

**NEW
Upgrade**



SONORAN



Home Protection

We've Got It Covered.™

- † One Warranty Plan That Covers Everything*
- † 4-Hour Response Guarantee*
- † No Denied Claims on Covered Items*
- † Free Seller's Coverage*
- † 13 SEER A/C Coverage Included
- † Environmentally Friendly Company

Available for
all homes including
REO, Shortsale
& Foreclosure

* See contract for details.



Printed on Recycled Paper.

www.sonoranhp.com

One Warranty Plan That Covers Everything.*

Just choose your combination of Annual Premium & Service Fee:

	GOLD	SILVER	BRONZE
Annual Premium	\$499	\$299	\$99
Service Call Fee	\$50	\$100	\$500

**NEW
Upgrade**



5 Star Upgrade \$99

★ Heating and Central Air Conditioner:*

- A FREE seasonal tune-up on one air conditioner or heater between February and March or October and November.
- Freon Recovery, Disposal and Recharge.
- Mismatched systems.
- Failure due to lack of maintenance, improper installation, or rust and corrosion.

★ Unknown Pre-existing Conditions.*

★ Construction Permits and Code Violations:*

- \$250.00 maximum paid per policy to correct code violations.
- If a construction permit is required for any item being replaced, SHP will pay the cost of the permit.

★ Water Heater:*

- Failure due to sediment or mineral deposits, rusted tanks and haul away are covered.

★ Appliance Coverage:*

- Clocks, timers and door hinges are included.
- In the event of appliance replacement, haul away of old appliance is covered.



* See contract for details.

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Sonoran Home Protection is the Best Home Warranty Value in the Southwest!

Here's Why:

- 🏠 All Contractors are Pre-Qualified, Courteous and Trustworthy.
- 🏠 All Repairs are Guaranteed for 60 Days.
- 🏠 Amazing Warranty Coverage for the Money.
- 🏠 No Denied Claims on Covered Items.
- 🏠 13 SEER Air Conditioner Coverage Included.*
- 🏠 4-Hour Response Guarantee on All Service Calls.*
- 🏠 Around the Clock Customer Support.
- 🏠 New Parts and Components are used for all Repairs.
- 🏠 No Automatic Premium Increase at Renewal.



Take Advantage of Sonoran Home Protection's *Smart Seller™* Listing Coverage*

Here's How It Works:

- Seller agrees to provide a Sonoran Home Protection warranty plan for the buyer (funded at close of escrow).
- Sonoran Home Protection transfers the warranty plan to the new buyer, providing one full year of coverage after the close of escrow.
- Free coverage for 180 days during free listing period.*

1. The American Home Guardian (AHG) Guarantee:

- 1.1 AHG has answered the S.O.S call to do our part to save the planet! In the event an electrical appliance requires replacement, only Energy Star® rated appliances will be installed. If a heating or cooling system requires replacement, a SEER 13 system will be installed.†
- 1.2 AHG will provide or reimburse for qualified service to all Contract Holders. † If any item covered by this contract cannot be repaired in a timely or cost effective manner, AHG will replace the item or provide a reimbursement disbursement in the amount of the estimated repair cost or fair market value of the item. †
- 1.4 A courteous representative at the AHG call center will be available to assist all of our customers 24 hours a day, 7 days a week, 365 days a year by calling our toll-free phone number: 1-888-877-3433.††
- 1.5 AHG guarantees that only new parts or replacement components will be used in all repairs.
- 1.6 Parts and labor for all repairs is guaranteed for 60 days.
- 1.7 This service contract is backed by the full faith and credit of American Home Guardian, Inc.

2. General Terms and Conditions:

- 2.1 This contract agreement is between American Home Guardian, Inc., referred to herein as "AHG," an Arizona-based company located at 1839 South Alma School Road, Suite #350, Mesa, Arizona 85210 and the person(s) owning the property indicated on the Order Confirmation Letter, referred to herein as the "Contract Holder." Refer to contract selections on the Order Confirmation when assessing coverage and service fees.
 - 2.2 This contract applies to residential heating and cooling systems, electrical systems, plumbing systems and appliances for single-family homes, town homes, condominiums, manufactured homes, and individual apartments.
 - 2.3 This contract represents the complete agreement between AHG and the Contract Holder. This contract supersedes all prior proposals, or understandings implied, orally stated, written or otherwise.
 - 2.4 All damages caused by rust, mold, moisture, animals, insects or pests, roots, plants or trees, structural defects, storms or extreme weather, misuse or abuse, and all failures that result from a power failure or power surge are not covered by this contract.
 - 2.5 **To be eligible for coverage, items must be installed correctly and be in safe, good working order on the start date of this contract.**
 - 2.6 AHG is not liable for cost of any kind associated with required modifications to access or install appliances, utility systems, heating or cooling equipment, obtaining building or construction permits. Including, but not limited to the following: Attic or crawl space, roof, walls, ceilings, floors, cabinets, counter tops, concrete pads, screen walls, fences or providing service or utilities in areas that the service or utility does not exist.
 - 2.7 AHG will not pay to upgrade any covered item or for any cost associated with the installation of items being upgraded.
 - 2.8 **This contract does not apply to any industrial, commercial or heavy-duty grade appliances, equipment or utility systems.**
 - 2.9 Utility systems providing services to more than one dwelling are not covered. Normal usage as described or intended by the manufacturer must be demonstrated for all items to be eligible for warranty coverage.
 - 2.11 This contract applies to items located within the foundation of the primary residence. Any item located on the exterior or outside of the home is not covered. All out buildings or detached structures are not covered by this contract.
 - 2.12 **Any attempt to repair damaged items before contacting AHG renders this contract void.**
 - 2.13 Any items listed as damaged, needing service or repair by a home inspector during the home inspection process are not covered until Contract Holder provides documentation that the items have been repaired or serviced.
 - 2.14 All malfunctions or non-working components that do not hinder the mechanical operation of a covered item are excluded from this contract. This also includes cosmetic or surface damage.
 - 2.15 **AHG does not pay or reimburse for diagnostic or repair of any item that is not covered by warranty.**
 - 2.16 AHG reserves the exclusive right to make the decision between asset repair, replacement or cash disbursement. Current manufacturers stated value based on the age of covered item applies to all assets when determining depreciation value for cash disbursements.
 - 2.17 In the event of any item being replaced, AHG will use builder standard appliances or fixtures. AHG is not liable to match specific features, dimensions, color or brand name.
 - 2.18 AHG reserves the right to obtain a second opinion at no cost to the contract holder.
- ### 3. Contract Holder Obligations:
- 3.1 **It is the Contract Holder's obligation to review and acknowledge all terms and conditions of this contract before utilizing the contract or requesting service. Please call 1-888-877-3433 if you have questions.**
 - 3.2 **It is the Contract Holder's obligation to perform all manufacturer's recommended routine or preventative maintenance activities, such as: Cleaning, filter change-outs, lubrication, consumable component replacement, proper fluid, gas or freon levels. Please contact the manufacturer or see the owner's manual if you are unclear about these requirements.**
 - 3.3 **At the first indication service or repair may be required, it is the Contract Holder's obligation to contact AHG at the toll free service number: 1-888-877-3433.**
 - 3.4 **It is the Contract Holder's obligation to seek reimbursement or service in accordance with the Contract Holders Homeowners Insurance or existing manufacturer warranties before this contract can be utilized.**
 - 3.5 **It is the Contract Holder's obligation to select the trade type when requesting service.**

- 3.5.1 **In the event the Contract Holder selects the wrong trade type or if two trade types of contractors are required to make or complete the repair, the contract holder is required to pay a second service fee to redispatch the service request.**

4. Coverage Effective Dates:

- 4.1 All contracts are for the duration indicated on the order confirmation. However, coverage will not begin until AHG realizes payment in full.
 - 4.2 All contracts granted assume a 30-day no claim requirement from origin of contract, unless the homeowner provides documentation of continuous home warranty coverage, or if the home has had an inspection by a state certified home inspector within 40 days prior to the close of escrow.
 - 4.3 In the event service is required in the first 30 days of the contract, a complete copy of the inspection report or documentation of continuous home warranty coverage must be submitted to AHG before the claim will be processed.
- ## 5. Filing A Claim or Requesting Service:
- 5.1 **At the first indication service or repair may be required, it is the Contract Holder's obligation to contact AHG at the 24-hour, toll free service number: 1-888-877-3433.**
 - 5.2 AHG will arrange for a service provider to contact the Contract Holder to schedule a mutually acceptable time for the repair to take place within four business hours from the time a service request is received Monday through Friday. Business hours are 8:00 am to 5:00 pm, Arizona Standard Time.
 - 5.3 Service requests received on Saturdays, Sundays, holidays or if the dwelling of record is in a rural area, a 48-hour waiting period will be allowed for a service representative to contact the Contract Holder to schedule the repair.
 - 5.4 In the event the Contract Holder is not contacted in the time frame indicated in section 5.2 and 5.3, the Contract Holder will be given \$5.00 off the service fee.
 - 5.5 All reasonable efforts to expedite service requests will be made by AHG. However, in the event AHG's service providers cannot accommodate the Contract Holder, the Contract Holder will be issued an Authorization Number and will be given the opportunity to contract a licensed, bonded and insured repair professional of their choice.
 - 5.6 In the event the Contract Holder contracts a licensed, bonded and insured service provider of their choice, AHG will reimburse the Contract Holder a maximum of \$50.00 per hour for labor and reasonable mark-up (not to exceed 50%) for all parts. AHG does not reimburse for diagnostic, travel, arrival, or service fees. Covered item limits apply and all repairs over \$250.00 require additional approval.
 - 5.7 To request reimbursement when an Authorization Number has been issued, the Contract Holder must mail a legible copy of the invoice to 1839 S. Alma School Rd, #350, Mesa, Arizona 85210. The invoice must contain the Company's name, address, phone number, fax number, license number and bond number (if applicable), arrival & departure time of the contractor, repair summary and findings, manufacturer and brand name of the item being repaired, and part numbers for all components installed, as well as the signature of the Contract Holder that indicates the repair is complete.
 - 5.8 AHG will issue reimbursement payments within 30 days of receiving an invoice that contains all the information listed in 5.7.
 - 5.9 AHG does not guarantee any work that is provided by contractors outside of our service network. If a recall is required within 60 days, it is the Contract Holder's obligation to contact the contractor directly to warranty their work.
 - 5.10 AHG reserves the exclusive right to select the service provider or to issue an Authorization Number for reimbursement.
 - 5.11 AHG will not reimburse for any parts or services performed without advanced approval resulting in the issuance of a Service Authorization Number.
 - 5.12 A Service Fee is required for each contractor trade dispatched to make repairs or for each dispatched service requested by any occupant of the dwelling of record. Gold Plan Service Fee = \$50.00, Silver Plan Service Fee = \$100.00 and Bronze Plan Service Fee = \$500.00. Please see policy selection to determine the service fee.
 - 5.13 When requesting repair service, two items getting repaired under one trade type service request is the maximum allowed at one time. See section 3.3 and 5.1. If more than two items are requested, or if the repairs requested are not the same trade type, additional service fees apply.
 - 5.14 Failure to pay the Service Fee at time of service will result in suspension of coverage until the Service Fee has been paid in full, along with all cost incurred in the collection process of the Service Fee.
 - 5.15 All collection efforts are billable at \$120.00 per hour, plus industry standard for expenses. All collection actions have a one-hour minimum charge to initiate the collection process.
 - 5.16 No refunds will be given for any suspended contracts.
 - 5.17 If the Service Fee is not paid and service has been performed, the Contract Holder is liable for all charges including: parts, labor, diagnostics, drive time, arrival fees, court and legal fees, collection costs, etc. for the repair.
 - 5.18 When requesting service on items essential to the health and safety of the contract holder (heating, cooling, plumbing, or electrical) and "rush" service is requested, AHG will commence within 24 hours of the reported claim or sections 5.5, 5.6, 5.7, 5.8 and 5.9 will apply.

6. Injury, Loss or Damage:

- 6.1 The Contract Holder acknowledges and agrees that in no event shall AHG or any associates of AHG be held liable for any personal injury, death or extraneous damages directly or indirectly caused by any item covered by this contract.
- 6.2 The Contract Holder acknowledges and agrees that in no event shall AHG be liable, whether in contract or warranty for any indirect, special, punitive, exemplary, incidental, or consequential loss or damage. This includes, and is not limited to: Any parts or accessories, repair tools or equipment in the possession of an AHG service representative (whether on their person, in their vehicle or assumed care, custody or control).

- 6.3 All extraneous, consequential or secondary damage or loss of any kind caused as a result of failure for any item covered under this contract is not covered and will not be reimbursed, including but not limited to the following: Loss of income, temporary housing or living arrangements, utility bills, personal property damage, food spoilage, etc.

7. Right of Refusal, Cancellation, Contract Ownership Transfer and Renewal:

- 7.1 The Contract Holder can cancel this contract at any time. In the event the Contract Holder chooses to cancel coverage, a prorated refund will be given to the Contract Holder of record within 45 days of receiving a written cancellation notice.
 - 7.2 All contracts cancelled by the contract holder will be charged a 15% administrative handling fee based on original purchase price.
 - 7.3 AHG reserves the right to refuse the issuance of a contract.
 - 7.4 AHG reserves the right to cancel this contract based on the following:
 - 7.4.1 Failure by the contract holder to pay an amount when due;
 - 7.4.2 Conviction of the contract holder of a crime which results in an increase in the service required under the service contract;
 - 7.4.3 Discovery of fraud or material misrepresentation by the contract holder in obtaining the service contract, or in presenting a claim for service.
 - 7.4.4 Discovery of an act or omission by the contract holder or a violation by the contract holder of any condition of the contract that occurred after the effective date of the service contract and which substantially and materially increases the service required under the service contract.
 - 7.4.5 A material change in the nature or extent of the required service or repair which occurs after the effective date of the service contract and which causes the required service or repair to be substantially and materially increased beyond that contemplated at the time that the service contract was issued or sold.
 - 7.4.6 In the event AHG cancels this contract, the cancellation will become effective 15 days after the notice of cancellation is mailed to the holder.
 - 7.4.7 In the event AHG cancels this contract, no cancellation fee will be imposed.
 - 7.5 If the dwelling of record is sold by the Contract Holder prior to expiration of this contract, please contact AHG to transfer ownership to the new owner or request that the contract be terminated.
 - 7.6 In the event of contract ownership transfer, the original contract start date and duration apply, in addition to a \$10.00 transfer fee.
 - 7.7 This contract is renewable at the sole discretion of AHG. At the expiration of this contract, the Contract Holder will be notified of plan costs and prevailing fees required to continue coverage.
 - 7.8 This contract will be rendered void and AHG will refund to the Contract Holder the purchase price of the contract if no claim has been made and the Contract Holder returns the contract within 20 days after the date AHG mailed the contract to the Contract Holder or within 10 days if AHG provides a copy of the contract when it is purchased. In this event, no cancellation fee will be charged.
 - 7.9 In the event of cancellation of this contract, Repair or service costs will not be deducted from any refund due.
- ## 8. Heating and Central Air Conditioner System:
- 8.1 **COVERED ITEMS:** Repair of "ducted" heating and cooling system's or evaporative coolers including the following components: Thermostats, fuses, wiring, valves, limit switches, safety interlocks, heat pumps, heat exchanger, combustion chambers, condensers, fans, blower motors, run-caps, all belts, chains, gear drives, control boards, contactors and bearings and coils. Up to \$20.00 worth of refrigerant is included annually if the unit has had a minimum of a 16 point tune-up by a licensed contractor during the coverage period before a failure occurs. All sheet metal ducting from the heating or cooling source to the register or grill.
 - 8.1.2 Gas or electric, heating or cooling system have a \$5,000.00 aggregate limit. †
 - 8.1.3 Water, glycol, or oil-based cooling or heating systems have a \$1,200 aggregate limit. †

- AHG ITEMS NOT COVERED:** System start-up or seasonal shut down; Filters, baseboard casings, humidifiers and dehumidifiers, deionizers; Plumbing and valves located outside the unit; Wiring below grade or encased in concrete; Fuel or gas of any kind; Lubricant storage tanks, grills, timers, drip pans, condensate line blockage removal, crushed or kinked ducts, ducts containing fire sprinklers or insulation, pads; Dampers or electronic damper control system; Roof jacks or stands, Programming thermostats; Batteries; Heating or cooling units exceeding 5 tons; Improperly sized or mismatched heating or cooling systems; External pumps of any kind, water towers, holding tanks or pre-chillers; Labor, equipment rental and insurance rider costs required to provide service or access to units located above 2 stories or 30 feet above finished grade; Cosmetic or surface damages, light bulbs, handles, glass or transparent plastics; Clogged or dirty coils; All maintenance or cleaning; Freon evacuation, recovery or recharge; Any disposal or haul away fees; Consequential damage to all roofing materials if walk paths are not provided; Portable or free-standing heating or cooling units, attic fans, solar or geothermal heating systems, fireplaces, registers, window mounted evaporative coolers, sun or heat lamps; Any repair issues originating from installation of equipment.
- 8.3 Safety considerations do not permit working on outdoor heating or cooling systems 30 minutes before sunrise or sunset, or in a storm of any kind.
 - 8.4 **Five Star upgrade includes:** A FREE 16-point seasonal tune-up on one air conditioner or heater between February and March or October and November, Freon Recovery, Disposal and Recharge, Mismatched systems and failure due to lack of maintenance, improper installation or rust or corrosion.††

9. **Plumbing System:**
 9.1 **COVERED ITEMS:** \$1,000 limit per occurrence for repairs related to all leaks or breaks in water, drain, vent or gas pipes including: Toilet tanks and bowls, all pipes, traps, risers, diverter, valves, angle stops, rubber or wax seals, level indicators, plumbing blockage removal, 1/2 horse-power sump pump or smaller. All plumbing fixtures, faucets, showerheads, or shower arms will be replaced with chrome builder standard if necessary.
- 9.2 **NOT COVERED ITEMS:** Tub or shower enclosures, pans or stalls; toilet lids or seats; Sewage ejector pumps; Water holding tanks exceeding 10 gallons; All damage to pipes or fixtures caused by faulty installation, freezing, house settling, tree or plant roots; All cosmetic aspects and items, such as but not limited to: Caulking, grouting, or external coatings of any component; Any aspect or component of Septic Systems, Water softeners, purifiers, Reverse Osmosis systems, screens or filters; All plumbing located outside the dwelling, including: Hose bibs, valves, backflow components and all underground plumbing; All sprinkler, mist and drip systems; Water hammer or plumbing noise(s); Any aspect or component of a fire suppression system.
- 9.3 In the event access is required to the floor, ceiling, walls or plumbing encased in concrete, the opening will be restored to rough finish. Paint, texture, wallpaper, tile, stone, or any form of flooring is the Contract Holder obligation to repair.
- 9.4 **Five Star upgrade includes:** Unknown pre-existing conditions. \$250.00 maximum paid per policy to correct code violations. If a construction permit is required for any items being replaced AHG will pay the cost of the permit. †††
10. **Water Heater:**
 10.1 **COVERED ITEMS:** Repair of one natural gas or electric water heaters, including the water tank, thermostat assembly, heating elements, burner assembly, all valves and pipes, and electrical or gas supply to the water heater.
 10.2 **NOT COVERED ITEMS:** Tankless water heating systems, point of use water heating systems, propane water heaters, steam circulating systems, timers and all related wiring or controls; Sediment or mineral deposits; Annual maintenance or cleaning; Solar heating systems of any kind; All external holding or expansion tanks; Recirculating pumps and all related plumbing or wiring; Plumbing insulation or tank blankets; Noise or sound(s) caused by water movement, sediment, mineral deposits or water hammer; Failures caused by rust or corrosion; Moving debris or storage items to gain access to the water heater.
- 10.3 **Five Star upgrade includes:** Failure due to sediment or mineral deposits, rusted tanks haul away and removal of a failed water heater is covered. †††
11. **Electrical System:**
 11.1 **COVERED ITEMS:** \$1,000 per occurrence for repair of all wiring, conduit, fuses, breakers, built-in outlets, GFI breakers, light switches, panels and sub-panels, bus bars, and junction boxes that are required to provide power to items located inside the house.
 11.2 AHG's electrical liability starts after the first lag bolt in the main power disconnect box attached to the house.
- 11.3 **NOT COVERED ITEMS:** All cosmetic or surface damages; Any repair issues originating at time of installation; Light fixtures of any kind; Alarm systems, timers or inline controllers, sensors or relays; All low voltage wiring and systems, intercom systems, inadequate wire gauge or circuit capacity, solar power systems, backup or alternate power systems such as batteries or gas powered generators; All wiring below grade or encased in concrete; Consequential damages incurred due to power failure, surge, or loads greater than the systems design; Any fire or smoke damage, light bulbs, outlet covers and face-plates; all wiring and electrical components located outside the dwelling of record.
- 11.4 **Five Star upgrade includes:** Unknown pre-existing conditions. \$250.00 maximum paid per policy to correct code violations. If a construction permit is required for any items being replaced AHG will pay the cost of the permit. †††
12. **Appliance Coverage:**
 12.1 This contract provides coverage for one of each following items: Dishwasher, Stove, Range, Oven or Cook-Top, Built-in Microwave, Trash Compactor, Garbage Disposal, Kitchen Refrigerator/Freezer, Clothes Washer & Dryer, Ice Makers and Water Dispensers and Central Vacuum System.
 12.2 **COVERED ITEMS:** Motors, compressors, touch pad assemblies, heating or cooling elements, coils, fuses, control boards, wiring, door seals, bearings, switches, gears, belts, chains, all sensors.
 12.3 **NOT COVERED ITEMS:** All linings or coatings, racks, door hinges or springs, clocks or timers, baskets or shelves, turntables, soap dispensers, rotisserie motors; All attachments and removable hoses, light bulbs, handles or knobs; Glass or transparent plastics; Cosmetic or surface damage; Trim kits, All self-cleaning functions; Freon evacuation, recovery or recharge; Damage caused when moving or transporting the appliance; Haul away or removal of any appliance.
 12.4 None of following type or brand name of appliances are covered: No coin-operated appliances, Double Ovens, Warming Drawers, Wine Coolers, free standing Ice Machines, Sub Zero, Samsung, Thermador, Viking, Asko, LG, Bosch, Monogram DCS, Capital, Haier, Dacor, Ariston, Avanti, Dacor, Danby, Electrolux, Icon, Fagor, Fisher Paykel and Miele. See section 18 for Heavy-Duty Appliance Upgrade.
 12.5 **Five Star upgrade includes:** Clocks, timers and door hinges are included. In the event of appliance replacement, haul away of old appliance is covered. †††
13. **Garage Door Opener:**
 13.1 **COVERED ITEMS:** Repair of up to two residential grade ceiling mounted Garage Door Openers including: motors, gears, control boards, drive screw, chain or cable, push arm and carriage, bearings, switches, all sensors, as well as the door springs, hinges and wall mounted key pads.
 13.2 **NOT COVERED ITEMS:** Any repair issues originating from faulty installation; Garage doors, door track, remote transmitters or receivers, light bulbs, handles, glass or plastics covers; Batteries; Adjusting or setting safety interlocks or door travel settings; All damage or loss associated with failure of a garage door opener. Haul away or disposal of any garage door component.
 14. **Ceiling Fans, and Built-in Exhaust Fans:**
 14.1 **COVERED ITEMS:** Repair of the following components: Motors, bearings, wiring and switches for all ceiling fans and built-in exhaust fans located in restrooms.
 14.2 **NOT COVERED ITEMS:** Remote transmitters or receivers, fan blades, light bulbs, mounting blocks, glass or plastic covers, fan balancing, attic fans, whole-house fans, or any repair issues originating from faulty installation.
15. **Roof Repair:**
 15.1 **COVERED ITEMS:** \$750.00 aggregate limit for diagnostic and repair of roof leak points caused by normal wear and tear not exceeding ten square feet of total surface area. This includes: Damaged tile, any type of shingle, shake, metal, composition, foam or agate roof, and felt or tar backing materials.
 15.2 **NOT COVERED ITEMS:** Damage caused by walking or standing on the roof; Missing tiles or shingles; Gutters flashings, penetrations added after original construction for skylights, vents, attic fans, or access areas; Any section of roof that is not over the main living area, "Arizona Rooms" or enclosed patios roofing is not covered. Parapet walls covered in stucco, and concrete ridge caps are not covered. Any component of the roof structure or wood decking. Color matching of roofing materials will not be considered for areas requiring repair.
16. **Pool and Spa:**
 16.1 **COVERED ITEMS:** \$750.00 aggregate limit for repairs of the pool or spas water supply, filtering, draining or water removal system, electric or natural gas heating including: All pumps, motors, compressors, pipes, traps, risers, vents, valves, rubber or wax seals, back-flow prevention devices, and level indicators.
 16.2 **NOT COVERED ITEMS:** Any item located in the pool or spa that is below the water line is not covered; All manual or automatic water conditioning systems, water softeners or purifiers; Chemical supply systems, all salt system chlorinators and ionizers; All damage to mechanical systems, pipes or fixtures caused by freezing, foundation settling, trees or plants; All wiring or plumbing below grade or encased in concrete; All cosmetic items such as: linings, coatings, plaster, tile, concrete pads or slabs, decking, steps, railings, lights, all components in association with fountains or waterfalls; Pressure regulation components; All timers and all related wiring, control boards and enclosures; Solar and diesel powered heating systems; All pool or spa covers and related racks or rollers; All cleaning equipment, and components of cleaning equipment including in-floor sweeps and pop-up systems, filter or filtration media, screens, grids, baskets and hoses of any kind; All remote controls or remote transmitters or receivers, All recreational accessories including: Diving boards, slides, etc.; Life safety equipment or accessories. Sellers Coverage Terms:
 17. Up to 180 days of free coverage will be provided during listing period if the home is listed in the MLS and contains in the description of the home that a Sonoran Home Protection Policy is included with the purchase of this home. By initiating coverage the seller of the home is agreeing to pay for the contract at close of escrow even if the contract has expired.
 17.2 Sellers coverage contracts are not eligible for renewal. The Seller will have the option to purchase or cancel the plan if the home does not sell in 180 days.
 17.3 It is the listing agent's obligation to inform AHG when a purchase offer has been accepted. The listing agent must provide the name of the Buyer, Title Company information and the escrow close date.
 18. **Heavy-Duty Appliance Upgrade:** †††
 18.1 \$2,000.00 aggregate limit for diagnostic or repair of the following types or brand names of appliances: Double Ovens, Warming Drawers, Sub Zero, Samsung, Thermador, Viking, Asko, LG, Bosch, Monogram DCS, Capital, Haier, Dacor, Ariston, Avanti, Dacor, Danby, Electrolux, Icon, Fagor, Fisher Paykel and Miele.
 19. **Five Star Upgrade:** †††
 19.1 Five Star upgrade provides additional coverage to sections 8, 9, 10, 11 and 12 of the contract. In addition, \$250.00 maximum paid per policy to correct unknown code violations if failure has occurred. In the event of an item being replaced requires a construction permit, AHG will pay the cost of the permit. Unknown Pre-Existing Conditions will also be covered, section 4.3 applies.

CONTRACT NOTES:

- †= Prior Approval required and service fees apply. See section 5 and 2.16
 ††= Call center guarantees 98% uptime.
 †††=Upgrade required for coverage to apply.

Typical Repair Costs vs. Sonoran Home Protection Repair Cost

		Average Cost** Without Coverage	Maximum Cost w/SHP Warranty		
			GOLD	SILVER	BRONZE
Home Appliances	Repair	\$95-\$725			
	Replace	\$350-\$2,000	\$50	\$100	\$500
Plumbing	Repair	\$90-\$675			
	Replace	\$50-\$2,100	\$50	\$100	\$500
Heating/Cooling System	Repair	\$135-\$2,000			
	Replace	\$1,200-\$3,500	\$50	\$100	\$500
Electrical	Repair	\$70-\$1,600			
	Replace	\$1,200-\$2,500	\$50	\$100	\$500

**Average Cost Estimates Based on random selection of service calls in AZ from 2003-2009.

