



# HEATING AND COOLING REPAIRS

## Home Warranty Silver & Gold Plans

Includes up to two heating and cooling systems

- **Heating repairs** (furnaces, gas and electric forced air, floor furnaces, heat pumps, and PTAC units)
- **Cooling repairs** (air conditioners, heat pumps, air handlers, mini-splits, geothermals, and PTAC units)
- **No age or size limitations for initial home warranty term**  
After the initial warranty term, compressors, coils, and heat exchangers are excluded on heating and cooling systems 15 years or older and out of warranty.
- **Refrigerant\***
- **Thermostats**
- **Humidifiers** (excludes steam)
- **Diagnostic testing**
- **Refrigerant leak tests**

\*Due to the EPA phaseout of R-22 refrigerant, this warranty includes a \$250 maximum in 2019 and no coverage in 2020 and beyond.

### ADDITIONAL COVERAGE REQUIRED *(See p.13)*

- **Additional Heating and Cooling Systems** (Two systems in the home are included.)
- **Boilers** *(Boilers often take more time to service.)*
  - *Includes:* thermostats, flue dampers, transformer pilots, thermocouples, pilot safeties, sight glasses, gas valves, electronic ignitors
  - *Excludes:* piping, radiators, couplers, pumps, gauges, expansion tanks, bleeder valves, pressure relief valves

### OPTIONAL COVERAGE *(See p.13)*

Zone controls, electronic air cleaners, ultraviolet germicidal lights (includes 1 bulb per year)

### PARTS UNAVAILABLE

We will offer credit (based on our repair costs) in lieu of repair if the parts are unavailable through our standard purchasing channels.

*Not Included:* excluded items\*, code violations, cost to access, use of crane/lifting equipment, missing parts, incorrect installations, improperly-sized systems, duct cleaning, water damage caused by part failures, damage caused by condensation or condensate drain line leaks, boiler leaks, secondary drain pans, evaporator coil cleaning and blower wheel cleaning, pumps and pump components for geothermal and/or water source heat pumps, chillers, gravity furnaces, heating/water heater combo units, steam humidifiers

*We Do Not Service:* alternative refrigerant use, well pumps, fuel storage tanks, insulation, cosmetic defects, rust or corrosion, asbestos, silica, bacteria growth, lead, outside or underground piping and components for geothermal and/or water source heat pumps, fireplace, window units, gas air conditioners, wall mounted heaters, room heaters, oil heating unit, wood heating units, portable units, and pellet, cable heat, or under-floor radiant heat systems

\* See general exclusions on p. 11.

