements for all Systems, You are still eligible for coverage for the System(s) that You meet the eligibility requirements for.

Coverage

You must call HomeServe for Covered Repairs and Annual Maintenance Visits.

Under this Service Agreement, normal wear and tear of Your System(s), as described below, is characterized by deterioration that occurs naturally over time resulting from standard use.

What are You responsible for?

The ordinary maintenance of Your System(s), except as provided during Your Annual Maintenance Visit, such as replacement of air filters and thermostat batteries; the adjustment of air registers, neutron electrostatic air cleaners, and media filters; and the lubrication of motors.

Water Heater:

What is a Covered Repair?

Repair or replacement of the following for which You have sole responsibility, that is damaged due to normal wear and tear:

- The broken or failed aquastats, electrical water heating elements, gas valves, high-efficiency condensate pumps, galvanized flue piping, induced draft pressure switches, pilot assemblies, pilot tubing, spill switches, T and P relief valves, thermocouples, vacuum relief valves,

and vent connectors that are part of Your Home's standard or smart (equipped with Wi-Fi/Bluetooth functionality) Water Heater.

What will happen if We cannot repair Your Water Heater?

- If We determine that Your Water Heater is not economically repairable, We will provide You with a quote for replacement of Your Water Heater. Until Your Water Heater has been replaced, no further Service Calls for that Water Heater will be provided to You under this Service Agreement.

Heat Pump/Cooling System:

What is a Covered Repair?

Repair or replacement of the following for which You have sole responsibility, that is damaged due to normal wear and tear:

- The broken or failed auxiliary heat strips, blower motors, blower wheels, capacitors, circuit boards, condensate pumps, condenser fans and blades, condenser fan motors, contactors, exposed and accessible low voltage wiring, fan controls, fan relays, filter dryers, fuses, hard start kits, limit controls, manufacturer installed controls, non-Wi-Fi controlled standard thermostats, Schrader type valve cores, service port valve caps, sight glasses, standard thermostat sub-bases, thermal expansion valves, thermal fuses, time delay controls, transformers, visible and accessible condensate lines, and visible refrigerant leaks that are part of Your Home's broken or failed Heat Pump/Cooling System.

What will happen if We cannot repair Your Heat Pump/Cooling System?

- If parts are unavailable, obsolete, or being phased out, or We deem Your Heat Pump/Cooling System beyond repair, We will provide a pro-rata refund, less any claims paid or Annual Maintenance Visits provided by Us.

Heating System:

What is a Covered Repair?

Repair or replacement of the following for which You have sole responsibility, that is damaged due to normal wear and tear:

- The broken or failed air eliminators (#67), air vents (#400), aquastats, autofill valves, automatic gas valves, automatic water feeders, blow down valves, blowers, blower assemblies, blower motors, blower relays, blower wheels, capacitors, circuit boards, circulators, condensate pumps, conversion burner motors, draft diverters, drain-off valves, ECO safeties, electrical switches for house heaters only, electronic ignitions, electronic spark modules, electrodes, emergency electrical switches, expansion tank draining (if needed), extrol tanks, fan controls, fan door switches, fan relays, flue mounted draft hoods, filter tanks, flame rollout switches, flame sensors, flame spreaders, flue pipe sleeves, fuses, fusible links, galvanized flue piping, gas valves, gauges, gauge glass, generator leads, inducer motor, ignition controls, ignition electrodes, ignition modules, ignitors, limit controls, low water cutoff, low water cutoff floats, low water cutoff switches, modules, motorized flue dampers, orifices, pigtails, pilot and burner tubing, pilot assemblies, pilot burners, pilot generators, pilot safeties, power burner motors for high efficiency equipment, pressure differential switches, pressure gauges, pressure reducing valves, pressure relief valves, pressure switches, pressuretrols, T and P relief valves, thermocouples, non-Wi-Fi controlled standard thermostats, transformers, and zone valve heads that are part of Your Home's Heating System and up to 3 heating zones.

What will happen if We cannot repair Your Heating System?

- If parts are unavailable, obsolete, or being phased out, or We deem Your Heating System beyond repair, We will provide a pro-rata refund, less any claims paid or Annual Maintenance Visits provided by Us.

What is the maximum amount We will pay for Covered Repairs for Your System(s)?

- There is no maximum benefit limit ("Benefit Limit").
- Multiple Service Calls. See "What is a Service Call?" below.

Annual Maintenance Visit:

What does an Annual Maintenance Visit include?

- 1 combined Annual Maintenance Visit per Term for Your Heating System and Heat Pump/Cooling System.

An Annual Maintenance Visit includes only the following, as applicable to Your System(s):

- Check: thermostat operation, system temperature split, voltage and amperage to all motors.
- Inspect: disconnect, fuses, wiring, contactors, relays, pressure controls, electrical safety circuits, indoor blower and motor for dirt build up, bearings, condensate drain, burners, outdoor coil, duct seal at unit, and secure panels.
- Clean (if necessary): condensate line, burner, outdoor coil, and air filter.
- Replace (if supplied by You): air filter
- Lubricate: fan and motor units
- Run and test system.
- You should schedule Your Annual Maintenance Visit to be completed between March 1st and June 30th ("Maintenance Window"). If You request Your Annual Maintenance Visit to be scheduled outside of the Maintenance Window, You will be charged \$99. Scheduling within the Maintenance Window helps ensure calendar availability for Our technicians. If You enroll after June 30th and before March 1st, You will not be charged for scheduling an Annual Maintenance Visit outside of the Maintenance Window for Your first Term only.

Exclusions

What is not covered?

General exclusions:

1. Damages, losses or expenses, whether from accident, negligence or otherwise, caused by: (a) You or any person or entity other than Us or HomeServe or (b) unusual circumstances, meaning war, government regulations, pandemics, riots, hostilities, strikes, work slowdowns, acts or threats of terrorism, fires, explosions, theft, or acts of God including but not limited to natural disasters, earthquakes, tidal waves, and extreme weather (such as tornadoes, drought, hurricanes, and floods).
2. Any loss arising out of the unauthorized access or use of any system, software, hardware, or firmware, or any modification, reprogramming, destruction, or deletion of data or software by any means.
3. Excluded Damages (see "Limits of liability"), for example damages necessary to access the repair area. Your rights and remedies may vary depending on the state where Your Home is located.
4. Any section of Your System(s) that is shared with any third party or is covered by a homeowners', condominium or like association.

5. Assessing, remediating or abating mold or other hazardous materials or notifying You of any mold or other hazardous materials that may be present in Your Home.
6. Any sections or parts of Your System(s) that are (a) not installed according to code, law, regulation, ordinance, or manufacturer specification(s); (b) damaged due to external factors, such as rust, corrosion, warping, bending, animals, animal inhabitation or insect infestation.
7. Any sheet metal work.
8. Correction of, or reimbursement for, any repairs made by You or anyone You hire.
9. Any replacement, correction, upgrade, or move of Your existing System(s) in order to meet any code, law, regulation, ordinance, or utility directive, if not directly related to the necessary Covered Repair.
10. Any repair for a System that: (a) is covered by a manufacturer's warranty, service contract, or insurance policy; or (b) is involved in a manufacturer's recall, defect, or class action lawsuit.
11. Any repairs when no operational failure of Your System(s) has occurred.
12. Any inspections, seasonal turn-on/offers, or maintenance work not stated to be included in "What does an Annual Maintenance Visit Include?".
13. Repair or replacement of any sections or parts of Your System(s) that are not stated to be covered in "What is a Covered Repair?".

Water Heater exclusions:

1. Damage due to restricted lines or water pressure over 80 P.S.I.

Heat Pump/Cooling System exclusions:

1. Outdoor thermostats, refrigerant.

Heating System exclusions:

1. Bronze circulators, outdoor thermostats, complete zone valve replacements.
2. More than 3 heating zones.

Service Calls

What is a Service Call?

A visit to Your Home by HomeServe or one of HomeServe's approved technicians where either work is performed to diagnose and complete a single Covered Repair or it is determined that the repair is not covered ("Service Call").

Do You have to pay anything for a Service Call?

There is no fee to make a Service Call. If You miss a scheduled Service Call, You will be charged a \$99 "no show" fee, or it may be deducted from Your Benefit Limit as determined in HomeServe's sole discretion.

When can You request a Service Call?

There is an initial period of 10 days during which You will not be able to request a Service Call ("Waiting Period"), giving You less than 12 full months of coverage in the first Term. Upon renewal (if applicable), there will be no Waiting Period.

How can You request a Service Call?

Call HomeServe and a service representative will schedule a Service Call or an Annual Maintenance Visit. You will not be reimbursed for work not authorized by HomeServe. Technicians must have safe and clear access to, and safe working conditions at and around the work area. In order to make a Service Call, Your Service Agreement must be active and You

must be current with Your payment(s) of the amount You agree to pay for this Service Agreement, as listed on Your Declaration Page ("Price").

What is the Covered Repair Guarantee?

For 12 months, We will arrange at Our expense and choice for repair or replacement of Covered Repairs which are defective in materials or workmanship ("Covered Repair Guarantee"). We disclaim any and all statutory or common law warranties (whether express or implied) other than the Covered Repair Guarantee and any implied warranties that cannot be excluded under applicable law.

Term, cancellation, and renewal

When does this Service Agreement start and how long is it?

Your Service Agreement begins on the start date listed on Your Declaration Page ("Start Date") and continues for 12 months ("Term").

Can You cancel?

You may cancel at any time in the following ways:

- Through Your online HomeServe account;
- By calling HomeServe at the number listed on Your Declaration Page;
- By mail to the address listed in "How can You contact HomeServe?" above and include Your full name and Home address;
- By email to info@homeserveusa.com and include Your full name and Home address;
- Via webchat at <http://homeserve.com>.
- If You cancel within 30 days of the Start Date, You will receive a full refund less any claims paid or Annual Maintenance Visits provided by Us.
- If You cancel more than 30 days after the Start Date, You will receive a pro-rata refund less any claims paid or Annual Maintenance Visits provided by Us.
- If Your local utility or municipality provides similar coverage to You at no charge and You cancel, We will refund the payments You have made less any claims paid or Annual Maintenance Visits provided by Us. You may be required to provide evidence of the similar coverage.

Can We cancel?

- We may cancel, with no less than 15 days' notice to You: (a) for non-payment of the Price; (b) if We find that You already have coverage that is the same or similar to the coverage provided by this Service Agreement; (c) if We find that You are ineligible for this coverage; or (d) for Your: (i) fraud; or (ii) misrepresentation of facts that are material to this Service Agreement or benefits provided under it.
- We may cancel for any other reason on 60 days' notice to You.

If We cancel for (a) no refund will be given. If We cancel for (b) or (c), We will refund the payments You have made less any claims paid or Annual Maintenance Visits provided by Us. In all other cases You will get a pro-rata refund less any claims paid or Annual Maintenance Visits provided by Us.

You will be notified in writing prior to cancellation. The notice will tell You when Your Service Agreement will be cancelled and why it has been cancelled. The notice period begins when We send the notice to You.

Will this Service Agreement automatically renew?

Unless You tell Us otherwise, Your Service Agreement will automatically renew at the end of every Term for another 12 months at the then-current renewal price. We may change the price at renewal and claims history may be considered. We reserve the right to not offer this Service Agreement upon renewal.

Other terms

How can You contact NHRW?

59 Maiden Lane, 43rd Floor, New York, NY 10038 • 1-877-382-7818

Receiving documents electronically

If You consent to electronic delivery, You can receive Your Service Agreement and all related documents to the email address listed on Your Declaration Page ("Email Address"). To update Your Email Address or discontinue electronic delivery of Your documents You can call HomeServe or update Your preferences in Your website profile at www.homeserve.com.

Privacy policy

HomeServe is serious about the private nature of Your personal data. Please read their Privacy Policy, a link to which can be found at the bottom of every page at www.homeserve.com, carefully to fully understand how they collect, share, and protect personal data about You. You can also call HomeServe to request a copy.

Assignment/Amendment

We may assign this Service Agreement, in whole or in part, at any time without prior notice to You. We may change this Service Agreement (including the Price) and delegate any of Our obligations at Our sole discretion and without Your consent provided We give You 30 days' prior written notice of the changes. The changes will become effective 30 days after We send You the notice. You may not change this Service Agreement or delegate any of Your obligations.

Transfer

You may not transfer this Service Agreement.

General

Should any of these terms and conditions conflict with the laws of Your state they shall be deemed amended so as to comply with those laws. Should certain terms or conditions be held to be invalid or unenforceable, the remainder of these terms and conditions shall remain valid.

Responsibility for benefits owed to You

Our obligations under this Service Agreement are insured under a service contract reimbursement insurance policy. If We fail to pay or to deliver service on a claim within 60 days after proof of loss has been filed, or in the event You cancel and We fail to issue any applicable refund within 60 days after cancellation, You are entitled to make a claim against the insurer, Wesco Insurance Company, at 59 Maiden Lane, 43rd Floor, New York, NY 10038, 1-877-382-7818.

Limits of liability

To the fullest extent permitted by applicable law, (1) You agree that We and HomeServe, and both of our respective parents, successors, affiliates, approved technicians and Our and their officers, directors, employees, affiliates, agents, contractors or similar parties acting on behalf of either Us or HomeServe shall not be liable to You or anyone else for: (a) any actual losses or direct damages that exceed the lowest applicable per repair Benefit Limit, or, if there is no maximum Benefit Limit, any actual losses or direct damages that exceed the cost of repairs provided for in the "What is a Covered Repair?" section(s) of this Service Agreement, relating to any repairs performed by Us, HomeServe or on behalf of either Us or HomeServe or services provided hereunder giving rise to such loss or damage; or (b) any amount of any form of indirect, special, punitive, incidental or consequential losses or damages, damages based on anticipated or lost profits, wages, or revenue, or damages based on diminution in value or a multiple of earnings, including

those caused by any fault, failure, delay or defect in providing any repairs performed by Us, HomeServe or on behalf of either Us or HomeServe or services provided under this Service Agreement, regardless of whether such damages were foreseeable and whether or not We or HomeServe or anyone acting on behalf of either Us or HomeServe have been advised of the possibility of such damages (the damages listed in clauses (a) and (b), collectively the "Excluded Damages"); and (2) these limitations and waivers shall apply to all claims and all liabilities and shall survive the cancellation or expiration of this Service Agreement. You may have other rights that vary from state to state.

Arbitration: YOU, NHRW AND HOMESERVE ALL AGREE TO RESOLVE DISPUTES BY BINDING ARBITRATION as follows:

- A. **ANY DISPUTE THAT ARISES OUT OF OR RELATES TO THIS SERVICE AGREEMENT OR FROM ANY OTHER AGREEMENT BETWEEN US, OR SERVICES OR BENEFITS YOU RECEIVE OR CLAIM TO BE OWED FROM NHRW OR HOMESERVE, WILL BE RESOLVED BY ARBITRATION ON AN INDIVIDUAL BASIS.** This arbitration agreement applies to disputes no matter when they arose, including claims that arose before You and We entered into this Service Agreement. This arbitration agreement also applies to disputes involving the officers, directors, managers, employees, agents, affiliates, insurers, technicians, successors or assigns of NHRW or HomeServe. In addition, this arbitration agreement covers any claims or causes of action against NHRW or HomeServe that You may assign or subrogate to an insurer. The American Arbitration Association ("AAA") will administer the arbitration under its Consumer Arbitration Rules. The Federal Arbitration Act applies. Unless You and We agree otherwise, any arbitration hearings will take place in the county where Your Home is located.
- B. Any party bringing a claim may choose to bring an individual action in small claims court instead of arbitration, so long as the claim is pursued on an individual rather than a class-wide basis.
- C. **THIS ARBITRATION AGREEMENT DOES NOT PERMIT CLASS ACTIONS AND CLASS ARBITRATIONS.** By entering into this Service Agreement, all parties are waiving their respective rights to a trial by jury or to participate in a class or representative action. **THE PARTIES AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL PROCEEDING.** You may bring a claim only on Your own behalf and cannot seek relief that would affect other parties.
- D. We will pay any filing fee, administration, service or case management fee, and arbitrator fee that the AAA charges You for arbitration of the dispute.
- E. **BY AGREEING TO ARBITRATION, YOU ARE WAIVING YOUR RIGHT TO PROCEED IN COURT.**
- F. **IF FOR ANY REASON A CLAIM OR DISPUTE PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, YOU, NHRW AND HOMESERVE UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY.** This jury trial waiver also applies to claims asserted against any of the officers, directors, managers, employees, agents, affiliates, insurers, technicians, approved technicians, successors or assigns of NHRW or HomeServe.

Please see next page for any state variations that may apply.

State variations

The following shall apply if inconsistent with any other terms and conditions of this Service Agreement:

[\[Please click here to see if any state specific variations apply to You.\]](#)