



**First American
Home Buyers Protection
Corporation**

A Member of The First American Family of Companies

California Plans Now Include:

Lack of maintenance, sediment,
rust & corrosion, and much more.

Basic Buyer's Coverage **\$270**
Condominium/Townhome/Mobile Home *Still* **\$235**
Service Fee *Still Only* **\$55**

YOUR HOME
WARRANTY
SOLUTION



fax: 800.772.1151
phone: 800.444.9030
service: 800.992.3400
www.FirstAm.com/warranty
p.o. box 10180, van nuys, ca 91410-0180



Why Should You Choose First American?

Since 1984, First American has been providing expert service and quality care to millions of satisfied customers.

Our on-going commitment to Service, Value and Integrity has made us a leader in the industry.

Last year alone, First American responded to nearly 900,000 service requests and saved homeowners over \$121 million dollars in home repair costs.^A

As a subsidiary of First American Corporation, a Fortune 500 company, we have the financial strength and stability to honor our commitment to you.

F A Q's

Q: What types of property are covered?

A: Property types include: single-family homes, condominiums, townhomes, mobile homes, multi-unit and new construction homes.

Q: What is covered in my plan?

A: You have several options to choose from to best suit your specific needs. This sample contract will outline your choices.

Q: What is a service call fee?

A: This is the fee you pay to the service technician who goes to your home when a covered item fails.^B

Q: Am I covered for unknown conditions?

A: Unknown conditions are covered if, at the time coverage begins, the defect or malfunction is not known or could not have been reasonably observed by looking at or operating the system or appliance.^B

Q: Am I covered for systems and appliances which malfunction due to lack of maintenance, rust or corrosion, or chemical or sedimentary build-up?

A: Yes.^B

We'll be happy to answer any further questions you may have.

Just call us at:

800.444.9030

How to Use Your Plan:

- 1. Call us or go online anytime a covered item fails: www.FirstAm.com/warranty | 800-992-3400.**
- 2. Once we receive your service request, we will have a local service technician call you to arrange a convenient day and time to go to your home and diagnose the problem. At the time of the appointment, you'll pay the technician the service fee that applies to your plan.**
- 3. We will follow-up with you to make sure you are satisfied.**

^A Gross dollar amount spent nationwide in 2007 before service fee deductions.

^B See contract for details of coverage.

Protect Your Investment & Enjoy Your Home

From the very first day your coverage begins, your budget and home will be safe-guarded against costly, unexpected expenses for repairs and replacements on many of your home's most critical systems and appliances.***

Save Time, Energy & Money

No more hassles searching the yellow pages for a reputable contractor you can trust. Anytime a covered item fails, simply go to our website at www.FirstAm.com/warranty or call us at 800-992-3400 to request service. We'll send one of our pre-screened, certified, service technicians to your home to take care of the problem. You can feel comfortable about who's coming into your home and you can get back to enjoying the more important things in life.



FIRST AMERICAN,

YOUR HOME WARRANTY SOLUTION

Cost Comparison for Repairs/Replacements on
Major Systems & Appliances

| Items* | Repair/Replacement costs without a Home Warranty** | Cost with a First American Home Warranty*** |
|----------------------|---|--|
| Heating System | \$130 - \$3,500 | \$55 |
| Water Heater | \$115 - \$1,500 | \$55 |
| Dishwasher | \$98 - \$1,250 | \$55 |
| Air Conditioning | \$130 - \$4,000 | \$55 |
| Oven/Range | \$110 - \$2,700 | \$55 |
| Kitchen Refrigerator | \$110 - \$3,800 | \$55 |
| Plumbing | \$95 - \$7,500 | \$55 |
| Electrical System | \$85 - \$2,500 | \$55 |

* Items listed may be optional in some areas; review your contract for specific coverage; additional fees may apply.

** Based on First American's estimates of retail cost for the repairs and replacements listed above before service fee; costs may vary in your geographic area.

*** See contract for details of coverage.

First American

Phone Applications:
800.444.9030

Fax Applications:
800.772.1151

Mail Applications:
P.O. Box 10180
Van Nuys, CA 91410-0180

Service Department:
800.992.3400

Online Services:
www.FirstAm.com/warranty

BASIC PLANS FOR BUYER

| | |
|---|--------------|
| Single-Family Home | \$270 |
| Condominium/Townhome/Mobile Home | \$235 |

VALUE PLUS PLANS (\$35 SAVINGS)

Includes basic coverage, air conditioning and First Class Upgrade.

| | |
|---|--------------|
| Single-Family Home | \$365 |
| Condominium/Townhome/Mobile Home | \$330 |

MULTIPLE UNITS

Not available for new construction.

| | |
|-----------------|--------------|
| Duplex | \$430 |
| Triplex | \$545 |
| Fourplex | \$660 |

NEW CONSTRUCTION COVERAGE

Covers years 2-5.

| | |
|---|--------------|
| Single-Family Home/ | |
| Condominium/Townhome/Mobile Home | \$455 |

OPTIONAL COVERAGE

Seller's optional coverage available when basic buyer's and seller's coverage is selected. Buyer's optional coverage is available when basic buyer's coverage is selected.

FOR SELLER

| | |
|---|------------------|
| Single-Family Home Basic Plan | \$.74 day |
| Condominium/Townhome/ Mobile Home Basic Plan | \$.64 day |
| Air Conditioning/Ductwork | \$.16 day |

FOR BUYER and/or SELLER

FIRST CLASS UPGRADE

| | |
|---------------|------------------|
| Buyer | \$70 |
| Seller | \$.19 day |

FOR BUYER

| | |
|---|--------------|
| Central Air Conditioning (Electric. Includes evaporative cooler) | \$60 |
| Pool and/or Spa Equipment | \$135 |
| (No additional charge if separate equipment) | |
| Clothes Washer/Dryer | \$75 |
| Kitchen Refrigerator (Includes built-in) | \$45 |
| Washer/Dryer/Kitchen Refrigerator (\$15 Savings) | \$105 |
| Additional Refrigerator (Per unit) | \$25 |
| Well Pump | \$85 |
| Sewage Ejector Pump | \$25 |
| Septic Tank Pumping | \$25 |
| Limited Roof Leak Coverage | \$95 |

Service Call Fee **\$55**

NEW! (COVERED IN BASIC PLANS)

Lack of maintenance
Sediment
Rust & corrosion

FIRST CLASS UPGRADE

Includes 33 more items not covered in basic plans plus:
Improper installations
Mismatched systems
Crane coverage
Hydrojetting of plumbing lines
Freon recapture, disposal, reclaim
Haul-away
Permits (\$250 per occurrence)
Code upgrades (\$250 per contract)

BASIC COVERED ITEMS

Ductwork *
Heating
Attic and Exhaust Fans
Ceiling Fans
Plumbing (Includes polybutylene piping)
Plumbing Stoppages
Heat Pump
Water Heater
Oven/Range/Cooktop
Built-in Microwave
Dishwasher
Garbage Disposal
Trash Compactor
Whirlpool Bath Motor & Pump Assemblies
Door Bells
Electrical System
Telephone Wiring
Garage Door Opener
Instant Hot Water Dispenser
Circulating Pumps
Pressure Regulators
Toilet Tanks and Bowls
Sump Pumps
Pest Control Service
Central Vacuum System

* Optional seller's coverage for an additional charge.

Call 1-800-444-9030 for quote on homes over 5,000 sq. ft., 5-10 units, guest homes, and optional coverage pricing for new construction homes and multiple units. See contract for coverage details.

Confirmation # _____

Please give your client a sample contract. Contract will be sent to the buyer upon receipt of payment by First American.

1. COMPLETE YOUR HOME WARRANTY CONTRACT INFORMATION

(Single-family residence under 5,000 square feet)

1. Street Address to be covered _____
 Unit # _____ City _____ State _____ Zip _____

2. Real Estate Company Name _____
 Phone _____ Fax _____ Agent _____

3. Other Broker Company Name (if applicable) _____
 Phone _____ Fax _____ Agent _____

4. Closing Company Name _____
 Phone _____ Fax _____ Est. Close Date _____ File # _____

5. Buyer's Name _____ Seller's Name _____

2. CHOOSE YOUR DESIRED COVERAGE & OPTIONS FOR YOUR PROPERTY

Call 1-800-444-9030 for quote on: homes over 5,000 square feet, 5 - 10 units, guest homes, and optional coverage pricing for new construction homes and multiple units.

BASIC PLANS FOR BUYER

Service Call Fee \$55

- Single-Family Home \$270**
- Condominium/Townhome/Mobile Home \$235**

VALUE PLUS PLAN (\$35 SAVINGS)

Includes basic coverage, air conditioning and First Class Upgrade.

- Single-Family Home \$365**
- Condominium/Townhome/Mobile Home \$330**

MULTIPLE UNITS

Not available for new construction.

- Duplex \$430**
- Triplex \$545**
- Fourplex \$660**

NEW CONSTRUCTION COVERAGE

Covers years 2-5.

- Single-Family Home/
Condominium/Townhome/Mobile Home \$455**

OPTIONAL COVERAGE

Seller's optional coverage available when basic buyer's and seller's coverage is selected. Buyer's optional coverage is available when basic buyer's coverage is selected.

FOR SELLER

- Single-Family Home Basic Plan \$.74 day**
- Condominium/Townhome/
Mobile Home Basic Plan \$.64 day**
- Air Conditioning/Ductwork \$.16 day**

FOR BUYER and/or SELLER

FIRST CLASS UPGRADE

- Buyer \$70**
- Seller \$.19 day**

FOR BUYER

- Central Air Conditioning \$60**
(Electric. Includes evaporative cooler)
- Pool and/or Spa Equipment \$135**
(No additional charge if separate equipment)
- Clothes Washer/Dryer \$75**
- Kitchen Refrigerator (Includes built-in) \$45**
- Washer/Dryer/Kitchen Refrigerator (\$15 Savings) \$105**
- Additional Refrigerator (Per unit) \$25**
- Well Pump \$85**
- Sewage Ejector Pump \$25**
- Septic Tank Pumping \$25**
- Limited Roof Leak Coverage \$95**

3. SIGN & SEND IN OR FAX

- I DESIRE the home warranty coverage and options I have marked above.
- I DECLINE the benefits of this coverage. I agree not to hold the above real estate company, broker and/or agents liable for the repair or replacement of a system or appliance that would otherwise have been covered by this plan.

TOTAL: _____

Signature _____ Date _____

First American Home Warranty Sample Contract

SHOULD YOU NEED SERVICE PLEASE READ YOUR COVERAGE CAREFULLY

and then place your claim at www.FirstAm.com/warranty or by calling (800) 992-3400.

It is helpful to have your contract number, make and/or model of covered item, and complete street address available. You will pay the \$55 service call fee when the technician arrives at your home.

IMPORTANT

This contract covers only the items mentioned as covered and excludes all others. Items must be in good safe working order at the start of coverage. Items must be installed for diagnosis and located within the perimeter of the main foundation of the home or garage (except Well Pump, Septic Tank Pumping, Sewage Ejector Pump, Air Conditioning and Pool/Spa Equipment). This contract provides coverage for unknown defects if the defect or malfunction would not have been detectable to the buyer, seller, or agent through visual inspection or simple mechanical test. This contract provides coverage for systems and appliances which malfunction due to lack of maintenance, rust or corrosion, or chemical or sedimentary build-up. Coverage is only provided for malfunctions which occur and are reported to First American Home Buyers Protection (Company) during the term of this contract. You must call us for service prior to the expiration of this contract. **The Company will not reimburse you for services performed without approval.**

TIMING OF COVERAGE

Optional Seller's Coverage and **Seller's Options** (if elected) start upon receipt of application or confirmation number by Company and continues until expiration of the initial listing period not to exceed 180 days or until close of sale or listing cancellation (whichever is first). Optional Seller's coverage may be extended at the discretion of the Company.

Buyer's Coverage starts upon payment at close of sale and continues for one year.

Buyer's Coverage for new construction starts one year after the close of sale and continues for four years from that date.

Payment is due at close of sale and must be received by Company within 30 days of close of sale.

Offer for future coverage is at the sole option of the Company.

BASIC CONTRACT COVERAGE

The following items are covered by this contract for the buyer when payment is made at close of sale and for the seller when optional seller's coverage is ordered. We show examples of items "not covered" to assist your understanding of the contract. **It is also important to review Limits of Liability.**

PLUMBING

- Leaks and breaks of water, drain, gas, vent or sewer lines.
- Valves: shower, tub, diverter, angle stop and gate valves.
- Toilet tanks, bowls and mechanisms (replaced with white builders standard as necessary).
- Circulating hot water pump. • Pressure regulators.
- Permanently installed sump pumps within perimeter of main foundation or garage (ground water only).
- Whirlpool bath motor, pump, and air switch assemblies.

Not Covered: Fixtures, faucets, filter, shower head, shower arm, shower enclosure and base pan, caulking and grouting, septic tank, hose bibbs, flow restrictions in fresh water lines, water conditioning equipment, sewage ejectors, saunas or steam rooms, whirlpool jets and fire suppression systems.

NOTE: Coverage for diagnosis, access, repair or replacement of heating systems utilizing steam, heated water, glycol, items located in or below a concrete slab, and items encased in or covered by concrete is limited under this contract to a maximum of \$1,000 in the aggregate.

PLUMBING STOPPAGES

- Clearing of stoppages in drain, vent and sewer lines to 125 feet of point of access where accessible ground level cleanout is existing, except;

Not Covered: Stoppages caused by roots, collapsed or broken lines outside the main foundation, access to drain or sewer lines from vent, costs to locate, access or install a ground level cleanout and removal of water closets.

HEATING

- Radiators
- Motors
- Heating elements
- Printed circuit boards
- Vent blower assembly
- Burners
- Gas valve
- Heat pump
- Baseboard convectors

- Heat exchangers
- Hydronic circulating pumps
- Gas, electrical, oil furnaces
- Switches, wiring and relays
- Thermostats and thermostat sub-base

Not Covered: Auxiliary space heaters, filters (including electronic air cleaners), registers, fuel storage tanks, heat lamps, fireplaces and key valves, humidifiers, baseboard casings and grills, chimneys, flues and vents, outside or underground components and piping for geo-thermal and/or water source heat pumps, well pumps and well pump components for geo-thermal and/or water source heat pumps, cable heat (in ceiling), grain, pellet, or wood heating units (even if only source of heating).

NOTE:

- Coverage for diagnosis, access, repair or replacement of heating systems utilizing steam, heated water, glycol, items located in or below a concrete slab, and items encased in or covered by concrete is limited under this contract to a maximum of \$1,000 in the aggregate.
- Coverage for heat exchangers which fail during optional seller's coverage is limited under this contract to a maximum of \$500 in the aggregate.

WATER HEATER (Includes tankless water heaters)

- Gas or electric • Gas valve • Tank leaks
- Drain valve • Control thermostat and thermocouple
- Heating elements • Temperature and pressure relief valve

Not Covered: Holding or storage tanks, solar equipment, fuel storage tanks, flues and vents.

ELECTRICAL

- Wiring • Plugs • Switches and fuses
- Conduit • Circuit breakers (including ground fault) • Telephone wiring
- Junction boxes • Door bells (includes wiring) • Panels and sub panels

Not Covered: Intercom, fixtures, alarms, inadequate wiring capacity, sensor, relay, low voltage, timed circuits, phone jacks, wiring which is the property of the phone company, audio/ video/computer/intercom/ alarm or security cable or wiring.

NOTE: Coverage for diagnosis, access, repair or replacement of heating systems utilizing steam, heated water, glycol, items located in or below a concrete slab, and items encased in or covered by concrete is limited under this contract to a maximum of \$1,000 in the aggregate.

KITCHEN APPLIANCES

- Oven/Range/Cooktop: All parts and components, except;

Not Covered: Knobs, racks, dials, rotisserie, door glass, lights, handles, interior lining, magnetic induction units and meat probe assemblies.

- Dishwasher: All parts and components, except;

Not Covered: Racks, rollers and baskets.

- Garbage Disposal: All parts and components.

- Microwave Oven (Built-in only): All parts and components, except;

Not Covered: Knobs, racks, rotisserie, removable trays, door glass, lights, handles, clocks, shelves, interior lining and meat probe assemblies.

- Trash Compactor: All parts and components, except;

Not Covered: Lock/key assemblies, knobs and removable buckets.

- Instant Hot Water Dispenser: All parts and components.

GARAGE DOOR OPENERS

- Switches • Capacitor • Motor • Push arm
- Track assembly • Receiver unit • Carriage

Not Covered: Doors, hinges, springs, remote transmitters, adjustments, and units not meeting current safety standards.

CENTRAL VACUUM SYSTEM

- All parts and components except;

Not Covered: Hoses and accessories which are removable.

NOTE: The Company is not responsible for gaining access or closing access to floors, walls or ceilings to locate the malfunction or to effect repair or replacement.

ATTIC AND EXHAUST FANS

- All parts and components.

CEILING FANS

- All parts and components, except;

Not Covered: Light kits and remote transmitters.

□ **PEST CONTROL SERVICES**

- Ants (except Carpenter variety)
- Spiders
- Clover Mites
- Millipedes
- Silverfish
- Pillbugs
- Centipedes
- Earwigs
- Sowbugs
- Mice
- Roaches
- Crickets
- Ground Beetles

Not Covered: *Termites, fungus and wood destroying organisms, flying insects, fleas, ticks, carpenter ants, rats, any pests not specifically listed above as covered.*

ADDITIONAL COVERAGE FOR BUYER & OPTIONAL COVERAGE FOR SELLER

The buyer is covered for the following item when payment is made at close of sale.

NOTE FOR SELLER: If this optional coverage is elected, the Company will pay up to a combined maximum limit of \$1,000 during the seller's coverage period for Central Air Conditioning (Ducted) and Ductwork.

□ **DUCTWORK**

- Ductwork from the heating unit to the connection at register or grill.

Not Covered: *Grills and registers, insulation, dampers, collapsed or crushed ductwork, ductwork damaged by moisture, ductwork where asbestos is present, costs for inspections, locating leaks to ductwork, diagnostic testing of ductwork when required by any federal, state or local law, regulation, or ordinance, or when required due to installation or replacement of any system equipment.*

NOTE: Coverage for ductwork repair or replacement is limited under this contract to a maximum of \$1,000 in the aggregate.

OPTIONAL COVERAGE FOR BUYER AND SELLER

The buyer is covered for the following items when additional payment is made at closing.

NOTE FOR SELLER: If this optional coverage is elected, the Company will pay up to a combined maximum limit of \$1,000 during the seller's coverage period for Central Air Conditioning (Ducted) and Ductwork.

NOTE FOR BUYER: The home buyer may purchase optional coverage up to 60 days from the effective date. Such coverage will not become effective until payment is received by the Company, and coverage will expire upon expiration of the basic contract coverage term.

For new construction coverage, the home buyer may purchase optional coverage at any time during the contract term for brand new items. Such coverage will not become effective until payment is received by the Company, and coverage will expire upon expiration of the basic contract coverage term.

□ **CENTRAL AIR CONDITIONING (Ducted)**

- Refrigeration System (includes heat pump)
Condensing unit Thermostats Compressor Motors Freon lines Coils
Liquid and suction line dryers Fuses, breakers, disconnect boxes and wiring
Valves (including thermostatic expansion valves) Air handling unit
- Evaporative Cooler
Pump Casing Motor Belts and pulleys Float-assembly
- Built-in Electric Wall Units

Not Covered: *Condenser casings, registers, grills, filters (including electronic air cleaner), gas air conditioners, window units, underground or outside piping and components for geo-thermal and/or water source heat pumps, humidifiers, cooler pads, roof jacks or stands.*

NOTE: If the Company determines that the air conditioning unit must be replaced, the Company will replace the unit with a unit that meets current federal, state and/or local government efficiency standards and replace any covered component, as well as the plenum, indoor electrical, air handling transition, and duct connections necessary to maintain compatibility with the replacement unit, including the installation of thermostatic valves.

OPTIONAL COVERAGE FOR BUYER

The buyer is covered for the following items when additional payment is made at closing.

NOTE FOR BUYER: The home buyer may purchase optional coverage up to 60 days from the effective date. Such coverage will not become effective until payment is received by the Company, and coverage will expire upon expiration of the basic contract coverage term.

For new construction coverage, the home buyer may purchase optional coverage at any time during the contract term for brand new items. Such coverage will not become effective until payment is received by the Company, and coverage will expire upon expiration of the basic contract coverage term.

□ **POOL / SPA EQUIPMENT**

- Heating unit
- Filter
- Pump
- Timer
- Pump motors
- Bearings
- Valves
- Seals and gaskets
- Pool sweep motor and pump
- Impellers, switches and relays
- Above ground plumbing and electrical

Not Covered: *All cleaning equipment, including pop up heads, turbo valves, pool sweeps, liners, lights, structural defects, solar equipment, inaccessible components, jets and fuel storage tank, disposable filtration medium, chlorinators, ozonators and other water chemistry control equipment and materials, waterfalls, ornamental fountains and their pumping systems, heat pumps.*

□ **CLOTHES WASHER AND DRYER**

- All parts and components, except;

Not Covered: *Plastic mini-tubs, soap dispensers, filter and lint screens, knobs and dials, venting, damage to clothing.*

□ **KITCHEN REFRIGERATOR**

- All parts and components, except;

Not Covered: *Insulation, racks, shelves, handles, lights, interior thermal shells, food spoilage, stand alone freezers and refrigerators located outside kitchen area.*

NOTE: Coverage for diagnosis, access, repair or replacement of kitchen refrigerators which contain more than one compressor is only available under this optional coverage item and is limited under this contract to a maximum of \$5,000 in the aggregate.

□ **ADDITIONAL REFRIGERATOR**

- All parts and components, except;

Not Covered: *Insulation, racks, shelves, handles, lights, ice makers, ice crushers, beverage dispensers and their respective equipment, interior thermal shells, food spoilage, refrigerators which contain more than one compressor and stand alone freezers.*

NOTE: May only be purchased when Kitchen Refrigerator option is purchased.

□ **WELL PUMP (Limited to one well pump per home)**

- All parts and components of well pump utilized exclusively for domestic use, except;

Not Covered: *Well casings, booster pumps, piping or electrical lines, holding, pressure or storage tanks, redrilling of wells, damage due to lack of water, tampering, well pump and well pump components for geo-thermal and/or water source heat pumps, improper installation, access to repair well pump system.*

□ **SEWAGE EJECTOR PUMP**

- All parts and components of sewage ejector pump, except;

Not Covered: *Basins and any costs associated with locating or gaining access to or closing access from the sewage ejector pump.*

FIRST CLASS UPGRADE

The following items that are not covered without the First Class Upgrade Option are covered when this option is ordered and paid for.

- Plumbing: Faucets (replaced with chrome builders standard), shower head and shower arm, hose bibbs, toilets (replaced with like quality up to \$600 per occurrence).
- Plumbing Stoppages: Hydrojetting if stoppage is unable to be cleared with cable.
- Heating: Registers, grills, filters, heat lamps.
- Microwave Oven (Built-in only): Interior lining, door glass, clocks, shelves.
- Air Conditioning: Filters, registers, grills, window units (**applies only when air conditioning option is purchased**).
- Trash Compactor: Removable buckets.
- Smoke Detector: Both battery operated and hardwired.
- Oven/Range/Cooktop: Rotisseries, racks, handles, knobs, dials, interior lining.
- Garage Door Openers: Hinges, springs, remote transmitters.
- Dishwasher: Racks, baskets, rollers.
- The Company will cover fees associated with the use of cranes or other lifting equipment required to service roof-top air conditioning units (when air conditioning option is purchased) and heating.
- Where local building permits are required prior to commencing replacement of appliances, systems, or components, the Company will pay up to \$250 per occurrence for such local building permits. The Company will not be responsible for replacement service when permits cannot be obtained.
- The Company will pay costs related to freon recapture, reclaim and disposal (if required) and the removal of an appliance, system, or component when the Company is replacing a covered appliance, system, or component.
- The Company will repair or replace a system or appliance that was improperly installed, modified or repaired, or was not properly matched in size or efficiency at any time prior to or during the term of this contract provided the system is not undersized relative to the square footage of area being cooled or heated. In the event that a covered mismatched system or improper installation, modification or repair is in violation of a code requirement, Limited Code Upgrade* applies.
- Limited Code Upgrade*: The Company will pay up to \$250 in the aggregate under this contract to correct code violations when effecting approved repairs or replacements. The Company may, at its option, pay the contract holder in lieu of performing the work.

NOTE: Coverage for repair and/or replacement of the sewage ejector pump is limited under this contract to a maximum of \$500 in the aggregate. Coverage is limited to one pump per contract.

□ LIMITED ROOF LEAK COVERAGE

• Leaks caused by rain to tar and gravel, tile, shingle, shake and composition roofs over occupied living areas will be repaired as long as leaks are caused by normal wear and tear and the roof was in good, water tight condition at the start of coverage. If replacement of the existing roof, in whole or in part, is necessary the Company's liability is limited to the estimated cost of repair of the leaking area only, as if the repair of that area were possible.

Not Covered: *Roof leaks caused by or resulting from: roof mounted installations, metal roofs, improper construction or repair, missing or broken materials, skylights, patio covers, gutters, drains, downspouts, scuppers, chimneys, and defects in balcony or deck serving as a roof. Routine periodic maintenance is not covered by this contract.*

Company will direct a technician to contact you for an appointment or, at its option, may authorize you to contact a technician directly. If you are authorized to contact a technician directly, you will be given a spending limit established by the company. Secondary or consequential water damage is not covered by this contract.

NOTE:

- Service delays frequently occur during the first rains of the season or in heavy storms. While we will make every effort to expedite service, no guarantees can be made.
- Limited Roof Leak Coverage is limited under this contract to a maximum of \$1,000 in the aggregate.
- Limited Roof Leak Coverage is not renewable.
- Limited Roof Leak Coverage is not available for new construction.

□ SEPTIC TANK PUMPING

• One time pumping per contract if the stoppage is due to septic tank backup.

Not Covered: *Septic tanks, leach lines, cesspool, mechanical pump or systems, cost of locating or to gain access to the septic tank, cost of hook-ups, disposal of waste, chemical treatment of the septic tank and/or sewer lines.*

LIMITS OF LIABILITY

1. Common areas and facilities of mobile home parks and condominiums are not covered. If dwelling is 5 units or more, common systems and appliances not located within the confines of each individual unit are excluded.
2. Repairs or replacements required as a result of missing parts, fire, flood, smoke, lightning, freeze, earthquake, theft, storms, accidents, mud, war, riots, vandalism, improper installation, acts of God, damage from pests, lack of capacity, or misuse are not covered by this contract.
3. The Company's liability is limited to failure of systems due to normal wear and tear. Cosmetic defects are not covered.
4. Company is not liable or responsible for consequential, incidental and/or secondary damage or loss resulting from the malfunction of any covered item, or a Service Contractor's delay or neglect in providing, or failing to provide, repair or replacement of a covered item, including, but not limited to, personal and/or property damage, food spoilage, additional living expenses, utility bills, loss of income.
5. Solar systems and components including holding tanks are not covered. Electronic, computerized, pneumatic and manual system management and zone controllers are not covered.
6. The Company will not be responsible for any corrections, repairs, replacements, upgrades, inspections or other additional costs to comply with federal, state or local laws, utility regulations, zoning or building codes. The Company will not be responsible to pay any costs relating to permits, haul away fees, construction, carpentry, relocation of equipment. The Company will not be responsible for alterations or modifications made necessary by existing equipment or installing different equipment except where noted in the Central Air Conditioning (Ducted) section of this contract. The Company will not alter structure to effect repair or replacement, nor refinish or replace cabinets, countertops, tile, paint, wall, or floor coverings, or the like.
7. The Company will not effect service involving hazardous or toxic materials, including asbestos or any other contaminants. The Company is not responsible for any claim arising out of any pathogenic organisms regardless of any event of cause that contributed in any sequence to damage or injury. Pathogenic organisms means any bacteria, yeasts, mildew, virus, fungi, mold, or their spores, mycotoxins or other metabolic products.
8. This contract covers only single family residential-use resale and new construction property, under 5,000 square feet, unless amended by the Company. Resale and new construction homes over 5,000 square feet, multiple units, mother-in-law units, guest houses, and other structures are covered if the appropriate fee is paid. This coverage is for owned or rented residential property, not for commercial property or premises converted into a business including but not limited to, nursing/care homes, fratern-

nity/sorority houses or day care centers.

9. The Company will determine whether a covered system or appliance will be repaired or replaced. When replacing any appliance, the Company will not consider any failures that do not contribute to the appliance's primary function including, without limitation, TVs or radios in the kitchen refrigerator. The Company will replace with equipment of similar features, efficiency, and capacity but is not responsible for matching brand, dimensions, or color. The Company reserves the right to have a component or part rebuilt or to replace with a rebuilt component or part.

10. The Company reserves the right to require a second opinion at no additional charge to the customer.

11. The Company is not responsible for repairs arising from manufacturer's recall of covered items, manufacturer's defects or for items covered under an existing manufacturer's, distributor's or in-home warranty. The covered items must be domestic or commercial grade and specified by the manufacturer for residential use.

12. The Company is not responsible for repair or replacement of any system or appliance or component or part thereof that has previously, or is subsequently, determined to be defective by the Consumer Product Safety Commission or the manufacturer, and for which either entity has issued, or issues a warning or recall, or when a failure is caused by manufacturer's improper design, use of improper materials, formula, manufacturing process or manufacturing defect.

13. The Company will not perform routine maintenance. The contract holder is responsible for cleaning and routine maintenance as specified by the manufacturer of the equipment.

CUSTOMER SERVICE

1. Telephone service is available at all times. Call us to describe the problem. All calls including weekends and holidays are dispatched within 48 hours. During normal working hours your call will be dispatched within 4 hours of confirmation of coverage; additional efforts are made in emergency situations. The contractor will call you to schedule a mutually convenient appointment time. If you should request the Company to perform non-emergency service outside of normal business hours, you will be responsible for payment of additional fees, including overtime charges.
2. The customer pays the \$55 service call fee for each separate trade call. Trade call means each visit by an approved contractor, unless multiple visits are required to remedy the same problem. The Company warrants its work for 30 days. If the item fails outside this time period, an additional service fee will be charged. Failure to pay the service call fee may delay processing of future claims.
3. Homeowner and Company may agree on payment of cash in lieu of repair or replacement. Payment will be made based on Company's negotiated rates with its suppliers, which may be less than retail.
4. Sometimes there are problems and delays in securing parts or equipment. When the items are secured, they will be installed promptly without any further service charge.
5. At times it is necessary to open walls, ceilings or floors to make repairs. We will close the opening, at our cost, and return it to rough finish. This does not apply to Central Vacuum Coverage.

TRANSFER OF CONTRACT

If your covered property is sold during the term of this contract, you must notify First American of the change in ownership and must submit the name of the new owner by phoning 1-800-992-3400 in order to transfer coverage to the new owner.

CANCELLATION

A home service contract is noncancellable during the initial term for which it was issued, except for any of the following reasons: (i) Nonpayment of contract fees; (ii) The subscriber's fraud or misrepresentations of facts material to the issuance of the contract; (iii) The contract provides coverage prior to the time that an interest in residential property to which it attaches is sold and the sale of the residential property does not occur. If this contract is cancelled, the provider of funds shall be entitled to a pro rata refund of the paid contract fee for the unexpired term, less an administrative fee incurred by the Company.