



# ServiceOne New Construction Home Warranty



From completion until 5th year

...only **\$99\***/yr

\*see pricing details inside

# ServiceOne New Construction Home Warranty Plan Application



Plan purchased by:  Seller  Buyer  Split  Agent  Builder  Current Owner  Other \_\_\_\_\_

Address of residence covered:

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

Property is currently:  Vacant  Occupied

NOTE: Evaluation is required by ServiceOne prior to coverage. Please include any contact information necessary to schedule evaluation.

## Current Owner's Information (builder/seller):

Name: \_\_\_\_\_  
 Phone #: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Agent: \_\_\_\_\_  
 Agency: \_\_\_\_\_  
 Agent Phone #: \_\_\_\_\_  
 Agent Fax #: \_\_\_\_\_  
 Agent Email: \_\_\_\_\_  
 Listing Date: \_\_\_\_\_  
 Listing Expiration Date: \_\_\_\_\_

## Buyer's Information:

Name: \_\_\_\_\_  
 Phone #: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Agent: \_\_\_\_\_  
 Agency: \_\_\_\_\_  
 Agent Phone #: \_\_\_\_\_ Agent Fax #: \_\_\_\_\_  
 Agent Email: \_\_\_\_\_  
 Closing Company: \_\_\_\_\_  
 Closing Date: \_\_\_\_\_ Fax #: \_\_\_\_\_  
 Closing Company Email: \_\_\_\_\_

As of 1/1/2019:

HOME BUILT IN	AGE OF HOME	COVERAGE LENGTH	PLAN EXPIRES	PLAN FEE
2015	4	1 yr.	2020	\$99*
2016	3	2 yrs	2021	\$198*
2017	2	3 yrs.	2022	\$297*
2018	1	4 yrs.	2023	\$396*
2019	< 1	5 yrs.	2024	\$495*

The cost of the plan is dependent upon the age of the home, as determined by the county assessor. The plan start date and expiration date are specified on this application and are not negotiable following the start of the program.

Plan Start Date \_\_\_\_\_ Plan Expiration Date \_\_\_\_\_

Basic Coverage Plan Fee\*\* \$ \_\_\_\_\_

Required: Per Additional Heating/Cooling Unit \$100\*\*\* \$ \_\_\_\_\_

Optional: Duplicate Appliance/Water Heater Coverage per set \$100\*\*\* \$ \_\_\_\_\_

Subtotal: \$ \_\_\_\_\_

Sales Tax: \$ \_\_\_\_\_

**Total** \$ \_\_\_\_\_

\* This pricing is only good upon initial purchase of the plan. For continuation of the plan, please call the office for pricing.

\*\* Basic coverage includes one heating/cooling system and one each of the covered appliances located in the primary kitchen/laundry. If more than one heating and cooling system exists, additional coverage is required. Duplicate Appliance/Water Heater coverage is optional.

\*\*\* Additional equipment whether required or optional is a one time add-on fee at time of purchase, not yearly.

**Acceptance** I hereby apply for coverage under the Plan as indicated above. \_\_\_\_\_ initial

**Waiver** I hereby decline the Plan which has been presented to me. I agree to hold the real estate agency and its agents harmless in the event of subsequent mechanical failures which otherwise would have been covered under this plan. \_\_\_\_\_ initial

Submit application online at [www.serviceone.com](http://www.serviceone.com)

Call In: **(402) 597-2169**

Fax To: (402) 597-2115

Email To: [homewarranty@serviceone.com](mailto:homewarranty@serviceone.com)

Mail To: ServiceOne, Inc.

9335 J Street, Omaha, NE 68127

# ServiceOne New Construction Home Warranty Covered Items

## HEATING AND A/C

**Furnace / AC / Heat Pump** – Natural gas, propane or electric forced air heating systems, boilers, electric central air conditioning.

**Exclusions include:** out-of-code conditions, boiler water-carrying lines, oil systems, cleaning of air ducts, duct work, space heaters and solar heating, setting airflow to rooms, venting of radiator, air cleaners, vent dampers, chimneys, chimney liners and flue vents, filters, radiant heating coils built into floors, walls and ceilings, HTM furnaces. Supply and return lines, tube-in-tube heat exchangers and well fields on geothermal heat pumps, gas air conditioners, electrostatic filtering systems, water source air conditioners, water towers, condensate pumps, zone systems, window or spot air conditioners, interconnecting freon lines, pad, condensate lines/drain, heat pump stands and complete heat systems.

**Power Humidifiers** – Power humidifiers connected to the furnace.

**Exclusions include:** plate-type or wheel humidifiers, filters, and media.

## PLUMBING

**Plumbing System** – Water heater, water heater relief and mixing valves, sump pumps, gas pipes, shut-offs, clogged drains, whirlpool baths, accessible plumbing lines and electrical controls, circulation pump and motor, water pipes, and water softener. Company will repair but not replace faucets or toilets. All covered items must be within the perimeter of the main foundation.

**Exclusions include:** sinks, tubs, out-of-code conditions, insufficient or excessive water pressure, frozen pipes, lead pipes, clogged piping due to excessive lime deposits, sediment build-up in water heaters, plumbing contained in or under the foundation or slab, main vent-and-waste stacks, piping and plumbing outside of the perimeter of the foundation, sewer and water laterals, septic tanks and systems in or outside the residence, sewage ejector pumps, jet pumps, wells and well pumps, solar systems, neglected or inactive water softeners, salt, resin, leased or rental units, water filters, valve before the water meter, water purification systems, shower enclosures, shower base pans, caulking or grouting, lawn sprinkler systems, pipes and hoses for sump pump, battery back-up operated check valve, and discharge lever.

## APPLIANCES

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

- Clothes dryer
- Clothes washer
- Microwave (Built-in)  
*(microwave plus vent fan combo or microwave that is part of range)*
- Range exhaust fan
- Refrigerator
- Freezer
- Dishwasher
- Garbage disposal
- Range *(or oven and cooktop)*
- Trash compactor
- Central vacuum

**Exclusions include:** light bulbs, trim, clocks and timers (when not an integral part of the appliance), meat probes, removable baskets and racks, lock and key assemblies, rotisseries, filters, exterior trim, vacuum cleaner accessories, disconnection of appliances for cleaning, induction cooking units, under counter refrigerators, door liners, venting and insulation of refrigerators, freezers, door seals, cracks/breakage to range door glass, smooth top ranges or cooktops, independent telescoping range exhaust, knobs and handles, icemaker, ice & water dispensers and respective components.

Additional Appliances - Optional coverage available.

## ELECTRICAL

**Electrical System** – Components and parts within the perimeter of the main foundation, transformers, plungers, outlets, push-button switches, fuse holders, breakers, standard switches, door chime unit, solenoids, main panel, wiring, garage door motor control head, attic fans, and whole house fans.

**Exclusions include:** decorative door bell chimes, out-of-code conditions, insufficient electrical service, power failures or shortages, intercoms, speaker systems, underground outdoor lighting systems, burglar and fire alarms, garage door sending and receiving units, springs, rails, ceiling fans, exhaust fans, light fixtures, and low voltage systems.

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

[www.serviceone.com](http://www.serviceone.com)

- Repair and/or replacement:**
- ✓ Furnace
  - ✓ Annual Furnace Maintenance
  - ✓ Air Conditioner/Heat Pump
  - ✓ Annual AC/Heat Pump Maintenance
  - ✓ Power Humidifier
  - ✓ Electrical System
  - ✓ Plumbing System
  - ✓ Water Softener
  - ✓ Water Heater
  - ✓ Whirlpool Bath
  - ✓ Dishwasher
  - ✓ Refrigerator
  - ✓ Range
  - ✓ Range Exhaust Fan
  - ✓ Microwave (Built-in)
  - ✓ Garbage Disposal
  - ✓ Sump Pump
  - ✓ Trash Compactor
  - ✓ Freezer
  - ✓ Clothes Washer
  - ✓ Clothes Dryer
  - ✓ Whole House Fan
  - ✓ Garage Door Opener
  - ✓ Central Vacuum

\*\$75 Deductible plus tax



# ServiceOne New Construction Extended Warranty Overview



## TERMS

1. The plan begins upon receipt of payment and completion of evaluation and continues until the home is five years old. The home must be evaluated by ServiceOne prior to coverage. The plan covers repairs including parts and labor, or replacement, if necessary, to residential grade equipment only, during the term of the contract.
2. The Company warrants its work for a period of 90 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.
3. The Company reserves the right to increase the deductible required for service at any time during the coverage period with 30 days notice.

## SERVICE

1. To request service under the Plan: call 402-339-4357. Operators are on duty 24 hours a day, seven days a week.
2. Response time shall be governed by weather conditions, employee workload and parts availability. Service appointments under the Plan will be performed during regular business hours, which are Monday - Friday, 8:00 am - 5:00 pm, Saturday 8:00 am - 2:00 pm, except holidays.
3. ServiceOne defines a qualified emergency as: no heat during extreme cold weather (below 40 degrees), for this condition an emergency fee will not apply. Customer designated emergency service is available for service requests that are outside regular business hours, on recognized holidays, or above appointment availability. An emergency fee will apply in addition to the deductible.
4. The Customer shall make the premises accessible for service by the Company to allow needed repairs/replacements to be made (ie, entrance accessibility, workspace accessibility, and/or appliance component accessibility). An additional fee may apply for stacked components, or any service requiring two technicians due to weight, safety, position or installation as deemed necessary by ServiceOne. Customer shall ensure sanitary and safe work conditions prior to the technician's arrival.
5. ServiceOne reserves the right to choose qualified contractors to fulfill its obligation under the Plan. IMPORTANT: The Company shall not be responsible for charges for service, parts, or replacements purchased from others, without prior approval by ServiceOne.
6. ServiceOne reserves the right to choose to repair or replace, and to choose the parts or replacements to be used. We reserve the right to provide a cash buyout in lieu of repair or replacement. The amount paid would be ServiceOne cost (not retail) to repair or replace such item. The Company will replace with equipment of similar features, but is not responsible for matching brand, dimensions or color.
7. Service will not be provided to delinquent accounts. All accounts must be current to schedule service. You may be dropped from the plan for non-payment and a collection process may ensue.

## COVERAGE

1. The Plan is available to single-family homes, condominiums, and town homes. Coverage applies to only one residence during the term of the Plan.
2. The Plan will repair or replace major household appliance/systems designated as covered. The Customer shall pay the service technician a deductible per service call of \$75.00 plus tax per appliance or trade at the time of service. Failure to pay the deductible will result in the suspension of services.
3. The customer must certify that equipment is in good working condition to be covered by the Plan. Any condition that is known to be pre-existing or deemed to be pre-existing when coverage began shall be excluded from Plan coverage.
4. ServiceOne retains the right to evaluate the equipment for coverage. IMPORTANT: The ServiceOne evaluation does not constitute a whole home inspection nor is it conducted to determine compliance with applicable codes. It is intended for ServiceOne use only to determine the equipment is eligible for coverage under the Plan. Any incoming appliances need to be identified to the Company immediately to ensure coverage.
5. The Program covers only those systems and components within the perimeter of the main foundation of the house and/or attached garage.
6. Should any equipment or system covered by this Plan be under other warranties or guarantees, the Customer agrees to provide, in good faith, all information, authorization forms, and assistance required to enable the Company to make claims. Any amounts recovered shall be first applied to the Company's expenses of repair or replacement. This program is intended to be secondary to the builder's and/or manufacturer's warranties.

## LIMITATIONS

1. For the term of this agreement, coverage for diagnosis, repairs and/or replacement is limited under this contract to a maximum of \$1200.00\* in the aggregate per appliance, not to exceed replacement costs (see appliance list). Coverage for diagnosis, access repair or replacement of heating systems utilizing steam, heated water, or boiler systems are limited under this contract to a maximum of \$1200.00\* in the aggregate. (\*as determined by ServiceOne rates).
2. The Plan does not cover repairs or replacements necessitated by design deficiencies, incorrect sizing/installation, lack of capacity or bringing systems up to code. The Plan does not cover upgrading or improvement of appliances/systems. Except for 13 SEER coverage, we are not responsible to upgrade equipment, components or parts due to (a) the compatibility of the existing equipment with the replacement system or appliance or 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), or efficiency or (c) mandates by federal, state or local governments.
3. 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. The Company's liability will be limited to the property damage sustained by the customer. In no event, will the Company be liable for special, indirect, consequential or punitive damages. If parts are no longer available, the actual cost of the repair would be allotted toward a replacement, not to exceed replacement costs.
4. In the event it is necessary, the Program will not cover removal, repair, recovering 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.
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. The Plan does not cover repairs or replacements where pest or rodent infestation exist.
6. The Plan does not cover materials, parts, or labor required as a result of abuse, neglect, lack of maintenance, misuse, vandalism, fire, flooding or other casualty, power failures, surges, shortages, non-temperature controlled environments, freezing, acts of weather, or any other condition beyond the Company's control.
7. The Plan does not cover any condition due to sediment, rust, corrosion, improper venting, plumbing or electrical systems outside the foundation of the house (including the main drain and any resulting plumbing issues). Evaporator coils are not covered for rust and corrosion.
8. The maximum number of plumbing or electrical requests under one deductible is three. Additional deductibles may apply.
9. When repairing/replacing any appliance, the Company will not consider any failures that do not contribute to the appliance's primary function, such as TVs in the refrigerator and refrigeration in oven units. Upon failure of one function of a multi-use appliance, such as stackable washer/dryer unit and, range/microwave units, the replacement value will only apply to the non-functioning part of the appliance.
10. The Company is not responsible for repairs arising from manufacturer's recall of covered item, manufacturer's defects or for items covered under an existing manufacturer, distributor or 3rd party extended warranty.
11. The Plan does not cover countertops, cabinets or cabinet parts that need to be removed for repair or replacement of an appliance. Scratches or cosmetic repairs are not covered.
12. The Plan covers plumbing stoppages which can be cleared with standard sewer cable through an existing clean out without excavation, within the perimeter of the home.
13. All appliances covered cannot be older than the age of the home.

## TRANSFER/CANCELLATION

1. You may cancel this agreement 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 program is non-cancelable and non-refundable.
2. The Customer may transfer the plan's remaining coverage period to the new owner of the residence. Any incoming appliances need to be identified to the Company immediately to ensure coverage.