

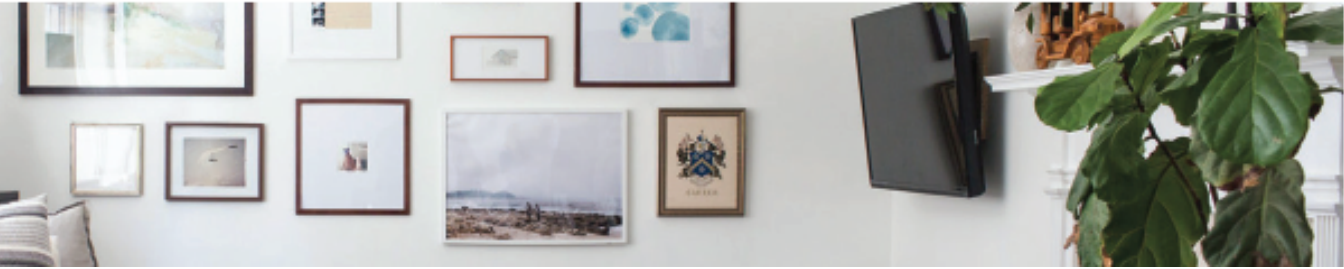


# THOMAS HOME WARRANTY

Air Conditioning    Plumbing    Electrical    Appliances

480-279-5511 | [ThomasHomeServices.com](http://ThomasHomeServices.com)





## WAY TO INVEST IN YOUR HOME!

Your home is likely your biggest investment, but home repairs can quickly make owning a home complicated and stressful. We are here to help you navigate the problems that happen in every home. We work hard to offer homeowners like you a consistently great experience so you can get back to doing the things that matter most.

## SAVE THOUSANDS WITH A THOMAS HOME WARRANTY

Experts recommend budgeting between 1% and 3% of the value of your home for maintenance and repairs each year. For a home valued at \$300,000 that is between \$3,000 and \$9,000. Your Thomas Home Warranty covers the cost of hundreds of common repairs saving you literally thousands of dollars!!

## TYPICAL COSTS WITHOUT A HOME WARRANTY

Here are just a few of the things that you might need to plan for and what you might expect to pay without a home warranty:

	Repair	Replace	Thomas
Air Conditioner	\$794	\$9,630	\$0
Furnace / Heater	\$688	\$5,524	\$0
Water Heater	\$646	\$1,952	\$0
Garbage Disposer	\$291	\$516	\$0
Shower Faucet	\$525	\$848	\$0
Toilet	\$348	\$656	\$0
Washer / Dryer	\$520	\$1,745	\$0
Refrigerator	\$838	\$2,491	\$0
Water Softener	\$642	\$2,538	\$0



**MORE THAN  
91.2%  
OF OUR CUSTOMERS  
RATED THEIR EXPERIENCE  
WITH US AS 5 OUT OF  
5 STARS!\***

“Polite, timely, expert advise. Went the extra mile to identify the issues and restore our plumbing. Best service we’ve ever had!” -Karen G.

“They came into our home and treated it as if it was their home with much interest of caring and displaying old fashion work ethic’s. We made the right choice for our home comfort!” -John S.

\*Based on 2021 internal customer surveys.



## **Thomas Home Services has tackled more than 50,000 covered repairs for things like:**

- Dripping faucets
- Running Toilets
- Broken air conditioners
- Slow Drains
- Failed sump pumps
- Bad blower motors
- Faulty water heaters
- Clogged garbage disposers
- Dishwashers that don't run
- Backed up sewers
- Faulty outlets
- Non-working thermostats
- Leaking shower heads
- Inoperable ceiling fans
- And more

# WHAT IS A THOMAS HOME WARRANTY?

With a home warranty backed by Thomas Home Services you are protected day and night from costly and annoying breakdowns. For only a few dollars per day you will enjoy the following benefits...


Whenever you experience a problem in your home with a covered item due to normal wear and use, one of our fully trained expert technicians will make any needed above ground repairs for FREE\*! You pay only a \$95 deductible. You pay no additional trip charges, no diagnostic fees, no labor charges, and no service fees ever. We will even cover the cost of materials for you.

If the covered item is not repairable (as determined by our technician) we will replace the item with a standard builder grade item absolutely FREE\*. You pay only the \$95 deductible.

## TO SUM IT UP...

Essentially anything within a standard home's systems (Plumbing, HVAC, Electric, Appliance) that fails due to normal wear and use that prevents a covered item from performing its primary function is covered. We will make any needed above ground repair anywhere inside the main house for free. If we can't repair it, we will replace it with a standard builder grade part, fixture, or appliance or issue you a check based on our cost.

\*We do not guarantee matching color, finish, or brand. Additional terms, conditions, limitations, and exclusions apply.



While your air conditioning, plumbing, and electrical systems are included in your membership, some specific conditions or items within those systems may not be. Limits and exclusions are communicated throughout this brochure. Full details and additional terms and conditions can be found on our website.

# WHAT'S COVERED?

Faucets	Air conditioner	Ceiling fans	Water heater
Shower heads	Furnace	Exhaust fans	Garbage disposer
Tub spouts	Heat Pump	Circuit breakers	Dishwasher
Toilets	Air handler	Electrical outlets	Oven / range / stove
Shut off valves	Evaporator coil	GCFI outlets	Built in microwave
Water lines	Condenser coil	In-wall light switch	Range hood
Drain lines	Refrigerant lines	High voltage wiring	Refrigerator
Stoppages	Expansion valve	Panels / sub panels	Washer / Dryer
Basket strainers	Line dryer	Electrical fuses	Water softener
Pop up assembly	Thermostat	Junction boxes	Reverse osmosis
Laundry box	Disconnect box	Hardwired doorbell	

# WHAT'S THE DIFFERENCE?

## **No Middle Man**

Traditional home warranty companies rely on third party service providers to do the work. This invariably results in delays in service, communication issues, difficulty getting authorizations, and the blame game. At Thomas, there is no middle man to muddy the waters; this means you get service faster, without the frustrations and hassles.

## **Award Winning Customer Service Experience**

Since we handle all service requests with our own in house award winning staff you can rest easy knowing you will always be treated with dignity and respect throughout the entire process... And you'll never have to worry about some miscreant showing up at your door!

## **More Comprehensive Coverage**

Because of the efficiencies we have created by servicing our own contracts we are able to provide much more comprehensive coverage. This means no quibbling over coverage limitations, more covered repairs, and less non covered or out of pocket costs.

## **Simple Easy to Understand Contract**

Our contract is simple and easy to understand with no ambiguous language so you always know exactly what is covered and exactly what to expect when you submit a service request.

# PLAN COMPARISON

	SILVER	GOLD	PLATINUM
Price	\$69/month	\$99/month	\$119/month
Deductible	\$95	\$95	\$95

## INCLUDED COVERAGE

Air Conditioner / HVAC	•	•	•
Water Heater	•	•	•
Plumbing	•	•	•
Electrical	•	•	•
Appliances		•	•
Water Softener			•
Reverse Osmosis			•

## REQUIRED ADDITIONAL COVERAGE

HVAC System (after first)	\$19/month
Water Heater (after first)	\$7/month
Specialty Water Heater	+\$12/month

## OPTIONAL ADDITIONAL COVERAGE

Water Softener	\$15/month
Reverse Osmosis	\$9/month
Sewage Ejector Pump	\$8/month
Add-on Appliances (per/each)	\$7/month
Zone Controls	\$15/month
Swimming Pool Equipment (pump, timer, control panel, and filter housing)	\$25/month

## Terms and Conditions

**Pricing and Payments:** All monthly payments under this agreement are due and payable at the time of billing. Pricing is outlined on pages 5 of this brochure. All payments are non refundable. Failure to make any payment will result in suspension of coverage.

**Deductible:** A \$95 deductible is required for each service request. Each separate system / fixture / appliance / failure / etc. requires a separate service request.

**Initial Term & Renewal:** Your initial term of coverage is 12 months and is effective immediately upon payment of your first monthly installment. Following this initial term your plan will automatically renew and convert to a month to month agreement at the current renewal rate.

**Early Termination / Cancellation:** You may cancel your plan at any time by emailing a 30 days' notice to [cancel@thomashomeservices.com](mailto:cancel@thomashomeservices.com). Should you cancel your plan or fail to make any payment as required within the initial 12 month term; the cost of all repairs, products, and services provided under this agreement through the date of cancellation will be prorated by multiplying their regular retail rate by the remaining percentage of the initial term and then subtracting all fees and charges paid through that date (excluding the actual monthly membership fees). Any remaining balance will be due and payable immediately upon cancellation. We reserve the right cancel your plan at any time for any reason at our discretion by providing you a 30 days' notice.

**Terms of Coverage:** All covered items must be installed and in safe operating condition on the first day of coverage or coverage will be denied. You are required to provide safe access to the property for service.

**Required Coverage:** Properties with more than one HVAC system, more than one water heater, or specialty water heaters (tankless, power vent, over 50 gal, etc.) require add on coverage. If additional required coverage is not added for all installed systems, coverage for ALL respective systems of that kind will be denied.

**Additional Coverage:** Where more than one of a certain type of covered appliance is installed in a house additional coverage may be purchased. If additional coverage is not purchased, only one appliance of that kind installed in the main kitchen or at the primary laundry hook ups will be covered.

## Limitations and Exclusions

**Limitations:** This plan applies only to single family residences of 5,000 sq feet or less. It does not cover mobile homes. Casitas, outbuildings, detached garages, and other structures on the property are not included.

**Exclusions:** This plan is not all inclusive and covers only items specifically listed as covered. Any items not specifically listed as covered are hereby specifically excluded from coverage. For your reference, a sample list of non covered items follows: solar water heaters, thermostatic mixing valves, circulation pumps, expansion tanks, sinks, tile, granite, porcelain, tubs, shower pans, surrounds, enclosures, caulking or grout, septic tanks, low voltage wiring (phone, cable, Ethernet, etc.), networked devices and Wi-Fi connectivity, light bulbs, ballasts, batteries, fuses, light fixtures, exhaust fans, garage door openers, aluminum wiring, smoke detectors, generators, solar panels, cosmetic defects, access or closure, missing parts, mold, haul off, disposal.

**Additional Exclusions:** Abuse, neglect, improper use, improper design, improper installation, improperly sized, acts of nature, fire, vandalism, code violations, upgrades required by code, failed repair attempts of others, items that are covered under a manufactures warranty or other extended warranty, items that have been recalled by the manufacturer, unavailable or discontinued parts.

**Limitations of Liability:** Maximum coverage under this plan is limited as outlined on page 5. Thomas Home Services will not be liable for food spoilage or incidental/consequential damages.

**ADDITIONAL TERMS, CONDITIONS, LIMITATIONS, AND EXCLUSIONS APPLY:** For complete details visit us at [www.thomashomeservices.com/home-warranty](http://www.thomashomeservices.com/home-warranty) or call one of our friendly customer service representatives.

**This is a home service agreement, NOT an insurance policy.**

## READY TO SIGN UP?

Just scan the QR code or visit us at:

**[www.ThomasHomeServices.com/Home-Warranty](http://www.ThomasHomeServices.com/Home-Warranty)**  
and begin coverage today!

Still have questions? Need help? Just give us a call and one of our friendly customer service representatives will assist you.



## CONTACT US!

*We want to answer your questions.*



480-279-5511



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