

SINCE 1946

Thomas

Home Services

# THOMAS HOME WARRANTY

## *Signature Plan*

Air Conditioning   Plumbing   Electrical   Appliances

480-279-5511 | [ThomasHomeServices.com](https://www.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  
94.3%  
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 2024 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...

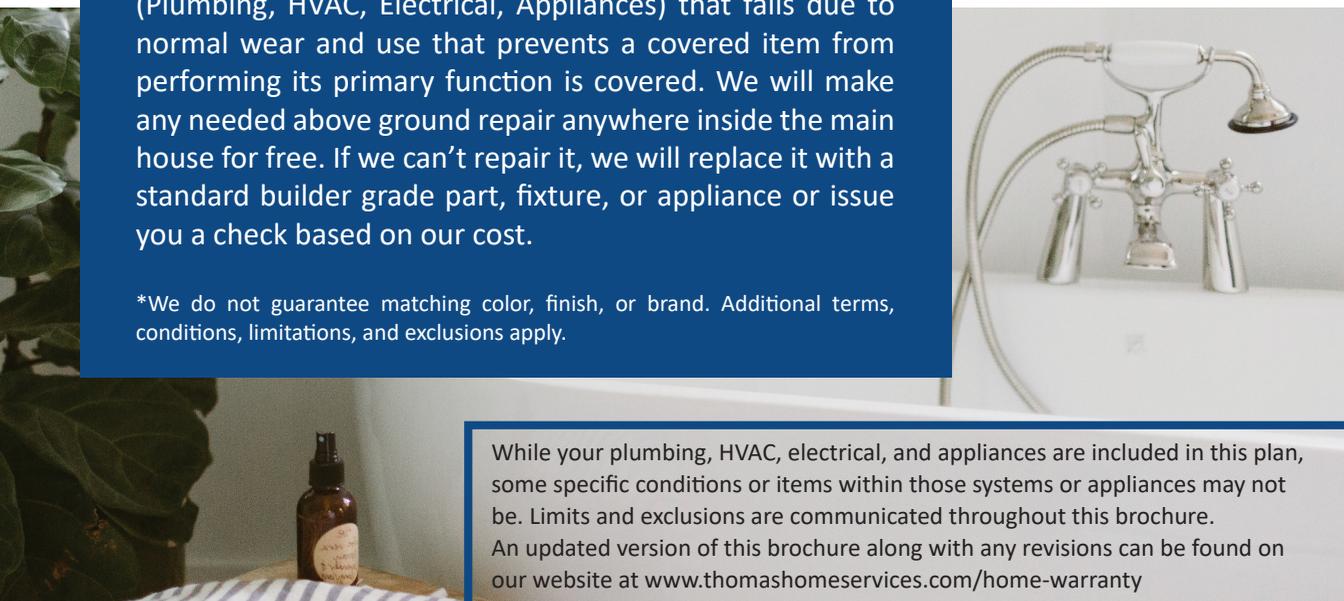
Whenever you experience a problem in your home with a covered item due to normal wear and use, one of our fully trained expert technicians will make any needed above ground repairs for FREE\*! You pay no additional trip charges, no diagnostic fees, no labor charges, and no service fees ever. We will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

## TO SUM IT UP...

Essentially anything within a standard home's systems (Plumbing, HVAC, Electrical, Appliances) 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 plumbing, HVAC, electrical, and appliances are included in this plan, some specific conditions or items within those systems or appliances may not be. Limits and exclusions are communicated throughout this brochure. An updated version of this brochure along with any revisions can be found on our website at [www.thomashomeservices.com/home-warranty](http://www.thomashomeservices.com/home-warranty)

# 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 never have to worry about some shady character 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 haggling over coverage limitations, more covered repairs, and less 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.

# SIGNATURE PLAN COMPARISON

|                  | SIGNATURE SILVER | SIGNATURE GOLD | SIGNATURE PLATINUM |
|------------------|------------------|----------------|--------------------|
| Price            | \$99/month       | \$129/month    | \$149/month        |
| Deductible       | \$0              | \$0            | \$0                |
| Air Conditioner  | ●                | ●              | ●                  |
| Furnace / Heater | ●                | ●              | ●                  |
| 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.

**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 day 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 day notice.

**Terms of Coverage:** This plan provides coverage for single family residences of 5,000 sq feet or less. Casitas, outbuildings, detached garages, and other structures on the property are not included. Coverage is not available for homes built prior to 1975, multi family properties, or manufactured homes. 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 Additional 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.

**Optional Additional Coverage:** Optional additional coverage may be purchased for certain non-standard systems, fixtures, equipment, or appliances as listed on page 5. Where more than one of a certain type of covered appliance is installed in a house, additional coverage may be purchased for those appliances. 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.

**Determination of Coverage:** Determinations regarding coverage, repairs, replacements, and the amount of any payouts shall be made at the discretion of Thomas Home Services in good faith consistent with the terms and conditions outlined herein, with such determinations being final and binding.

**Limitations of Liability:** Thomas Home Services will not be liable for incidental / consequential damages including but not limited to food spoilage, water damage, property damage, temporary relocation, time off work, delays, work performed by others, etc.

**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, aluminum wiring, smoke detectors, generators, solar panels, cosmetic defects, access or closure, mold, haul off, disposal, items that are covered under manufactures warranty or other extended warranty, items that have been recalled by the manufacturer, unavailable or discontinued parts.

**Additional Exclusions:** Abuse, neglect, improper use, improper design, size, or installation, acts of nature, fire, vandalism, code violations, upgrades required by code, missing parts, failed repair attempts of others.

**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)