



your guide to
home warranties



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INTRO

Why did we make this guide, anyhow?

Welcome to **Your Guide to Home Warranties**. We put this little guide together because we see it all -- from happy homeowners who sing the highest praises about their home warranty to homeowners who are super frustrated with their coverages.

We want to help make sure you fall into that happy camp, regardless of which company or plan you choose. After all, homeownership is complicated enough. You don't need your home warranty adding trouble, do you?

This guide is intended to help you understand what you can expect from any home warranty, determine whether a home warranty is right for you, and get the right coverage. In the end, we want you to help you be a happier homeowner, whether that's with or without a Platinum home warranty.

PART ONE

The purpose of your home warranty

One of the biggest differences between the happy homeowners and the not-so-happy ones lies in expectations. Happy homeowners know that **the purpose of a home warranty is to reduce the cost of repairs**. They know that some things will be covered and some things won't. They realize that out-of-pocket expenses are to be expected.

On the other hand, not-so-happy homeowners tend to be misinformed about the purpose of a home warranty. They believe it will eliminate the cost of repairs. Sadly, they soon find -- it doesn't matter which company or plan you choose, a home warranty does NOT eliminate the cost of repairs in your home. There are, indeed, many things that could go wrong that lie beyond the scope of any home warranty coverage.

Should you expect repair or replacement from your home warranty company?

When something goes wrong, you should assume that your home warranty company will help by repairing the problematic system or appliance. Most of the time, replacement will only occur when repair is no longer possible. Though specific policies may vary, this bias to repair (vs. replace) is relatively standard across home warranty companies.



PART TWO

Ensuring proper coverage

A second big difference between the happy homeowners and the not-so-happy ones is whether or not they purchased the right plan for their home. Happy homeowners make sure to get a plan that takes into account optional systems, unit sizes, luxury grade appliances and other features. They know that you can't just tack things on in the future, so they take the time to get the coverage right from the get-go.

On the other hand, not-so-happy homeowners often realize that they don't have the right coverage once a problem has already occurred. The frustration of having to deal with the issue is compounded by the surprise that they aren't properly covered.

How can you get the right coverage?

As you pick your home warranty coverage, be sure to proactively ask these questions:

- Do I have luxury grade appliances? If so, have I selected this coverage?
- What size is my hot water heater? If it's over 50 gallons, have I selected that coverage?
- What additional options need coverage? (pool, spa, additional appliances, sprinkler coverage, etc.)

And, don't be afraid to reach out to your company of choice for help you with the process of asking these questions and ordering your policy. At Platinum, we're set up with an inside support team and outside sales team; both can help you ask the right questions to get the right coverage for your home.

What to expect when using your home warranty

Happy homeowners have a clear picture of what to expect from their home warranty. They know that...

There's a trade call fee (or deductible) each time you need service.

A set service fee is standard regardless of which home warranty company you choose. It's a bit like visiting a doctor and paying a health insurance plan copay. You still do pay, but it's a reduced amount that helps you manage expenses.

Some problems require more than this trade call fee.

Some problems fall beyond the scope of typical home warranty coverage and require additional fees. Depending upon your particular policy, issues like recovery and disposal, haul away, Freon and coil cleanings may cost extra.

The response time is prompt, but not immediate.

You can (and should!) expect prompt service. Just keep in mind -- it may take up to a day or two for a technician to get to your home (check with the specific company regarding their guarantee). Happy homeowners see it this way -- tracking down a technician yourself likely ends up taking at least this long anyhow, and it's a beautiful thing to let the home warranty company do that work for you.

Some problems are resolved in a single trip, while others require extra parts and/or trips.

This isn't specific to home warranties, of course, but each repair looks a little different. Common problems often can be fixed with parts stocked on the technician's truck;

others are a bit more complex and may mean that a part needs to be ordered and/or the technician will have to return to the property.

You do not choose your own technicians.

Having a home warranty saves you the headache of tracking someone down to fix the problem, which can be quite helpful for any busy homeowner. However, this means that you should not expect to choose your favorite contractor and receive reimbursement.

There's no DIY-ing it before calling your home warranty company.

Attempting to fix the problem yourself can void coverage under your home warranty. So if you're the do-it-yourself type, resist the urge. Call your home warranty company first (and enjoy channeling that DIY energy into other projects!).

Unless you choose Platinum, most home warranty companies will work with third party contractors.

Most companies contract with an outside vendor to perform the needed work. The technician that shows up at your door will be employed by someone other than your home warranty company. Our company differs in that we use our own skilled technician team for most of our work (and, we're biased, of course, but we tend to think that makes us better at helping you!).

PART FOUR

Existing problems and your home warranty

Another major difference we see between happy and not-so-happy homeowners is their understanding of existing issues and the related role of their home warranty.

Happy homeowners have the right scoop. They know that systems and appliances must be in good working order at close of escrow (or initiation of the contract) to qualify for warranty coverage. They pay attention to any needs for repair or replacement noted within their inspection report (if part of a real estate transaction), and they address these items with their inspection company or seller. If purchasing outside of a real estate transaction, they also make sure to resolve any known issues. They know that their home warranty company cannot be held responsible for unresolved issues.

Not-so-happy homeowners are often misinformed. They believe that a home warranty will take care of unresolved issues, so they fail to address these issues with appropriate parties.

Be sure to resolve existing issues and take up these happy homeowner best practices:

Keep any receipts and documentation.

Keep second corrective opinions.

Have your appliances inspected.

Consider additional AC inspections.

PART FIVE

The value of your home warranty



Happy homeowners appreciate having a plan in place. They are relieved to have a go-to solution when something needs repair -- just call the home warranty company. They're glad to be able to turn the problem over and save time and energy for more important things.

On top of that, they're pleased to have greater predictability of expenses, since many repairs are covered under the set trade call fee (or deductible) and save a little cash when they need repair work done.



Is a home warranty right for you?

Now it's up to you to decide -- is a home warranty right for you? We encourage you to thoughtfully consider your home, needs and expectations and find the solution that's best for you. If you need any extra help navigating the ins and outs of home warranties, reach out to us (602.733.5000). We're here to help!



Platinum Home Warranty is locally owned and operated in Phoenix, AZ. We help keep your home systems and appliances running by offering home warranties and retail repairs and replacements. Our local customer support team and rockstar in-house technicians truly care about our customers and their homes. If you're curious to know more about how we can help you, head to our website or give us a call.

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