



ServiceOne Home Warranty Covered Items

- ✓ **Furnace**
- ✓ **Annual Furnace Maintenance**
- ✓ **Annual AC/Heat Pump Maintenance**
- ✓ **Clothes Dryer**
- ✓ **Clothes Washer**
- ✓ **Range**
- ✓ **Range Exhaust Fan Refrigerator**
- ✓ **Freezer**
- ✓ **Dishwasher**
- ✓ **Garbage Disposal**
- ✓ **Central Vacuum**
- ✓ **Electrical System**
- ✓ **Water Heater**
- ✓ **Jetted Tub**
- ✓ **Sump Pump**



If a system or item is not specified as "covered," then it is not covered. Please refer to the Plan Overview for complete details.

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HEATING AND AIR CONDITIONING

Central Heating /Air Conditioning /Heat Pump

Natural gas, propane or electric forced air Heating components, boilers, electric central air conditioning components.

Items not included:

- Boiler water-carrying lines & water pumps
- Venting of radiator
- Oil systems
- Space heaters & solar heating
- Mini-Split systems
- Radiant heating coils built into floor/wall/ceiling
- Water tower & window/spot air conditioners
- Discontinued/drop-in refrigerants
- Condensate pumps/line/drains & interconnecting freon lines
- Tube-in-tube heat exchangers
- Wifi/Smart Thermostats
- Pulse systems
- Combination domestic hot water/central heating
- Complete heat systems
- Chimneys, Chimney liners & flue vents
- Geothermal heat pump water carrying lines & circulating pumps
- Heat pump stands
- Condenser pads
- Cleaning of air ducts, duct work, setting airflow to rooms, air cleaners, vent dampers, zone systems, humidifiers/filters/filtering systems
- HVAC service for rooftop units on multi-story structure

Coverage is required for additional systems and ductless heads.

APPLIANCES

Major Appliances - The Plan covers one each of the following appliances located in primary kitchen/laundry:

- Clothes Dryer
- Clothes Washer
- Range (or oven & cooktop)
- Range Exhaust Fan
- Freezer
- Dishwasher
- Refrigerator
- Garbage Disposal
- Central Vacuum

Items not included:

- Lighting
- Clocks/timers (when not integral function)
- Meat probes
- Rotisseries
- Induction cooking units
- Removable baskets/racks/rack assemblies
- Filters
- Trim
- Venting
- Appliance cabinets/cabinet parts/shelving/drawers & components/complete doors/door liners
- Knobs/handles
- Counter top appliances
- Disconnection for appliances for cleaning
- Insulation
- Cracks/breakage to range door glass and/or smooth top ranges/cooktops
- Two component/independent telescoping range exhaust
- Under counter refrigeration
- Refrigeration door gaskets
- Ice maker, ice/water dispensers & respective components
- Vacuum cleaner accessories
- Heat pump/ventless dryer
- All-in-One washer/dryer unit
- Dish drawer dishwashers
- Garage doors and associated components
- Microwaves with/without trim kit

ELECTRICAL

Electrical System - Electrical components/parts from the main distribution panel forward to include: main panel, transformers, outlets, fuse holders, breakers, standard switches, and door chime unit.

Items not included:

- Decorative doorbell chimes
- Insufficient electrical service
- Power failures/shortages
- Speaker systems
- Underground outdoor lighting systems
- Security systems & fire alarms
- Garage door sending/receiving unit/springs/rails
- Ceiling fans
- Attic/whole house fans
- Exhaust fans
- Light fixtures
- Low voltage systems

PLUMBING

Plumbing System - Primary water heater, water heater relief valve, primary sump pump, gas pipes, shut-off valve (house side meter) restoring flow to clogged branchline drains under 3", clogged drains and water pipes. Jetted tub recirculation pump & motor. Faucets, toilets and tub/shower valves covered for repair only. All covered items must be within the perimeter of the main foundation.

Items not included:

- Sinks and tubs
- Refrigerated water lines
- Shut-off valve (street side meter)
- Insufficient water pressure
- Thermal expansion tank & failures due to thermal expansion & sediment buildup in water heaters
- Frozen pipes, lead/cast iron/galvanized pipes & piping contained in/under/outside the foundation/slab
- Clearing stoppages from interconnected residences
- Solar systems
- Plumbing issues when water pressure is over 80 psi
- 3" + waste/vent lines
- Sewer laterals
- Septic tanks
- Sewage pumps/jet pumps/well/well pumps
- Water softeners/filters/purifications systems
- Enclosures/base pans
- Caulking & grouting
- Sprinkler systems/backflow prevention
- Sump pump pipes/hoses/battery/backup system
- Shut-off valve (street side meter)
- Main line drains (stack)

ServiceOne Home Warranty Plan Overview

GENERAL TERMS & COVERAGE

1. The homeowner must certify equipment is in good working condition to be covered by the Plan. Any condition known to be pre-existing or presents evidence of being pre-existing at time of 1st service request may not be covered under the Plan. Determination of system condition and nature of failure will be made by ServiceOne technicians.
2. The first year of this plan is a 12 month agreement, effective upon receipt of payment. The plan is renewable for full year (12 month) commitments, regardless of payment method chosen. Upon renewal, current terms & conditions would apply.
3. The Plan is available to single-family homes, condominiums, multiplexes and townhomes.
4. The Plan covers repairs including parts and labor or replacement, if necessary, to covered residential grade appliances/systems during the term and as defined by the Plan.
5. The Plan covers only those appliances/systems within the perimeter of the main foundation of the house and attached garage.
6. The Company warrants its work for a period of 30 days. This warranty is limited to the Company's repair of any defective work. If the Plan is no longer in effect, defective parts and replacement coverage no longer apply.
7. The Company reserves the right to increase the deductible required for service at any time during the coverage period with 30 day notice.
8. You may cancel this Plan by mailing a written notice to ServiceOne, 9335 J Street, Omaha, NE 68127, before midnight of the third business day following receipt by ServiceOne. After the third day, the Plan is non-cancelable and non-refundable.
9. The Customer may transfer the Plan to the new owner of the residence with notification.

PROVIDING SERVICE

1. To request service, call 402-593-1111. Service appointments will be scheduled during regular business hours, Monday – Friday 8:00 am – 5:00 pm, except holidays. Response time shall be governed by weather conditions, employee workload and parts availability.
2. Emergency service may be requested. An emergency fee will apply.
3. All service requests under the Plan must go directly through ServiceOne. ServiceOne shall not be responsible for charges for service, parts, or replacements purchased from others without prior approval.
4. At the time of service, the Customer shall pay the technician a deductible (plus tax), per covered item. The maximum number of plumbing or electrical requests under one deductible is 2. Water heater and garbage disposals require separate deductibles.
5. Additional deductibles will apply when a 2nd technician is required for diagnosis, repairs or replacements as deemed necessary by ServiceOne due to weight, safety, position or installation. Example: stacked components, built-in microwaves, equipment installations, water heater replacements, etc.
6. ServiceOne will not be responsible under the Plan for reassembling, reinstalling or correcting repairs made by homeowner or other contractor. Additional fees will apply.
7. Service will not be provided to delinquent accounts. All accounts must be current to schedule service. The Plan may be canceled for non-payment and a collection process may ensue.
8. Waiver of damages when moving appliances: Customers understand there is inherent risk in such movement. There is risk of damage to the appliance itself, and to areas surrounding its installation, including but not limited to flooring, cabinetry, and counter tops. You acknowledge the ServiceOne technician is not required to move the appliance. In exchange for the technician's willingness to do so, the customer promises to hold faultless, both the technician and ServiceOne from any and every liability associated with any such damage as may occur in connection with this movement.

CUSTOMER RESPONSIBILITIES

1. Any incoming appliances need to be identified to the Company immediately to ensure coverage.
2. The Customer shall make the premises accessible for service to allow needed repairs/replacements to be made. Example: entrance accessibility, workspace accessibility, equipment/component accessibility, etc. The Plan does not cover countertops, cabinets or cabinet parts that need to be removed for repair or replacement of an appliance.
3. Customer shall ensure sanitary and safe work conditions prior to the technician's arrival. The Plan does not cover repairs or replacements where pest or rodent infestations exist.
4. The Customer should understand and ensure all maintenance on equipment/systems is performed to manufacturer expectations. Example: changing filters, cleaning vents, annual furnace and air conditioning maintenance, etc. Failure to ensure proper maintenance of equipment or systems can be neglect and impact coverage under the Plan.

EXPLANATION OF LIMITATIONS

1. The Plan does not cover repairs or replacements necessitated by design deficiencies, incorrect sizing/installation and lack of capacity or out-of-code conditions. The Plan does not cover upgrading or improvement of appliances/systems. ServiceOne is not responsible to upgrade equipment, components or parts due to (a) the compatibility of the existing equipment with the

replacement system, appliance, components or any part thereof, (b) any type of chemical or material utilized to run the replacement equipment including, but not limited to, difference in technology, refrigeration requirements (freon), efficiency or (c) regulation changes or government mandates. (In cases where 'manufacturer only' parts are required, the customer would be responsible for any pricing difference incurred to complete the repairs.)

2. The Company, its agents, employees and contractors shall not be responsible for damages, injury or illness caused by delays, unavailable parts, defective parts, labor difficulties or other conditions beyond the Company's control.
3. In events where the Company accepts liability, it will be limited to the property damage at the residence. In no event, will the Company be liable for special, indirect, consequential or punitive damages.
4. The Plan will not cover removal, repair or reconstruction of walls, floorings or ceilings. The Customer may be asked to sign a waiver prior to the Company proceeding with diagnosing or repairing conditions with accessibility needs. In the event of damage resulting from standard accessibility where the homeowner is not available to sign a waiver, the Company would not be held responsible.
5. The Company shall not be required to remove or dispose of asbestos or other hazardous materials or repair or perform maintenance on appliances/systems which may be contaminated with asbestos or other hazardous materials or in any other way present a health risk to the technician.
6. The Plan covers mechanical failures due to normal use. Failures resulting from lack of regular maintenance, abuse, neglect, misuse, vandalism, fire, flooding, power failures, surges, shortages, non-temperature controlled environments, freezing, acts of weather, animal/pest damage or any other condition beyond the Company's control are not covered.
7. The Plan does not cover any condition due to sediment, rust, corrosion, mineral accumulations or improper venting. Evaporator coils are not covered for rust and corrosion.
8. The Company is not responsible for repairs arising from a manufacturer's recall of a covered item, manufacturer defects or for items covered under existing manufacturers, distributors or 3rd party extended warranties. The Plan does not cover any conditions that would be voided under the manufacturer guidelines. If an appliance is covered under 1st year manufacturer or extended warranty, that warranty will be the primary warranty.
9. Scratches or cosmetic repairs are not covered. Example: pitted, deteriorated, finish discoloring, flaking, etc.
10. The Plan covers clearing plumbing stoppages which can be cleared with standard sewer cable through an existing cleanout without excavation within the perimeter of the home.

REPAIR/REPLACEMENT/BUYOUT

1. ServiceOne reserves the right to choose to repair, replace or offer buyout and to choose the parts or replacements to be used. The buyout offer would be ServiceOne's costs (not retail) to repair or replace such item.
2. The Company will replace with equipment of similar features, but is not responsible for matching brand, dimensions or color. Except for appliance replacements, there are no cash buyouts available toward new equipment/systems installed by a company/person other than ServiceOne.
3. If a manufacturer no longer supports a product, ServiceOne will contribute the actual cost of the repair (parts and labor) toward a replacement, not to exceed replacement costs. ServiceOne does not install used or after-market parts purchased from secondary vendor sites under the Plan. In cases where a part is backordered from the manufacturer, the customer may elect to receive the actual repair costs (parts & labor) or wait for the part to become available.
4. When repairing/replacing any appliance, the Company will not consider any failures that do not contribute to the appliance's primary function, including but not limited to refrigerator icemaker/water dispensers, communicating/remote access components (Wi-Fi) and electronic faucets. Upon failure of one function of a multi-use appliance, such as stackable or combination washer/dryer units, range or wall oven/microwave units, the replacement value will only apply to the non-functioning portion of the appliance.
5. For the term of this Plan, coverage for diagnosis, repairs, and/or replacement is limited to a maximum of \$1,200 per appliance or water heater (not exceeding replacement cost; see appliance list), except refrigerators, which have a \$1,500 limit. Water heaters over 15 years are covered for repairs only. Plumbing coverage is limited to \$500 per trade service call. Coverage for diagnosis, access, repair or replacement of heating systems utilizing steam/heated water, boiler systems or geothermal systems are limited under this contract to a maximum of \$2000.00* in the aggregate. (*as determined by ServiceOne rates). All other heating & cooling systems are limited to a maximum coverage of \$1500.00* per repair, per system. *System is defined as all component within an indoor and outdoor heating and cooling unit **Exclusions apply, see brochure for details.
6. In cases where the model or serial number is not legible, only repair coverage applies if parts are available.