



Welcome



We're glad you've chosen to be,



e part of the Platinum family.



**You may be wondering how this
home warranty thing works.**

**So, we think it's only
appropriate that we give you a
basic tour of your warranty.**

What does my home warranty cover?

First things first. There are two important documents that contain the scoop on your warranty.


1

Take a look at your **Certificate of Coverage**. This spells out an overview of your selected plan. Are all the items you need included in your plan?

2

Next, check out the **Coverage Terms and Conditions**. This details the nitty gritty of what's included in your plan. Do you have any questions about the details?

In a nutshell, your home warranty covers systems and appliances that break down due to normal wear and tear.



The biggest thing to keep in mind is the role your home warranty plays. While your warranty won't eliminate ALL the costs of home ownership, it is designed to reduce your costs.

Items that are beyond the coverage requirements, include:

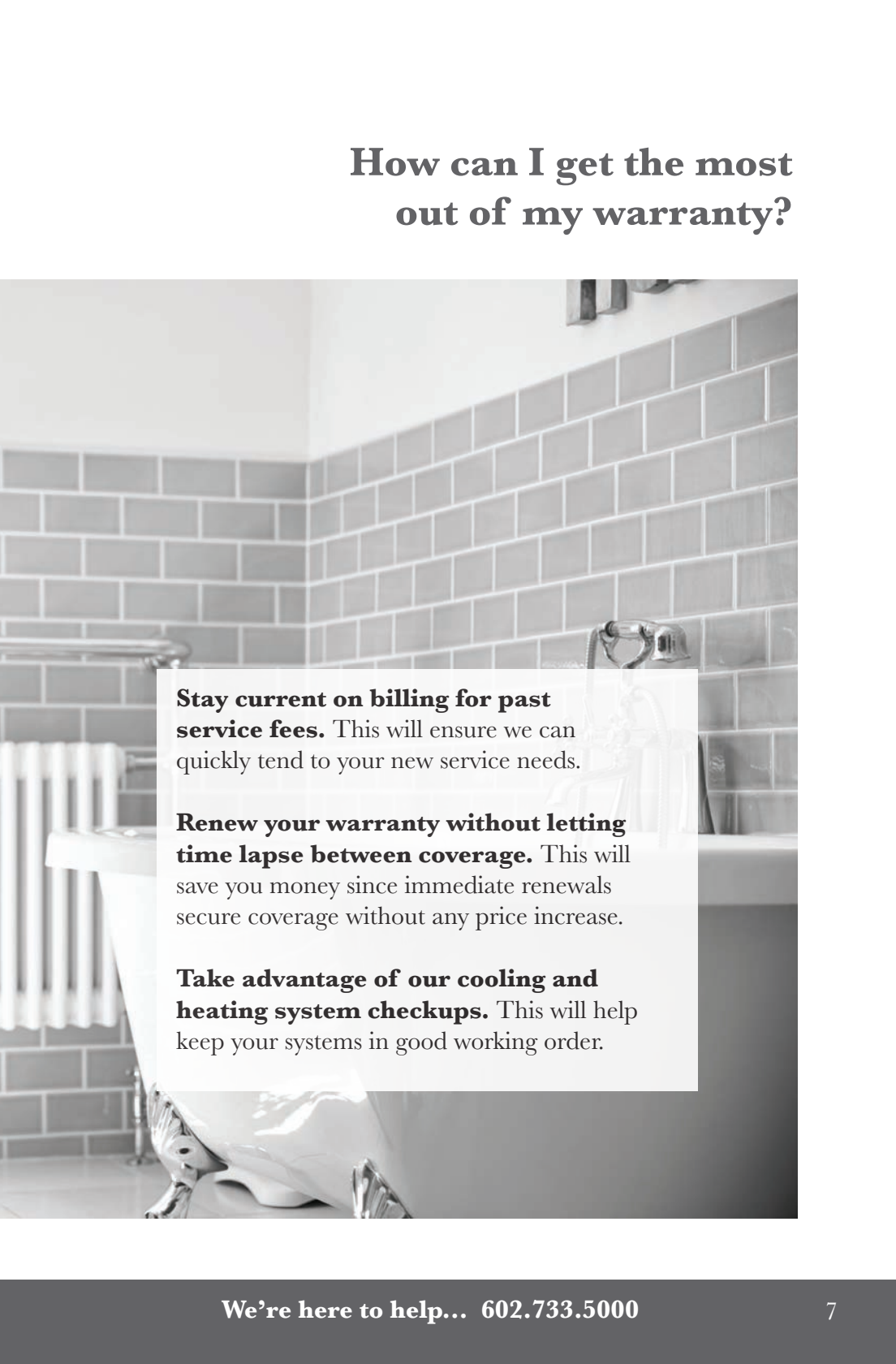
- Preexisting repairs
- Improper installation
- Improper maintenance
- Damage from pests
- Act of God
- Manufacturer recall
- Obsolete parts
- Cosmetic repairs

For more specifics, refer to the Coverage Terms and Conditions.

**We want to ensure that you
know how to maximize
your coverage. To keep your
warranty valid, you'll want to
tend a few simple items:**



How can I get the most out of my warranty?



Stay current on billing for past service fees. This will ensure we can quickly tend to your new service needs.

Renew your warranty without letting time lapse between coverage. This will save you money since immediate renewals secure coverage without any price increase.

Take advantage of our cooling and heating system checkups. This will help keep your systems in good working order.





What are heating and cooling system checkups?

Maintaining your home systems may feel like a chore, far outside of your expertise. To help you maintain your heating and cooling system, we can send one of our trusted technicians out to your home for seasonal checkups.

Call us at 602.733.5000

during our **checkup periods**
to schedule your appointment:

Fall: October 1 - November 30th

Spring: March 1st - April 30th



What happens when I need service?

When repair needs pop up, simply call us at 602.733.5000 to schedule a service appointment.

We'll get one of our trustworthy, in-house technicians to your home soon.

If the **repair needs meet coverage requirements**, the

repairs will be made at no charge beyond the trade call fee.

(A trade call fee is the fee charged for no more than two items or two hours using the same trade technician on the same trip.)

If the **repair needs are beyond coverage requirements**, you will be given the option to have our reliable technician make the repair, or you may arrange for your own vendor.

If you opt to have **a Platinum technician** perform the needed work, you will be charged for the cost of repairs.

If you opt for **your own technician**, you will simply be responsible for the trade call fee.



Can you help with home services not covered by my warranty?

Yes! Our in-house technician team is available for the repair needs of your home beyond warranty services.

We offer 20% savings to our warranty members on all services we provide in-house.

Whether you need minor handyman work or major equipment upgrades, our team can help. Just give us a call for top-notch service at discounted rates.



That ends the tour...

**but we're still here to help.
Just reach out if you have questions.
602.733.5000**





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