

**New Construction  
home service agreement**

**Up to 3 more years of coverage**  
for your systems and appliances



Home Buyers Resale  
Warranty Corporation<sup>SM</sup>



**New Construction  
home service agreement**

## New Construction System and Appliance Agreement Pricing

	year 2	years 2-3*	years 2-4*
Plan Cost	\$249	\$449	\$599
Trade Fee	\$50	\$50	\$50
<b>SYSTEMS</b>			
Heating	✓	✓	✓
Air Conditioning	✓	✓	✓
Plumbing	✓	✓	✓
Water Heater	✓	✓	✓
Electrical	✓	✓	✓
Garage Door Opener	✓	✓	✓
Septic Mechanical	✓	✓	✓
Water Well Mechanical	✓	✓	✓
<b>KITCHEN APPLIANCES</b>			
Range/Oven/Cook Top	✓	✓	✓
Refrigerator	✓	✓	✓
Trash Compactor	✓	✓	✓
Built-in Microwave Oven	✓	✓	✓
Dishwasher	✓	✓	✓
Instant Hot Water Dispenser	✓	✓	✓
Plan Cost	\$249 <input type="checkbox"/>	\$449 <input type="checkbox"/>	\$599 <input type="checkbox"/>
<b>OPTIONAL COVERAGE</b>			
Pool/Spa (1st set of mechanical)	\$50 <input type="checkbox"/>	\$100 <input type="checkbox"/>	\$150 <input type="checkbox"/>
Additional Pool/Spa (2nd set of mechanical)	\$50 <input type="checkbox"/>	\$100 <input type="checkbox"/>	\$150 <input type="checkbox"/>
Washer & Dryer	\$40 <input type="checkbox"/>	\$80 <input type="checkbox"/>	\$120 <input type="checkbox"/>
Deluxe Appliance Coverage	\$99 <input type="checkbox"/>	\$149 <input type="checkbox"/>	\$199 <input type="checkbox"/>
Supreme Protection	\$20 <input type="checkbox"/>	\$40 <input type="checkbox"/>	\$60 <input type="checkbox"/>
<b>Total Package</b>	\$ _____	\$ _____	\$ _____
<b>Tax (if applicable)</b>	\$ _____	\$ _____	\$ _____
<b>Total Amount of the Warranty with Options.....\$ _____</b>			

\*Multiple years not available in all states.

## Go online, call, or mail to enroll now

**Online: [www.2-10.com/enroll](http://www.2-10.com/enroll)**  
**Call: 1-800-743-4210**  
**Mail: Home Buyers Resale**  
**Warranty Corporation**  
**P.O. Box 712803, Cincinnati, OH 45271**

Homeowner's Name \_\_\_\_\_

Address \_\_\_\_\_

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

Phone # \_\_\_\_\_

Closing Date \_\_\_\_\_

**Payment Method:**

1.  Check enclosed (Full payment only)

2. Credit/Debit Card:

Visa/MasterCard     American Express     Discover

Charge full amount

3-Payment Plan (Available by credit card only)

12-Payment Plan (Available by credit card only)

(Payment plans are charges as basic coverage plus options selected plus 8% service charge divided into three or twelve equal monthly payments)

Card Number \_\_\_\_\_ Expiration date \_\_\_\_\_

Signature \_\_\_\_\_

Daytime phone number \_\_\_\_\_

**IMPORTANT: FOR SERVICE GO ONLINE TO [www.2-10.com/claims](http://www.2-10.com/claims)**  
**OR CALL 1.800.775.4736**  
**NO REIMBURSEMENT FOR SERVICES PERFORMED WITHOUT PRIOR APPROVAL**

Make checks payable to:  
**Home Buyers Resale Warranty Corporation**  
**P.O. Box 712803, Cincinnati, OH 45271**

# equipment eligible for coverage

## standard coverage

### PLUMBING

- Standard:**
- Leaks and breaks to water piping, waste lines and vent lines
  - Assembly parts within the toilet tank
  - Valves: shower, tub, diverter, risers, angle stops and gate valves
  - Pressure regulators
  - Clearing of stoppages with rotary machine up to standard cable length (clearing of same lines after 30 days has elapsed shall be considered a new claim and is subject to a new trade fee)
  - Permanently installed sump pumps (ground water only)
  - Built-in bathtub whirlpool motor and pump assemblies
  - Water heaters (multiple units)
    - Gas or electric
    - Tank leaks, control thermostat and thermocouple
    - Gas valves, temperature valve, pressure relief valve and drain valve
    - Heating elements

### Supreme Option:

- Faucets and faucet handles (chrome builder's standard used when replacement is necessary)
- Shower heads and shower arms
- Hose bibbs
- Toilets of like-quality up to \$300 per occurrence
- Toilet wax ring seals
- Water heaters: Loss arising as a result of sediment
- Hot or cold water delivery system using polybutylene plumbing up to \$500 per contract
- Corrections to code violations up to \$250 per contract year

**Excluded:** Fixtures, filters, sewage ejector pumps, performing diagnosis with camera, shower enclosures, shower-base pans, caulking, grouting, lawn sprinklers, tile fields, leach beds, lift stations, any loss arising out of a condition of mineral or chemical deposits, water residue, or insufficient capacity, loss arising from porcelain chipping, cracking, dents or other externally caused physical damages. Water heaters: oil hot water tanks or oil storage tanks, water residue, insufficient capacity.

**Limitations:** Service for concealed/concrete-encased water drain, vent piping, ductwork, leaks and breaks in the plumbing system is limited to \$500 per contract year.

### KITCHEN APPLIANCES

- Standard:**
- Range
  - Oven
  - Cooktop
  - Garbage Disposal
  - Trash Compactor
  - Refrigerator
  - Built-in Microwave
  - Dishwasher
  - Instant Hot Water Dispenser

### Supreme Option:

- Range/Oven/Cooktop: clocks, rotisseries, racks, handles, knobs and dials, interior lining
- Trash Compactor: lock and key assemblies and removable buckets
- Kitchen Refrigerator: ice makers, ice crushers, beverage dispensers and their respective equipment
- Built-in Microwave: interior lining, door glass, clocks and shelves
- Dishwasher: racks, baskets, and rollers

**Excluded:** Appliances not located in the primary kitchen. Range/Oven/Cooktop: meat probe assemblies, sensi-heat burners will only be replaced with standard burners. Kitchen Refrigerator: racks, shelves, interior thermal shells, food spoilage and freezers which are not an integral part of the refrigerator.

**Limitations:** All kitchen appliances are limited to \$400 per contract year per appliance. Purchase of the Deluxe Appliance Coverage option removes this limitation.

### GARAGE DOOR OPENERS

**Standard:** All components and parts for up to three units including:

- Switches
- Capacitors
- Motor
- Push arm
- Track assembly
- Receiver unit
- Carriage

### Supreme Option:

- Hinges
- Springs
- Remote sending units

**Excluded:** Garage doors.

### ELECTRICAL

- Standard:**
- Electrical wiring
  - Fuse panels and circuit breaker panels
  - Switches and receptacles
  - Burglar alarm and fire alarm systems
  - Doorbell system
  - Central vacuum system
  - Telephone wiring
  - Attic, ceiling and exhaust fans

### Supreme Option:

- Lighting fixtures
- Corrections to code violations up to \$250 per contract

**Excluded:** Data wiring, meter boxes, central vacuum system ductwork and accessories, any wiring or other electrical items located outside the perimeter of the principal dwelling and attached garage, or any loss due to water seepage along service cable. Belts, shutters and filters for attic, ceiling and exhaust fans. Electronic or computerized energy management, lighting, or appliance management systems.

**Limitations:** Coverage for concealed wiring is limited to \$500 per contract year.

### HEATING SYSTEM

- Standard:**
- Gas, electric, oil, gravity (centrally ducted only)
  - Steam or hot water heat systems
  - Geothermal
  - Multiple units
  - Ductwork
  - Permanently mounted wall units (if main source of heat to the home)
  - Interior gas lines
  - Thermostats

### Supreme Option:

- Registers
- Grills
- Electronic air filters and cleaners
- Built-in heat lamps
- Digital programmable thermostats

**Excluded:** Coal or wood burning equipment, free-standing or portable heating units, fuel oil lines, fuel oil or propane gas storage tanks, chimneys, vents, outside or underground piping and components for geothermal and/or water source heat pumps, well pumps and well pump components for geothermal and/or water source heat pumps, electronic or computerized energy management systems, zone valves.

**Limitations:** Steam or hot water heat system is \$1,500 per contract year. Geothermal heat pump system is \$1,500 per contract year. Coverage for concrete-encased or concealed ductwork is limited to \$500 per contract year.



## standard coverage (Cont'd)

### AIR CONDITIONING AND HEAT PUMP

- Standard:**
- Centrally ducted refrigeration system (includes heat pump)
    - Condensing unit, compressor, liquid and suction line dryers
    - Motors, valves, coils
    - Leaks in refrigerant lines
    - Fuses, breakers, disconnect boxes and wiring
    - Clearing of condensate drain lines
  - Evaporative cooler
    - Pump, casing
    - Motor, belts and pulleys
    - Float-assembly
  - Built-in electric wall units
  - Multiple units
  - Thermostats
  - 13-SEER: For units below 13-SEER and when repair/replacement of failed covered equipment is not available at the current SEER rating, repair/replacement will be performed with the 13-SEER equipment, including equipment required to ensure compatibility with the working equipment.

#### **Supreme Option:**

- Filters, registers, grills, window units
- Electronic air filters or cleaners
- Refrigerant recovery
- Digital programmable thermostats

**Excluded:** Free-standing room units and any type of gas unit including the ductwork associated with any gas units, filters, evaporative cooling pads, water towers, humidifiers, roof jacks, stands, inaccessible coil lines, zone control systems, chillers, pre-coolers, outside or underground piping and components for geothermal and/or water source heat pumps, well pumps and well pump components for geothermal and/or water source heat pumps, electronic or computerized energy management systems.

**Limitations:** Geothermal heat pump system is \$1,500 per contract year. Coverage for concrete-encased or concealed ductwork is limited to \$500 per contract year. Coverage for refrigerant lines is limited to \$500 per contract year.

### SEPTIC SYSTEM

- Standard:** • Ejector pumps • Septic tank • Line from house to septic tank
- Excluded:** Tile fields and leach beds, insufficient capacity, clean out.
- Limitations:** Cost to diagnose, repair and/or replace the system is limited to a total of \$500 maximum per contract year.

### WATER WELL MECHANICAL

- Standard:** All components and parts of well pump if utilized for primary dwelling.
- Excluded:** Well casings, pressure tanks, piping or electrical lines leading to or connecting pressure tank and primary dwelling, holding or storage tanks and re-drilling of well.
- Limitations:** Cost to diagnose, repair and/or replace the system is limited to a total of \$500 maximum per contract year.

## optional coverage

### SWIMMING POOL/SPA

- Standard:** All components and parts of the heating, pumping, pool sweep motors and filtration system. A spa, including an exterior hot tub and whirlpool, is also covered along with a swimming pool if the units utilize common equipment. If they do not, coverage is limited to the option selected for either the pool or the spa unless the buyer has selected the pool/spa combo coverage.
- Excluded:** Pool sweeps, skimmers, lights, jets, liners, concrete-encased, underground electrical, plumbing or gas lines, cleaning equipment, structural defects, solar equipment.
- Limitations:** Cost to diagnose, repair and/or replace the system is limited to a total of \$1,000 maximum per contract year.

### CLOTHES WASHER AND DRYER

- Standard:** All components and parts except those excluded.
- Excluded:** Plastic mini-tub, soap dispensers, filter screens, knobs, dials, venting, lint screen, and damage to clothing.
- Limitations:** Service is for one set per contract.

PLEASE NOTE:



## save money, save time

Your builder has protected your home with 10-year structural coverage from 2-10 Home Buyers Warranty®. As your manufacturer's warranties and your builder's 1 year workmanship and 2 year limited systems warranties expire, your Home Buyers Resale Warranty Corporation (2-10 HBW Resale<sup>SM</sup>) home service agreement will cover unexpected breakdowns of covered major systems and appliances like your plumbing, heating, air conditioning, refrigerator, oven, water heater, even your electrical wiring and lighting fixtures. Repairs to these systems, even in new homes, can cost thousands of dollars. In fact, we pay out millions of dollars each year in claims on new homes just like yours. With your 2-10 HBW Resale<sup>SM</sup> home service agreement you can rest easy, knowing your home has the protection it needs.



## valuable protection

- Cost effective protection
- Reduces unexpected expenses
- Licensed and insured contractors
- Complementary to homeowners insurance

## exceeding customer expectations

We strive to make the best out of a potentially stressful situation. Upon your call or online claim submission for a covered repair, we'll dispatch a locally licensed technician right in your neighborhood - we only use the best in the field. It's fast and easy, we do all the work! Your low service fee is all you pay for each covered repair and there's no need to negotiate pricing with contractors ever again!



## easy to use

- No paperwork to fill out
- Make your claim online or call our 800 number
- Never negotiate contractor repair costs again
- Tracking multiple warranties is a thing of the past

	year 1	year 2	year 3	year 4	years 5-10
2-10 HBW 10-year Structural Warranty Coverage†	[Covered]				
Builder's 2-year Limited Systems Warranty†	[Covered]		[Not Covered]		
Builder's 1-year Workmanship Warranty†	[Covered]	[Not Covered]			
Typical 1-year Appliance Warranties*	[Covered]	[Not Covered]			
† Builder Provided * Manufacturer's Warranty	New Construction Systems and Appliance Home Service Agreement. <b>AVAILABLE NOW!</b>			Renewable	



Home Buyers Resale  
Warranty Corporation<sup>SM</sup>

FAST, RELIABLE, 24-HOUR, 7-DAYS-A-WEEK SERVICE  
www.2-10.com/claims • 1.800.775.4736

\*Refer to agreement for specific terms, conditions, limitations and trade fees.

# terms & conditions

## A. Service

This Limited Service Agreement is intended to provide reasonable and affordable repair cost for the mechanical breakdown of covered Eligible Equipment in your home due to normal wear and tear. This Limited Service Agreement is not intended to replace responsibility for normal maintenance and minor repairs. This agreement does not cover everything and does not necessarily cover the entire cost of the repair. Please read the following carefully. This Limited Service Agreement describes what service is covered, what is not and how to obtain service. If you have any questions regarding what is covered under this Limited Service Agreement, or any other questions, call the toll-free number 1-800-775-4736. Subject to the limitations, terms and conditions, service applies only to the Eligible Equipment which:

1. is located within the perimeter of the main foundation of the principal residence located at the address shown and the attached garage, except exterior well pump, air conditioner, septic system and pool and/or spa equipment, are covered only if such option is selected;
2. has become inoperable due to normal wear and tear;
3. is specified as "covered" under Eligible Equipment. If a system or item is not specified as "covered," then it is not eligible for service; and
4. is owned or rented residential property and not commercial property or residences being used for business purposes (Commercial or business purposes include, without limitation, bed and breakfasts, day care centers, group homes, fraternity/sorority houses, nursing/care homes, hair salons, churches and schools). Park model RVs, fifth wheels, motor homes, travel trailers and campers are not eligible for service.

## B. Service Period

Buyer service coverage begins 366 days after the close of sale and continues for the number of years purchased in this plan.

## C. Obtaining Service

1. Notice of the problem must be received by us during the service period. We will not pay for any services performed without our prior authorization if we are prejudiced by your failure to contact us.
2. When service is needed, call 1-800-775-4736, 24 hours a day, seven days a week or file your claim online at [www.2-10.com](http://www.2-10.com). We will contact an authorized independent service contractor within four hours during normal business hours and within 48 hours on weekends and holidays to assist in evaluating your problem. A reasonable effort will be made to expedite the service call in cases of emergency. We reserve the right to determine what constitutes an emergency. If you should request non-emergency service outside of normal business hours, you will be responsible for payment of additional fees including overtime.
3. If we do not have an authorized service contractor in your area, we will ask that you call your preferred service contractor and request that they evaluate your problem and call us for prior authorization to perform service. Your service provider must be licensed and insured and call us for prior approval before performing any repairs or replacements.
4. Once it is determined that service is covered, we will authorize repair or replacement of Eligible Equipment at our option.
5. You are obligated to pay the trade fee or the actual cost to repair/replace, whichever is less, for each separate trade call. A trade call means each visit by an authorized service contractor for a single trade (plumbing, electrical, appliances, heating and air conditioning and pools/spas). Multiple visits required to remedy the same problem requires only one trade fee. Your payments must be made prior to completion. We will not respond to a new request for service when any previous trade fee is outstanding. Failure to pay the trade fee will result in suspension of service until such time as the proper fee is paid. At that time, service coverage will be reinstated, but the service period will not be extended. Additional work performed by the independent service contractor at your request will be at your sole cost and risk.
6. An additional trade fee will be waived only when work performed should fail within a period of 30 days on labor and 90 days on parts.

## D. Payment of Claims

No claim forms are used, but we must give prior authorization of repairs or replacement before any work is performed.

## E. Limitations of Liability

1. We reserve the right to determine whether Eligible Equipment or its components will be repaired or replaced. Replacement is based on "like-kind". For appliances and plumbing fixtures, this means we will replace, when replacement is authorized, with equal or better quality equipment. For heating and air conditioning equipment, "like-kind" indicates equal energy efficiency rating. For air conditioning equipment, this is the SEER rating. However, we are not responsible or liable to upgrade equipment, components, or parts due to: (a) the incompatibility of the existing equipment with the replacement system or appliance or component or any part thereof; (b) any type of chemical or material utilized to run the replacement equipment including, but not limited to, differences in technology, refrigeration requirements, or efficiency; or (c) mandates by federal, state, or local governments.
2. When replacement equipment of identical dimensions is not readily available, we are responsible for installation of like-quality equipment but not for the cost of construction or carpentry made necessary by different dimensions. We are not responsible for upgrades or matching color or brand.
3. We will not correct to bring into compliance, nor pay for corrections for violations of any building, fire, zoning code; other violations of local ordinances or state and federal laws or regulations. We are not responsible for the verification and/or diagnostic testing of ductwork, the sealing of ductwork, and associated repair costs.
4. We are not obligated to perform as agreed if required permits or approvals cannot be obtained.
5. We are not liable for incidental, indirect, special, punitive or consequential damages or for bodily/personal injury or property damage.

6. When it is necessary to open walls, floors, or ceilings to perform a covered service, we will restore surfaces to a rough finish only.
7. We are not responsible for the repair of any cosmetic defects, smells, noises or for the cost of cleaning any parts or equipment.
8. We are not liable for repair of conditions caused by misuse or abuse, missing parts, structural shifting, structural changes, fire, freezing, electrical failure, electrical surge, water damage, water failure, lightning, mud, earthquake, soil or foundation movement, storms, accidents, pest damage, mold, mildew, rot, fungus, war, terrorism, or acts of God.
9. We are not liable for failure to provide timely service due to conditions beyond our control; including but not limited to, delays in obtaining parts, equipment, weather delays or labor difficulties.
10. We will not undertake to remove any hazardous materials including asbestos; will not transport or store any hazardous materials; and will not undertake any repairs where there is environmental contamination or if such repairs would cause contamination. We are not liable for charges or fees to dispose of an appliance, system or component, including, but not limited to: condensing units, evaporator coils, compressors, capacitors, refrigerators, freezers, water heaters, and any system/appliance which contains dangerous or hazardous materials.
11. We are not liable for repairs related to adequacy or capacity; manufacturer's recall; improper installation; improper design; improper previous repair; or problems caused by alterations or modifications.
12. We are not responsible for repair or replacement of systems and appliances classified by the manufacturer as commercial. Heating and air conditioning systems over five tons are considered commercial.
13. The maximum aggregate liability for all claims is \$25,000.00.
14. We reserve the right to obtain an additional opinion at our expense.
15. You are responsible for additional charges to remove or install non-related equipment in order to make repairs.
16. You are responsible for cleaning and/or maintenance as specified by the equipment manufacturer.

## F. Lease-option Homes

Service coverage for a home subject to lease-purchase agreements is available for the lessee only.

## G. Condominiums and Multi-Family Units

1. If service coverage is for a duplex, triplex or fourplex dwelling and every unit is covered, then service will be provided for common systems and appliances.
2. Options available must be purchased for each unit.
3. If service coverage is for a unit within a building of five or more units, then only systems and appliances specific only to the unit named will be covered. Common grounds and facilities are excluded.

## H. Renewals and Transfer of Agreement

1. This Limited Service Agreement may be renewed at our option and where permitted by state law. In that event, you will be notified of the terms, conditions and rate of the offer.
2. If the covered home is sold during the term of this Service Agreement, you may transfer coverage by notifying us at 1-800-795-9595.

## I. Cancellation or Termination

This agreement is non-cancelable by us, except for:

1. Fraud or material misrepresentation concerning any covered item or any other facts related to this Service Agreement.
2. Nonpayment of fees.
3. When the service period is during the listing period and close of sale does not occur or upon mutual agreement between you and us.
4. If this Service Agreement is canceled a pro rata refund of the purchase price of this Service Agreement will be refunded to the party purchasing the Agreement.
5. MONEY BACK GUARANTEE: If you are not satisfied within the first thirty days of the service period, you may request cancellation in writing, and we will return the full purchase price to the party purchasing the Agreement.

*Utah residents:* Cancellation for nonpayment of premium is effective no sooner than ten days after delivery or first class mailing of a written notice to the policyholder and 30 days for all other cases.

## J. State Disclosures

*Alabama, Illinois, Iowa, Kentucky, South Carolina, Utah, Washington, Wisconsin residents:* This Limited Service Agreement is administered by Home Buyers Resale Warranty Corporation.

*Iowa residents:* The issuer of the contract is subject to regulation by the insurance division of the department of commerce of the state of Iowa. Complaints which are not settled by the issuer may be sent to the insurance division. *Kentucky residents:* This Limited Service Agreement is administered by Home Buyers Resale Warranty Corporation. This is not a contract of insurance. However, the performance of this Agreement is guaranteed by a surety bond information by: Westchester Fire Insurance Company, 1601 Chestnut Street, P.O. Box 41484, Philadelphia, PA 19101-1484, Attention Claims, 215-640-1000. If the administrator fails to pay any valid claim within sixty (60) days after proof of loss has been filed, a claimant is entitled under Kentucky law to make such a claim directly against Westchester Fire Insurance Company at the address shown above. *Utah residents:* Coverage afforded under this contract is not guaranteed by the Property and Casualty Guarantee Association. *Wisconsin residents:* This Limited Service Agreement is administered by Home Buyers Resale Warranty Corporation. THIS WARRANTY IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER FOR INSURANCE. *South Carolina residents:* This Limited Service Agreement is administered by Home Buyers Resale Warranty Corporation. You may contact the Department of Insurance at 1201 Main Street, Suite 100, Columbia, SC 29201, 1-800-768-3467. Obligations of the provider under this service contract are backed by the full faith and credit of the provider.