



BEST HOME  
**Protection  
Plans**

*Since 1999*



# GLOBE HOME PROTECTION

Tommy Williams Homes extends your  
**NEW Home Warranty Coverage** for 4 additional years!



TommyWilliamsHomes.com  
352-335-4140

## Our New Construction Plan covers:

- Air Conditioning/Heating Systems
- Garage Door Openers (remote/transmitters)
- Plumbing System
- Kitchen Appliances
- Water Heater
- Termite Treatment

*and much more!*

## A home with a Globe Home Protection warranty has more value than a house without one.

Globe Home Protection ensures rapid, professional repairs of major systems and components and helps reduce buyer concerns about future problems. After the sale, the last thing you need is a huge, unexpected repair bill. Globe Home Protection provides important protection that's missing from your homeowner's insurance. Our protection plans cover system breakdowns such as plumbing, electrical, heating, and air conditioning; including major appliances like dishwashers, microwaves, refrigerators, ovens, washers and dryers, and more.

### Here is a list of average costs for common systems and appliances

Item	Repair	Replacement
AC or Heating System	\$400	\$5,000
Oven Range	\$300	\$1,500
Refrigerator	\$400	\$3,000
Washer/Dryer	\$400	\$800
Water Heater	\$600	\$1,000

## What we can do for you

### With our coverage:

- Just a small service fee covers each repair of specified systems and appliances.
- Our national network of licensed and insured repair professionals means quality workmanship.
- Our 24/7 toll-free number ensures rapid response to emergencies.
- Coverage is renewable and transferable.





TommyWilliamsHomes.com  
352-335-4140

#### INDIVIDUAL BEING COVERED INFORMATION

Full Name \_\_\_\_\_

Property Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Year Built \_\_\_\_\_ Sq.Ft. \_\_\_\_\_

#### CLOSING INFORMATION

Closing Company \_\_\_\_\_

Closing Date \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

#### BUILDER INFORMATION

Full Name \_\_\_\_\_

Office \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

#### WARRANTY PAID BY

☐ Buyer ☐ Builder

To Be Collected At Closing.

#### New Construction Plan Covered Items Service Fee \$75

Air Conditioning (2 systems)	✓
Heating Systems (2 systems)	✓
Ductwork	✓
Plumbing System	✓
Electrical System	✓
Water Heater	✓
Dishwasher	✓
Garbage Disposal	✓
Built-in Microwave	✓
Oven / Range / Cooktop	✓
Range Exhaust Fan	✓
Kitchen Refrigerator	✓
Bathroom Exhaust Fan	✓
Whirlpool Bathtub	✓
Toilets	✓
Ceiling / Attic Exhaust Fans	✓
Garage Door Opener	✓
Freon Recapture	✓
Sump Pump	✓
Permits	✓
Removal of Existing Units	✓
Termite Treatment	✓
Stoppages	✓
Washer / Dryer	✓
Roof Leak Repair	✓

#### New Construction Plan Cost (years 2-5) **\$599**

Buyer Options	Cost	Units
<input type="checkbox"/> Each Additional AC Unit	\$90	
<input type="checkbox"/> Central Vacuum	\$25	
<input type="checkbox"/> Septic	\$80	
<input type="checkbox"/> Swimming Pool/Spa	\$180	
<input type="checkbox"/> Well Pump	\$100	

**Total for Optional Coverages**

**Total Cost (Plan & Options)**



Submit this form via:  
Email [sales@globehomeprotection.com](mailto:sales@globehomeprotection.com)  
Fax 800-597-3630

Mail PO BOX 620395, ORLANDO, FL 32862-0395  
Home warranties may be purchased directly on **GlobeHomeProtection.com**  
No account needed.

NOTICE: This company may pay persons not employed by the company for selling, advertising, marketing, or processing, or performing an inspection in connection with, a homeowner warranty or similar residential service contract for repairing or replacing home system components or home appliances.

**See contract for details.** For homes over 5,000 square feet, call for quote. Subject to terms and conditions of the contract.

**TEXAS RESIDENTS:** You the buyer have other rights and remedies under the Texas Deceptive Trade Practices-Consumer Protection Act which are in addition to any remedy which may be available under this contract. For more information concerning your rights, contact the Consumer Protection Division of the Attorney General's Office, your local District or County Attorney, or the Attorney of your choice.

New Construction Plan Coverages		Kitchen Appliances	
<p><b>Air Conditioning</b></p> <p>Coverage available on cooling systems, no more than two systems, with nominal cooling capacities not to exceed five (5) tons each. If more than two systems, the ones with the largest capacity are covered. See options to add additional units.</p> <p><b>COVERED: Blower Fan Motors; Central Air Conditioning System (a system which utilizes ductwork for the distribution of air); Circuit Breakers; Compressors; Condenser Coils; Condenser Fan Motors; Disconnect Boxes and Wiring; Dryer; Electronic Leak Detection; Evaporator Coils • Evaporative Cooler Units (pump, belts, pulley, float assembly); Freon Recapture (Buyer Coverage Only); Fuses; Internal System Controls; Standard Wall Thermostats; Wall Air Conditioners (those designed for wall installation)</b></p> <p>Not Covered: window units; portable units; gas air conditioning units including ammonia systems; panels and cabinetry; humidifiers; interconnecting refrigerant lines; condensation drain pans and pump; casings and lines; filters and assembly (including electronic/ electrostatic systems); refrigerant; underground piping; geothermal/water source piping or components; glycol units; multi zone thermostat; spacepak; EVI compressors; units that are improperly designed, installed or sized; zone control systems/dampers; conditions caused by lack of cleaning and/or routine maintenance</p>		<p><b>COVERED:</b></p> <ul style="list-style-type: none"> <li>• <b>Built-In Dishwasher: All electronic components, wiring, motors, timers, touch pads, hinges, latch assemblies, and power cords.</b></li> <li>• <b>Built-In Microwave: Over the range built-in units; all electronic components, wiring, motors, timers, touch pads, hinges and latch assemblies, power cords.</b></li> <li>• <b>Built-In Trash Compactor: Motors, switches, and relays, wiring, ram assembly, tracks.);</b></li> <li>• <b>Cooktop Exhaust Fan: Self-contained built-in oven range units located above the range, motors and switches and wiring.</b></li> <li>• <b>Kitchen Refrigerator: Hinges, compressor, condensers, evaporators, fan motors, timers, thermostats, defrost heaters, wiring, and power cords.</b></li> <li>• <b>Oven/Range/Cooktop (Gas or Electric): Double Ovens, Self contained built-in units, thermostats, clock/timers (self-clean only), wiring, heating elements/burners-sensi-temp elements/burners will only be replaced with standard elements/burners, gas valves, igniters, controls, power cords, hinges, and latches. Electromagnetic induction cook tops replaced with builders standard, when necessary not to exceed \$1,000 in the aggregate.</b></li> </ul> <p>Not Covered:</p> <ul style="list-style-type: none"> <li>• Built-In Dishwasher: structural components, panels and cabinetry, internal shells, racks, baskets, handles and knobs, rollers, door seals, dispensers, water flow restrictions due to mineral deposits, such as, but not limited to, lime.</li> <li>• Built-In Microwave: interior liners, shelves and trays, rotisseries and probes, door seals, microwave leakage, meat probe assemblies, light fixtures and bulbs, portable units.</li> <li>• Built-In Trash Compactor: structural components, panels and cabinetry, lock and key assemblies, buckets, automatic deodorizers.</li> <li>• Cooktop Exhaust Fan: rooftop units, light fixtures and bulbs, filters, downdraft cook top units, structural components, panels and cabinetry, venting, any exhaust fan not solely for venting range/cook top fumes; If the unit has two compressors, only the refrigerator compressor will be covered.</li> <li>• Kitchen Refrigerator: structural components, racks, shelves, drawers, door seals, crushers, dispensers, T valves, beverage dispensers and their respective components, interior thermal liners, light bulbs and fixtures, water lines.</li> <li>• Oven/Range/Cooktop: combination units, oven liners, drip pans, racks, shelves and drawers, door seals, rotisseries and probes, calibration, glass, handles and knobs, light fixtures and bulbs. Timer and clocks that do not affect the heating or cleaning of the unit. Professional series, commercial-grade units such as, but not limited to Monogram, Viking, Thermador, Jenn-Air, Samsung, Bosch, Subzero, LG, Fisher and Paykel or Gaggenau brand appliances, etc. Units located outside kitchen.</li> </ul>	
<p><b>Bathroom Exhaust Fan</b></p> <p><b>COVERED: Bearings; Exhaust Fans Located in Bathrooms; Motors; Switches</b></p> <p>Not Covered: exhaust/heat fan combination; all ductwork associated with exhaust vent; belts; chains; fans replaced with builders standard when required</p>			
<p><b>Ceiling Fans</b></p> <p><b>COVERED: Bearings (fans replaced with builders standard when necessary); Controls; Motors; Switches</b></p> <p>Not Covered: belts; chains; remote controls; light kit</p>			
<p><b>Central Heating</b></p> <p>If primary source of heat to the home, no more than two systems. Coverage applies to primary, domestic system and/or components located within the foundation of the home or attached garage only.</p> <p><b>COVERED: Blower Fan Motors; Burners; Forced Air Heating Unit; Heat Exchangers; Heat Pump; Hydronic Boiler Heating Units (steam/hot water); Internal System Controls; Printed Circuit Boards; Standard Wall Thermostats</b></p> <p>Not Covered: fireplaces and key valves; pellet stoves; domestic coils; gas log systems (including gas feed lines); units that are improperly designed, installed, or sized; humidifiers; concrete encased hydronic heating coils and lines; radiant heating coils; individual space heater units, freestanding, or portable units; cable heat; solar heating systems; filters; flues; chimneys and liners; fuel storage tanks; wood stoves; units converted from one fuel source to another; domestic coils; conditions caused by lack of cleaning and/or routine maintenance</p>			
<p><b>Ductwork</b></p> <p>Available only in conjunction with heating and a/c coverage.</p> <p><b>COVERED: Accessible ducts from heating/air conditioning units to the point of attachment at registers and/or grills.</b></p> <p>Not Covered: registers; grills; insulation; asbestos insulated ductwork; crushed or collapsed ductwork; ductwork damaged by moisture or sun exposure; water; pests and/or animals; concrete encased or inaccessible ductwork (inaccessible ductwork includes ductwork that is used in central heating and/or air conditioning systems that is not exposed and cannot readily be accessed for replacement or repair due to design and installation obstacles such as, but not limited to, permanent partitions, chimneys, etc., and ductwork embedded in floors, walls or ceiling); dampers or zone valves systems; underground ductwork</p>			
<p><b>Electrical</b></p> <p><b>COVERED: Attic Fan; Circuit Breaker Panels; Door Bells/Chimes; Fuse Panels; General Wiring (within the perimeter of the main foundation); Main Panel; Receptacles; Switches</b></p> <p>Not Covered: inadequate wiring; circuit overload; conditions caused by power failure and/or surge; all exterior wiring and components; intercom and/or speaker systems; telephone systems; burglar; fire and smoke alarms; low voltage lighting systems; direct current (DC) wiring and systems; all lighting fixtures; timers; irrigation controls; utility meter base pans; load control devices; transmitters; batteries; surge protectors; frequency interference; corrosion; back up electrical systems</p>		<p><b>Water Heater</b></p> <p>Coverage applies to one (1) water heater unit. If more than one (1) unit, the one that supports the master bathroom is covered. If in tandem, additional unit coverage must be purchased.</p> <p><b>COVERED: Tankless; Control Thermostat; Drain Valve; Freestanding Electric and Gas Water Heaters; Gas Valve; Heating Elements; Piping; Tank Leaks; Thermocouple</b></p> <p>Not Covered: solar water heaters; insufficient or excessive water pressure; instant in line units; flues; exhaust vents; domestic coil systems; drain pans; routine maintenance (Water heaters require periodic flushing)</p> <p><b>COVERED: Clothes Dryer (motors, timers, switches and relays, wiring, thermostats, heating elements and burners, gas valves, power cords, drum rollers, belts, and pulleys); Clothes Washer (transmission, motors, pumps, timers, wiring, relays and switches, water valves, belts, hoses, power cords); Stackable Units</b></p> <p>Not Covered: Clothes Dryer: secondary unit(s); structural components; ducts; panels and cabinetry; drum; door seals; light fixtures and bulbs; handles and knobs; lint filters; venting; damage to clothing. Clothes Washer: secondary unit(s); structural components; steamers; agitators; panels and cabinetry; inner and outer tub; removable mini tubs; filters and screens; handles and knobs; automatic dispensers; damage to clothing. Combination Units.</p>	

## Additional New Construction Plan Coverages

### Garage Door Opener

**COVERED:** Drive Trains (limited to two units, unless additional coverage is purchased; Motors; Receiver Boards; Relays; Switches

Not Covered: garage doors; door hardware; frequency interference; corrosion caused by moisture; transmitters; batteries; lights; maintenance

### Permits

**COVERED:** Permits required by local government on covered buyer claims.

### Stoppages

**COVERED:** One-time clearing of main line sewer stoppages by cable in drain and sewer lines with standard rotary machine and length from access point caused by normal matter. Stoppages are only covered when there is an accessible ground level clean out.

Not Covered: stoppages that cannot be cleared by cable; stoppages caused by collapsed; damaged or broken drain; vent or sewer lines; stoppages due to roots and/or foreign objects; access to drain or sewer lines from vent; removal and/or replacement of water closet; cost to locate access or install a clean out; single point; septic tanks

### Subterranean Termite Treatment

Wood destroying insect inspection report must be supplied for coverage to apply. Contract Holder will pay a one-time \$200 service call fee per contract to our contractor for subterranean termite treatment. All work will be performed by a licensed structural pest control contractor.

**COVERED:** Treatment for subterranean termite infestation.

Not Covered: Infestation in decks or fencing or any infestation outside the confines of the main foundation of the home or garage. Repair of damage caused by subterranean termites.

### Roof Leak Repair

**COVERED:** This coverage is for patching water leaks in roof located over the occupied living area (excluding garage). Leaks must be resulting from normal wear and deterioration. Roof must be in good condition and watertight on the effective date of the plan. Covered to a maximum of \$500.00 per warranty period.

Not Covered: pre-existing leaks; gutters; flashing; drain lines; roof mounted installations; skylights; penetrations; ridge vents; patio covers; scuppers; glass; sheet metal; rubber; flat roofs; add on roofs not part of a contiguous roof; leaks occurring in decks or balcony when deck or balcony serves as a roof to structure below; leaks which result from, or are caused by, any of the following: ice dams, missing and/or broken shingles, tiles, gutters, flashing; damage due to persons walking or standing on the roof; construction or repairs not performed in a workman like manner; failure to perform normal roof maintenance to roof and/or gutters. Acts of God such as: fire, tornado, hurricane, earthquake, high winds or lightning. This warranty does not cover roof structure. In the event the roof has exceeded its life expectancy and must be replaced, this coverage will not apply.

## BUYER OPTIONAL COVERAGES

### Septic Coverage

**Required:** Septic certification performed within ninety (90) days prior to closing. A copy of the certification must be provided before claims can be processed. This certification must be accomplished by a licensed Septic Company showing that the system was tested and inspected.

**COVERED:** If the septic tank is backed up, the primary tank will be pumped one (1) time during coverage period. Main line stoppages will be cleared provided an existing clean out or access is available without search or excavation. Sewage Ejector Pump

Not Covered: broken or collapsed sewer lines; costs incurred gaining access or locating the septic tank; insufficient capacity; tile fields; leach-beds; chemical treatment; septic tank; cost of sewer hook-ups; disposal of waste; roots or stoppages that prevent the usage of a sewer machine cable

### Swimming Pool or Spa Equipment

**COVERED:** Above ground plumbing lines leading to and from the unit. Heaters; Filters (housings, pressure gauges, back flush valves); Filter Gasket; Mechanical parts and components of both pool and built-in spa, if they use common equipment. If they do not utilize common equipment then only the pool is covered, unless the additional fee was paid. Motor; Primary Circulator Pump; Pool Heater, or Pump Coverage limited to \$1,000 per warranty period. Pump Seal; Relays and Impellers; Salt Water Swimming Pool Control Board Pools that should be winterized must have proof of service.

Not Covered: above ground pools and spas; chlorinators; pop up heads and turbo valves; portable units; secondary/auxiliary cleaning equipment and accessories to include built-in or detachable cleaning equipment and similar cleaning units; "creepy crawlers"; automatic feeders and chemicals; strainers; gaskets; seals; salt water pool cells; heat pump; filter elements or media (i.e., cartridges, grids and sand); electrical lines; underground and concrete encased plumbing; structure, liner or shell of the pool; skimmers; timer; lighting; conditions caused by lack of cleaning, water, and/or routine maintenance

### Well Pump System

**COVERED:** All components and parts of the submersible or above ground well pump utilized as the sole source of water supply for the main dwelling only, to include: impellers, motor, pump, seals. Coverage limited to \$1,000 per coverage period.

Not Covered: excavation or other charges necessary to gain access to the pump; pressure, holding or storage tank(s); piping and electrical lines leading to and from the unit; control; joint wells; well casings; redrilling of wells; secondary/booster pumps; failure attributed to well impurity; contamination or lack of water

# SAMPLE CONTRACT

The Home Warranty Contract is issued and underwritten by Globe Home Protection. Certain items and events are not covered by the contract. Please refer to the Home Warranty Coverage Summary sheet and the Home Warranty Contract. Please read and understand the Terms and Conditions and Limits of Liability. Corporate Mailing Address:

**Globe Home Protection**  
**P.O. Box 620395**  
**Orlando, FL 32862-0395**  
**Telephone: 800-842-2177**  
**Fax: 800-597-3630**  
**sales@globehomeprotection.com**  
**globehomeprotection.com**

Globe Home Protection (GHP) sole responsibility, during the term of the contract, will be to arrange for a qualified service contractor to repair, or replace, at GHP's expense, up to the limits set forth in the contract. Globe Home Protection will, repair or replace, solely at the option of GHP, those respective systems, appliances and components listed as covered on the Home Warranty Coverage Summary when they become inoperative due to normal wear and tear. Failure due to normal wear and tear shall occur when a covered system, appliance or component is deemed inoperative due to the malfunction and/or cessation of a part/ component intended to perform movement or promote flow, which condition causes such system, appliance or component to cease its designed function.

This coverage includes only those systems, appliances and components that were in place at time of closing as part of the real estate transaction, in proper operating condition and does not include such conditions that cause a covered item to fail which, after prudent investigation it is determined, existed prior to contract effective date. Systems, appliances, and components must be located in place, within the perimeter of the main foundation, which is defined as that area located within the outer load bearing walls of the structure, above the slab, crawl space, or basement floor. Unless otherwise stated coverage is limited to one system or unit. If an item is not listed as covered then it is not covered. Any required inspections must be completed by effective date and available upon request. The description of specific systems, appliances and components that may be covered under a certain plan, limitations on coverage and other terms and conditions are set forth in the Home Warranty Coverage Summary and related contract. A visual inspection of the covered item verifies that it appears structurally intact and without damage or missing parts that would indicate inoperability. A simple mechanical test consists of turning the unit on and off, verifying the unit operates without irregular sounds, smoke or other abnormal outcome.

**Availability of Coverage:** The contract covers a dwelling used only for residential purposes under 5,000 square feet, any dwelling used for commercial purposes such as, but not limited to, a day care facility, group home, fraternity/sorority houses, rest home, church, or school will not be covered. Homes over 5,000 square feet, multiple units, mother in law units, guest houses, and other structures may be covered if appropriate fee is paid.

**Service:** TO REQUEST SERVICE CALL 800-842-2177 OR ONLINE AT GLOBEHOMEPROTECTION.COM (emergencies will not be accepted via internet)  
• You must notify GHP for work to be performed under this contract as soon as the problem is discovered. Notice of any malfunction must be submitted to GHP within 30 days of failure and prior to warranty expiration.  
• Upon request for service GHP will contact an authorized service contractor. All repair and/or replacement work covered by this contract must be performed by an authorized contractor and approved by the company.  
• The service contractor will contact you promptly and set up a mutually agreed appointment. GHP will determine what repairs constitute an emergency and will make reasonable efforts to expedite emergency service.

If you should request GHP to perform non-emergency service outside of normal business hours, you will be responsible for payment of additional fees, including overtime.  
• You will not be reimbursed for work completed without prior approval of GHP.  
• You will pay a service fee, the amount depending on the plan selected or actual amount whichever is less. Additional charges may apply to certain repairs or replacements. The service fee is for each call dispatched and scheduled including service calls wherein coverage is in whole or part granted, excluded, limited, or denied. The service fee will apply in the event you fail to be present at the scheduled time of the service call or in the event you cancel a call while the service contractor is in route or has arrived at your home. Unpaid funds due to GHP may delay or void coverage at companies option.  
• Globe Home Protection reserves the right to obtain a second opinion of an authorized contractor prior to determining eligibility for coverage and to perform a re-inspection subsequent to performing repair and/or replacement services to confirm eligibility for coverage under this contract.

**Limits of Liability:**

- GHP may decide to pay cash in lieu of repair or replacement. Payment will be based on GHP cost to repair or replace which may be less than retail.
- The contract has a claim limit of \$5,000 per mechanical system unless lower limit is declared in the Home Warranty Coverage Summary or contract.
- The contract has a claim limit of \$1,500 per appliance unless lower limit is declared in the Home Warranty Coverage Summary or contract.
- In no event shall GHP be liable for any claims in excess of \$2,000 in the aggregate with respect to hot water, boiler, vapor cycle (AC), or steam-circulating systems, which may be covered under a certain plan, unless otherwise stated in the Home Warranty Coverage Summary related hereto.
- The contract does not cover upgrading or making modifications to systems, appliances or components due to lack of capacity (undersized), failure to meet building code(s), zoning requirements, utility regulations or failure to comply with local, state or Federal laws. GHP is not responsible for upgrades, components, parts, or equipment required due to the incompatibility of the existing equipment with the replacement system or appliance or component, or part thereof or with new type of chemical or material utilized to run the replacement equipment including but not limited to, differences in technology, refrigerant requirements, or efficiency as mandated by federal, state, or local governments unless Regulatory Risk is purchased.
- There is a \$500 maximum per contact for diagnosis, access, and repair of concrete-encased or covered plumbing, and mechanical breakdowns caused by lack of routine maintenance or unknown pre-existing conditions, if covered by selected plan. See contract for details. Coverage does not apply if the cause of failure of the system or appliance is solely due to lack of routine maintenance.
- Covered eligible equipment no longer identifiable by model and serial number are limited to \$500 per period.
- Secondary or consequential damage or loss is not covered under the contract, nor is loss from delays due to difficulties in procuring parts or labor. Contract holder agrees that company is not liable for consequential, incidental, indirect, secondary, or punitive damages.

**Assignment:**

- In the event of assignment or transfer of title of the covered property, this contract may be assigned and/or transferred at option of Globe Home Protection, where permitted or when mandated by state law and when the applicable fee has been paid. Globe Home Protection reserves the right to charge a transfer fee not to exceed \$40.

**Renewal:**

- This contract may be renewed at the option of Globe Home Protection upon payment of a renewal fee, but not in excess of the fee allowed by applicable law, for any number of continuous annual renewal periods as may be allowed by applicable law.

**Cancellation:**

- Contract can be canceled for non-payment of funds, fraud or misrepresentation of the home, its systems, or appliances, or for false or exaggerated claims. Contract holder may cancel this contract with the funds being returned to the provider of those funds in full within the first ten days of the contract period if no claim have been submitted. If you harm or threaten the safety or well-being of GHP, any employee of GHP, a Service Provider, or any property of GHP or of the Service Provider or if you use abusive language towards GHP, any employee of GHP or Service Provider. After the first ten days the provider of funds will receive a prorated amount less service and administrative costs incurred by Globe Home Protection.

**THIS WARRANTY CONTRACT EXCLUDES:**

- (A) Food spoilage, mold, mildew, fungus, rot, insects, pathogenic organisms or conditions caused by them.
- (B) Non-functional inadequate drainage of sewage systems.
- (C) Cost of crane or special equipment, code violations or code upgrades, upgrades, permits, cabinet or counter work or other modifications relating to repair or replacement. Roof jacks or stands.
- (D) Equipment, plumbing, electrical and refrigerant lines, not accessible, including but not limited to those encased within the ceiling, the floor, walls. Work, including parts and labor, on masonry, tile or other parts of the residential structure requiring patching, opening or closing of walls, floors, ceiling, and doorways.
- (E) Damage of any kind from accident, abuse, misuse, fire, freeze, flood, windstorm or acts of God.
- (F) Toxic, regulated, or asbestos material removal, carbon or environmental fees.
- (G) Plastic, rubber, porcelain, glass or ceramic parts, knobs or handles, drip and drain pans, missing parts, inner and outer cabinet parts and trim.
- (H) Product problems resulting from power failures, surges, shortages, overloads, or fluctuations.
- (I) Cosmetic repairs, cleaning of any type, product sounds or odors.
- (J) Carpet discoloration, marring of the floors or other minor damages incidental to necessary moving of a product to make a repair.
- (K) Manufacture defects or units recalled by manufacturer or consumer product safety commission.
- (L) Solar system, domestic coils, and heat recovery systems of all types.
- (M) Efficiency of units, inadequate capacities of equipment, design changes other than manufacturer approved. Conditions caused by improperly designed, installed or sized.
- (N) Rendering service when the contract holder does not give the correct contract number or reference at the time of service is requested.
- (O) Failure of equipment due to rust or corrosion, (home buyer plan covered after the first thirty days of contract) See summary sheet.
- (P) Secondary or ancillary units or systems.
- (Q) Conditions caused by improper or poor workmanship.
- (R) Electronic or computerized system management controllers, lighting, or appliance management systems.
- (S) Structural components, panels, and cabinetry, media centers.

**DO NOT CALL A CONTRACTOR YOURSELF!**  
**You WILL NOT be reimbursed for the work done without prior company approval.**  
**This contract DOES NOT COVER EXISTING DEFECTS.**  
**All covered items must be in good working order on the effective date of contract.**  
**FOR CLAIMS SERVICE:**  
**Call our 24/7 toll-free line**  
**800-842-2177**