



OLD REPUBLIC HOME PROTECTION COMPANY, INC.

Thank you for renewing your coverage!

We're honored that you continue to trust us with your home warranty needs.

Keep this document handy—it's the guide to your valuable home warranty coverage. Take a few minutes to read through it and become familiar with your coverage and how to submit future service requests.

We're excited to continue supporting your homeownership journey!

Covered Systems and Appliances*



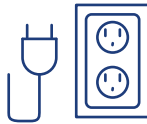
Air
Conditioner[†]



Furnace/
Heating
System



Water
Heater



Electrical
System



Plumbing



Kitchen
Refrigerator[†]



Oven/
Range/
Cooktop



Dishwasher



Washer/
Dryer[†]



Kitchen
Exhaust
Fan



Pool/Spa
Equipment[†]



Garage Door
Opener



Rekey
Service



And more!

*Terms and conditions apply. See the Declaration of Coverage for coverage, exclusions, and service details. [†]Optional coverage in some states.

How to Get the Most from Your Home Warranty



Review your coverage

Verify your home warranty plan and options using the enclosed Declaration of Coverage page. You can view details about your specific coverage in the Terms and Conditions section of this document.



Join Homeowner Central

Once your home warranty plan is active, create an account at www.orhp.com/hoc to request service 24/7/365, make payments, update your address, renew your home warranty, and more!



Relax—we've got you covered!

Pro Tip: Performing the manufacturer's recommended routine maintenance may help keep your covered systems and appliances running longer.

How to Request Service

1

Submit your service request at www.orhp.com/hoc.

2

You pay the trade call fee, and we find an independent service provider to diagnose your issue.

3

The independent service provider contacts you to schedule a convenient appointment.



Declaration of Coverage

Covered Property:

Plan Contract Number:

Property Type:

Registration Code:

Plan Fee Amount:

Effective Date:

Plan Ordered By:

Expiration Date:

Issue Date:

Trade Call Fee:

In this document, Old Republic Home Protection Company, Inc. (obligor) will hereinafter be referred to as “we, us, our, ORHP.” The Plan Holder will hereinafter be referred to as “you, your.” Plan fees are based on property type/square footage. If the property type/square footage listed is not accurate, additional Plan fees or a refund may be due. To make corrections, please call 800.445.6999. If during the performance of service, we identify that additional Plan fees are due, they must be paid at time of service.

IMPORTANT DISPUTE RESOLUTION: This Plan is subject to **Arbitration**. Please see provision on Page 7 and read carefully as you will be giving up various rights to have disputes resolved in court and/or as part of a multi-party or class proceeding.

OPTIONAL COVERAGE: Optional Coverage purchased and included in your Plan Contract is identified below. No additional options can be added at the time of renewal.

Plan and Options included in your coverage:

Silver Coverage

This section of the Plan outlines Silver Coverage by trade. Please note: Universal exclusions and limitations of liability apply.

Coverage is subject to the Terms and Conditions of Coverage summarized herein.

Heating System/Ductwork Coverage♦

All components that affect the heating operation of the unit, including gas, oil, or electric heating system, built-in wall or floor heater, heat pump, mini-split ductless systems, thermostat (including smart and/or Wi-Fi-enabled), ductwork, accessible heat pump refrigerant lines, leaks or stoppages in accessible condensate drain lines, heat pump refrigerant recharging when necessary as part of a covered repair. If necessary, as part of a covered replacement, we will upgrade a heat pump system to federally mandated HSPF standards.

Coverage is available for heating systems with capacity not exceeding five (5) tons per unit. There is no limit to the number of covered heating units. For heat pumps and heat pump package units: Air Conditioner/Cooler also applies.

NOT COVERED: Timers/clocks that do not affect the heating/cooling operation of the unit; vents; flues; fuel storage tanks; freestanding/window units; cable heat; zone controls and respective equipment; secondary drain pan; duct insulation; dampers; filters; diagnostic testing of, locating, and/or repairing leaks in ductwork (as required by any federal, state or local regulation, or when required due to the installation or replacement of system equipment); fireplaces and key valves; grain, wood, or pellet stoves; use of cranes or other lifting equipment to repair or replace units/system components; electronic air filters/cleaners/humidifiers/dehumidifiers/purifiers and respective equipment; chillers and respective equipment; condensate drain pump; inaccessible heat pump refrigerant/condensate lines; smart vents and the like. Coverage does not apply if the system is the wrong size relative to the square footage of the area being heated/cooled.

Limited Pest Control Coverage

Treatment within the interior of the main foundation of the home and garage for the following pests:

- | | | | | | |
|--------------|--------------|----------------|--------------|------------|-----------|
| • Ants | • Centipedes | • Clover Mites | • Crickets | • Earwigs | • Mice |
| • Millipedes | • Pill bugs | • Roaches | • Silverfish | • Sow bugs | • Spiders |

NOT COVERED: Fire/pharaoh/carpenter ant varieties; continuous treatment programs; cost to fumigate, including tenting the home; rodent proofing; German roaches; bed bugs; termites.

Plumbing Coverage

- Drain line stoppages♦ (either branch or main) that can be cleared with a sewer cable through an accessible ground level cleanout, drain, or removable p-trap. If stoppage cannot be cleared with sewer cable, coverage includes hydrojetting through listed access points.
- Water, gas, supply/drain/sewer vent pipe leaks or breaks (including polybutylene)
- Toilet tanks, bowls, flushing mechanisms, and wax ring seals
- Water heater♦ (including tankless, power vent, and direct vent unit)
- Built-in jetted bathtub motor, pump, and air switch assemblies
- Shower and bathtub valves, including diverter valves
- Recirculating pump
- Garbage disposal
- Stop and waste valves♦
- Water pressure regulator♦
- Built-in instant hot/cold water dispenser
- Risers
- Angle stops and gate valves
- Built-in sump pump (for ground water only)

NOT COVERED: Fixtures; bidets; faucets; Roman tub valves/faucets; showerheads, handles, arms; hose bibbs; washer boxes; multi-valve manifolds and other attachments to pipes; gas log lighter; toilet lids and seats; water heater vents and flues; shower pans; stoppages due to roots or foreign objects; leaks/damage caused by roots; stoppages that cannot be cleared with cable or hydrojetting; flow restrictions in supply lines; water heater heat pump attachment; holding, storage or expansion tanks; bathtub jets; tub spout or tub spout diverter; steam showers/rooms and associated equipment; shower towers; thermostatic valves; spray arms; basket strainer; fire suppression systems; pop-up assemblies; noises or odors without a related malfunction; caulking or grouting; inadequate or excessive water pressure; remotes. In the event of a stoppage: access to drain lines from vent; removal of toilet; costs to locate, access, or install a ground level clean-out; stoppages in supply lines or drain lines for sprinkler, irrigation, landscape and pool/spa equipment.

NOTE: 1. Toilet tanks and bowls replaced with white builder's standard.
2. Valves replaced with chrome builder's standard.

Electrical Coverage

Includes smart and/or Wi-Fi-enabled items.

Light switches, electrical outlets, main electrical panel/sub panel♦, meter base/socket/pedestal♦, breakers♦, fuses♦ and interior wiring, bath exhaust fans, ceiling fans, attic fans, whole house fans.

NOT COVERED: Light fixtures, including those on ceiling fans; bulbs; ballasts; heat lamps; doorbells; telephone, audio, video, computer/networking, intercom, and alarm security wiring and systems; low voltage relay systems; smoke detectors; power surges; remote controls; vents; light sockets; meter; smart-home hubs.

Garage Door Opener Coverage

All components of the garage door opener that affect the opening and closing function, including battery backup.

NOT COVERED: Garage doors; hinges; springs; remote transmitters; key pads; light sockets; door cables; balancing the door; rollers.

Central Vacuum Coverage

Power unit, including motor and electrical components; dirt canister.

NOT COVERED: Attachments; removable components; accessories; hoses; vents; stoppages.

Rekey Service

Rekey Service is available one time during the term of the Plan and includes the rekey of up to 6 keyholes (including deadbolts) and 4 copies of the key(s) total.

NOT COVERED: Sliding doors; garage door openers; replacement of deadbolts, knobs, or associated hardware; replacement of locks for any reason; padlocks; gate, window, file cabinet, safe, desk, or mailbox locks; or any other services provided by a locksmith.

NOTE: A Trade Call Fee is due for Rekey Service requested. You will be responsible for payment directly to the locksmith for any additional services.

♦ We cover items located on the exterior or outside of the home that service only the main home or other structure we cover.

Appliance Coverage

All components that affect the primary functional operation of the unit.

Dishwasher

Trash Compactor

Kitchen Exhaust Fan

Oven, Range, Cooktop, Built-in Microwave Oven

NOT COVERED ON ALL APPLIANCES: Baskets; detachable components; dials; door glass; drawers; filters; flues; handles; interior lining; knobs; light sockets; light switches; lights; lock and key assemblies; microwave/cooktop drawer or range drawer combination unit; pans; portable or freestanding microwave; racks; refrigerator/oven combination unit; remote controls and respective equipment; rollers; runner guards; sensi-heat burners; shelves; timers; clocks; and vents that do not affect the functioning of the appliance; trash compactor buckets; trays; trim kits.



Coverage Plan Limits:

All home warranty plans have limits to coverage. We have clearly identified our limits for your convenience. For multi-unit dwellings, limits are per dwelling.

Access, diagnosis, repair, attempted repair, and/or replacement of the following items are limited as follows:	Dollar limit per Plan term:
Diesel, oil, glycol, hot water, steam, radiant, geothermal, high velocity, water cooled and water-sourced systems, and water heater/heating combination units	\$1,500
<i>Platinum Coverage increases limit to</i>	\$2,500
Ductwork, air transfer systems	\$ 500
Plumbing pipe leaks in water, drain or gas lines located under, encased in, or covered by, concrete (slab leaks). Plumbing pipe leaks in polybutylene piping	\$1,500
Water heater	\$5,000
Appliance Limit (Per appliance)	\$3,000
<i>Gold Coverage increases limit to</i>	\$5,000
<i>Platinum Coverage increases limit to</i>	\$7,000

INCREASE YOUR COVERAGE

Gold Coverage

Includes Silver Coverage, Air Conditioner, Washer/Dryer, Kitchen Refrigerator, PLUS these enhancements:

- 1) Plumbing:** faucets, Roman tub valves/faucets, showerheads, and shower arms replaced with chrome builder's standard. Interior hose bibbs. **Toilet replacement up to \$600 per toilet, per occurrence.** Reverse osmosis water filtration faucet/tap only covered with purchase of optional Water Softener Coverage.
- 2) Heating System:**
 - a) disposable filters, costs related to refrigerant recapture, reclaim, and disposal when required for diagnosis, repair, or replacement of heat pumps.
 - b) Provide **up to \$250 per occurrence** for the use of **cranes** to complete a heating repair/replacement.
- 3) Water Heater:** expansion tanks ♦.
- 4) Appliance Limit (Per appliance):** Increase the Plan limit per Plan term by **\$2,000 (\$5,000 in total)** for the repair/replacement of a covered appliance.
- 5) Dishwasher:** baskets, rollers, racks, runner guards.
- 6) Oven/Microwave/Range/Cooktop:** racks, handles, knobs, interior lining.
- 7) Trash Compactor:** lock and key assemblies, buckets.
- 8) Smoke Detector (including smart and/or Wi-Fi-enabled):** both battery operated and hardwired systems.
- 9) Garage Door Opener:** hinges, springs, remote transmitters, key pads.
- 10) Air Conditioner:**
 - a) disposable filters, condensate drain pumps, secondary drain pans, window units, and costs related to refrigerant recapture, reclaim, and disposal when required for diagnosis, repair, or replacement.
 - b) Provide **up to \$250 per occurrence** for any cost related to the use of **cranes** to complete an A/C repair/replacement.
- 11) Other Enhanced Coverage included in Gold Coverage:**

When required to render a covered repair or replacement, we will:

 - a) Provide **up to \$250 per Plan** to correct **code violations**.
 - b) Provide **up to \$250 per occurrence** for required **permits**.
 - c) Provide **up to \$100 per occurrence** for **haul away** of a covered appliance, system, HVAC component, or water heater when replacing that covered appliance, system, or component.
 - d) When required to render a covered repair or replacement, we will correct an **improper installation/repair/modification** of a system, or appliance, or correct any **mismatch** condition in terms of capacity/efficiency in order to ensure system operational compatibility and functionality. Coverage does not apply if the system is the wrong size relative to the square footage of the area being heated/cooled. All other terms and conditions of the Plan apply. If the improper installation/repair/modification or mismatch condition is in violation of a code requirement, see 11a above.

MOST COMPREHENSIVE COVERAGE AVAILABLE

Platinum Coverage

Includes Silver Coverage, Gold Coverage, Air Conditioner, Washer/Dryer, Kitchen Refrigerator, PLUS these enhancements:

- 1) Plumbing items:** tub spouts (replaced with chrome builder's standard), tub spout diverter, basket strainer. When required to render a covered service, we will provide **up to \$250 per Plan** to clear stoppages due to roots or toward removal of toilets or other access to clear a stoppage, including cost to install a ground level cleanout.
NOT COVERED: Collapsed or broken lines outside the main foundation; excavation.
- 2) Appliance Limit (Per appliance):** Increase the Plan limit per Plan term by **\$2,000 (\$7,000 in total)** for the repair/replacement of a covered appliance.
- 3) Other Enhanced Coverage included in Platinum Coverage and only when required to render a covered service, we will:**
 - a) Provide **up to \$1,000 per Plan** to make necessary duct, plenum, electrical, plumbing, and carpentry **modifications**, including necessary relocation of covered equipment and/or the correction of code violations to affect a covered repair/replacement.
NOT COVERED: Restoration of any wall, ceiling, or floor coverings, cabinets, counter tops, tile, paint, or the like. We do not provide coverage to remove or install non-related systems, appliances, or equipment in order to render a covered repair or replacement.
 - b) Increase the limit per Plan term by **\$1,000 (\$2,500 in total)** for the repair/replacement of diesel, oil, glycol, hot water, steam, radiant, geothermal, high velocity, water cooled and water-sourced heating and air conditioning systems.
 - c) Provide **up to \$500 per Plan** toward **zone controls** and respective equipment.
- 4) For items under Manufacturer's Warranty:** We provide coverage for labor and other specified costs for covered repairs/replacement, but not for equipment or component costs covered by an existing manufacturer/distributor/other warranty.

Optional Coverage

Optional Coverage purchased and included in your Plan Contract is identified on the Declaration of Coverage. Optional Coverage cannot be added at the time of renewal. Optional Coverage may be renewed only if that specific Coverage/Option was included in prior year coverage. Universal exclusions and general limitations of liability apply.

Air Conditioner/Cooler◆ (For ductwork, see Heating System Coverage)

Included in Gold & Platinum Coverage.

All components that affect the cooling operation of the unit, including the central air conditioner, wall or through the wall air conditioner and evaporator cooler (including primary drain pan), mini-split ductless systems, condenser (including compressor), evaporator coil/air handler, thermostat (including smart and/or Wi-Fi-enabled), accessible refrigerant lines, leaks or stoppages in accessible condensate drain lines, metering device (e.g., evaporator coil piston or thermal expansion valve), refrigerant recharging when necessary as part of a covered repair.

When a condenser has failed and replacement is necessary, in order to maintain system operational compatibility and operating efficiency that meets or exceeds that of the original equipment, we will replace any covered component as well as modify the plenum, indoor electrical, air handling transition, duct connections, and the installation of metering devices, as necessary.

Coverage is available for cooling systems with capacity not exceeding five (5) tons per unit. There is no limit to the number of covered air conditioning units.

NOT COVERED: Gas air conditioning units; portable units; zone controls and respective equipment; window units; wine refrigeration units; cooler pads; secondary drain pan; use of cranes or other lifting equipment to repair or replace units/system components; chillers and respective equipment; condensate drain pump; failures caused as a direct result of previous sealant or alternative refrigerant use; inaccessible refrigerant/condensate lines; refrigerant recapture, reclaim, and disposal; vents; flues; smart vents and the like. Coverage does not apply if the system is the wrong size relative to the square footage of the area being heated/cooled.

Pre-season HVAC Tune-up Not available to guest homes/casitas.

We will perform one A/C pre-season tune-up between February and April and one heating system pre-season tune-up between September and November. You are responsible for requesting the tune-up during the pre-season period.

Maintenance tune-ups are provided for one unit. A Trade Call Fee is due for each seasonal tune-up requested. If you would like additional units tuned-up, you are responsible to pay the Service Provider directly for each additional unit. If covered service beyond the tune-up is required, an additional Trade Call Fee is due.

Calibrate thermostat, test temperature split, check refrigerant levels & system pressures and add refrigerant if necessary, check amp draw on condenser fan and compressor, check condenser coils and rinse with water if necessary, check the evaporator coils and blower, check contactors, check accessible condensate lines for leaks, clean or replace filters (owner supplied), clean & tighten electrical connections, test capacitors, and check heating operation, inspect pilot system, test safety switches, test limit switches, and clean burners.

NOT COVERED: Filters; clearing of condensate line stoppages; evaporator/indoor coil cleaning, including acid cleaning; cleaning or unclogging services required to correct problems related to lack of maintenance.

Optional Coverage Plan Limits:

(With purchase of appropriate option) All home warranty plans have limits to coverage. We have clearly identified our limits for your convenience.

Access, diagnosis, repair, attempted repair, and/or replacement of the following items are limited as follows:	Dollar limit per Plan term:
Gas Fireplace	\$ 500
Ornamental Fountain Motor/Pump	\$ 500
Swimming Pool/Spa/Saltwater Equipment (In Total)	\$3,000
Saltwater Circuit Board and Cell limited to	\$1,500
Solar Pool and/or Spa Components	\$1,500
Solar Hot Water System Equipment	\$1,500
Limited Roof Leak Repair	\$1,000
Outdoor Kitchen	\$1,000
Washer/Dryer/Kitchen Refrigerator (Per appliance)	\$3,000
Additional Refrigerator/Freezer Units (In Total)	\$1,000
Appliance Limit Upgrade (Per appliance)	\$2,000
Water Softener/RO Filtration System	\$ 500
Well Pump and/or Booster Pump	\$1,500
Enhanced Slab Leak Limit (\$1,000)/External Plumbing (\$1,000)	\$2,000
Septic System/Sewage Ejector Pump	\$ 500

Gas Fireplace - NEW!

Gas valve, pilot assembly, gas log lighter, thermocouple, wall switch associated with ignition or fan, blower fan/motor.

NOT COVERED: Remote systems; grain, wood, or pellet stoves; decorative logs; hinged mechanisms; glass; damper; flue; firebox.

Ornamental Fountain/Waterfall Motor/Pump◆

Including pond and pool fountains; cost per fountain.

Motor and pump assembly. Multiple motors/pumps contained within each fountain will be covered, including overflow/negative edge/infinity pool motor and effects pump.

NOT COVERED: Water piping; electrical lines or controls; filters; filter media and cartridges.

Swimming Pool/Spa Equipment including Saltwater Circuit Board and Cell◆

No additional charge if separate equipment.

Above ground level and accessible working parts and components of heating and filtration system, including heater, motor, filter, filter timer, diatomaceous filter grid, pump, gaskets, timer, backwash/flush/check/auto fill valve, pool sweep motor and pump/booster pump, above ground plumbing pipes and wiring, control panel. Coverage also includes spa blower, saltwater circuit board and cell.

NOT COVERED: Remote control panel and switches; air switches; water chemistry control equipment and materials (e.g., chlorinators, ionizers, ozonators, etc.); disposable filtration mediums (sand, diatomaceous earth, filter cartridges, etc.); skimmer; heat pump; valve actuator motor; salt; cleaning equipment including pop-up heads, turbo valves, pool sweeps; swim jet/resistance pool and respective equipment; damage or failure as a result of chemical imbalance; underground water, gas, and electrical lines; lights; jets; ornamental fountain motors and pumps; power center; electronic or computerized control boards that are part of a remote or automated management system (e.g., Aqualink, Compool, or the like) and any respective equipment; liners; overflow/negative edge/infinity pool motor and effects pump; inflatable pool/spa equipment; steam showers/rooms and associated equipment.

Solar Pool and/or Spa Components◆

Only available with Pool/Spa Equipment Coverage.

All above ground parts including pump, valves, solar panels, controller, and tank.

NOT COVERED: Pipe insulation; mounting brackets; passive solar heating and cooling systems.

Solar Hot Water System Equipment◆

All above ground parts including pump, valves, solar panels, controller, and tank.

NOT COVERED: Pipe insulation; mounting brackets; passive solar heating and cooling systems.

Limited Roof Leak Repair◆

The repair of specific leaks that occur in the roof or roof cap located over the occupied living area of the main dwelling (excluding garage), provided the leaks are the result of rain and/or normal wear and deterioration and the roof was watertight and in good condition on the effective date of the Plan.

NOT COVERED: Gutters; downspouts; drain lines; flashing; skylights; patio covers; scuppers; glass; sheet metal; ridge vent; roof mounted installations; leaks that occur in a deck or balcony when deck or balcony serves as the roof of the structure below; leaks that result from or that are caused by roof mounted installations; improper construction or repairs; missing or broken roof shingles or tiles; damage caused by persons walking or standing on the roof; failure to perform normal maintenance to roof and gutters; improper installation; leaks manifested prior to the effective date of the Plan.

NOTE: An actual water leak must occur during the coverage period for coverage to apply under this Plan.

◆ We cover items located on the exterior or outside of the home that service only the main home or other structure we cover.

Outdoor Kitchen◆

All parts and components that affect the operation of the outdoor kitchen, limited to: ice maker, refrigerator, wine refrigerator, and freezer (not to exceed six cubic feet each). Coverage also includes plumbing and electrical that serve the outdoor kitchen only, limited to: above ground plumbing pipes (water/supply/drain/gas), drain line stoppages, faucet, garbage disposal, above ground wiring/outlets, and ceiling fan.

NOTE: Faucet replaced with chrome builder's standard.

NOT COVERED: Unless mentioned as covered, all Silver Coverage and Additional Refrigerator/Freezer Units Coverage exclusions apply.

Washer/Dryer (Per Set)◆ Included in Gold & Platinum Coverage.

All components that affect the washing or drying operation of the unit, including belts, pump, motor, tub, timer, drum, thermostat, transmission, heating element, control board and touch pad, rollers.

NOT COVERED: Plastic mini-tub; venting; filter; lint screen; all-in-one-tub wash/dry unit; soap/bleach dispenser.

Kitchen Refrigerator

Located in kitchen. Included in Gold & Platinum Coverage.

Coverage for one freestanding or one built-in unit (single or dual compressor), and ice maker.

All components that affect the cooling operation of the unit, including compressor, thermostat, condenser coil, evaporator, and defrost system.

NOTE: Repair or replacement of ice makers, ice crushers, cold beverage dispensers and their respective equipment (including ice bucket) are covered for kitchen refrigerators only providing parts are available and unit is repairable. If these parts are not available or unit is not repairable, our obligation is limited to payment in lieu of repair equal to the cost of repair if unit had been repairable.

NOT COVERED: Filter; interior thermal shell; food spoilage; insulation; multi-media centers; wine vaults; cost of recapture or disposal of refrigerant; refrigerator/oven combination units; components that do not affect the primary function of the unit, such as coffeemakers, hot water dispensers, etc.; kegerator; walk-in refrigerator; drain pans; freezers that are separate from kitchen refrigerator.

Additional Refrigerator/Freezer Units

Only available with Kitchen Refrigerator Option. Single compressor units only.

Provides coverage for up to four additional refrigeration systems, such as: additional refrigerator, wet bar refrigerator, wine refrigerator, freestanding freezer and freestanding ice maker.

All components that affect the cooling operation of the unit, including compressor, thermostat, condenser coil, evaporator, and defrost system.

NOT COVERED: Built-in ice maker; ice crusher; beverage dispenser and their respective equipment; filter; interior thermal shell; food spoilage; insulation; multi-media centers; wine vaults; cost of recapture or disposal of refrigerant; refrigerator/oven combination units; components that do not affect the primary function of the unit, such as coffeemakers, hot water dispensers, etc.; dual compressor units; kegerator; walk-in refrigerator; drain pans.

Freestanding ice maker ONLY: Repair or replacement of ice makers, ice crushers, beverage dispensers and their respective equipment are covered providing parts are available. If these parts are not available or unit is not repairable, our obligation is limited to payment in lieu of repair equal to the cost of repair if unit had been repairable.

NOT COVERED ON ALL APPLIANCES: Baskets; buckets; detachable components; dials; door glass; drawers; filters; flues; handles; interior lining; knobs; light sockets; light switches; lights; lock and key assemblies; pans; racks; rollers; runner guards; shelves; trays; trim kits; vents.

Appliance Limit Upgrade For Silver or Gold Coverage.

An additional \$2,000 will be applied toward the coverage plan limits for the diagnosis, repair, or replacement of kitchen appliances, clothes washer and dryer, kitchen refrigerator, and additional refrigeration units.

LIMITS: The applicable Coverage Options for the Washer/Dryer, Kitchen Refrigerator, and/or Additional Refrigerator/Freezer Units must be purchased or included in the contract. All other terms and conditions of coverage apply.

Water Softener/Reverse Osmosis Water Filtration System◆

Water softener/reverse osmosis system (for drinking water), including smart and/or Wi-Fi-enabled systems, and their respective equipment.

NOT COVERED: Leased or rented units; any and all treatment, purification, odor control, iron filtration components and systems; discharge drywells; resin bed replacement; salt; replacement of filters, water filters, pre-filters, filter components; replacement membranes; RO filtration system for pool/spa.



Well Pump◆

Booster Pump◆

Pump servicing only the home or other structure covered by us. Domestic use only. One well pump/booster pump per Plan.

NOT COVERED: Control boxes; pressure switches; capacitors or relays; cost of locating pump; pumps that service more than one residence.

Enhanced Slab Leak Limit/External Plumbing◆

Not available to condos or multi-unit buildings.

When required to render a covered service, we will:

- Increase the Plan limit per Plan term by \$1,000 for the repair/replacement of plumbing pipe leaks in water, drain or gas lines located under, encased in, or covered by, concrete that are located within the interior of the main foundation of the home and garage (inside the load-bearing walls of the structure).
- Provide coverage up to \$1,000 for external pipe leaks located outside the foundation of the covered structure, including water, gas and drain lines that service only the main home or other structure we cover. Repair or replace exterior hose bibbs and main shut off valve.

NOT COVERED: Faucets; sprinkler/irrigation systems; swimming pool/built-in pool piping; downspout; landscape drain lines; damage due to roots.

Septic Tank Pumping/Septic Systems including Sewage Ejector Pump◆

Septic Tank Pumping (For Single or Dual Compartment Tanks):

Septic tank must service only the main home or other structure covered by us. If the septic tank is full or a stoppage is the result of a septic tank back-up, we will pump the septic tank (and dispose of waste) one time during the term of the Plan.

Septic System/Sewage Ejector Pump:

Aerobic pump, jet pump, grinder pump, sewage ejector pump, septic tank and line from house to tank.

NOT COVERED: Seepage pits; stoppage or damage due to roots; the cost of locating tank; chemical treatments; tile fields and leach beds; leach lines; lateral lines; insufficient capacity; level sensors/switches; control panels; associated electrical lines.

When You Need Us

Please take a moment to familiarize yourself with your home warranty Plan Contract. Keep it handy because it will save you time and money. You can also get this information at www.orhp.com.

The "ABCs of Coverage." We will perform services and repair or replace components, systems, and appliances mentioned as covered; we exclude all others. Coverage is subject to limitations.

We provide service for covered systems or appliances that malfunction and are reported during the term of the Plan that:

- A) Are installed for diagnosis and located within the interior of the main foundation of the home and garage (inside the structure's load-bearing walls). Systems or appliances located on exterior walls or outside of the home (including a porch, patio, etc.) are not covered except those items indicated with a ♦,
- B) Were correctly installed and working properly on the effective date of the Plan, and
- C) Have become inoperable due to normal wear and use (including rust, corrosion, and chemical or sediment build-up), after the effective date of coverage. Pre-existing conditions are not covered.

Place service requests online at www.orhp.com/requestservice

- ✓ We accept service requests 24 hours a day, 365 days a year.
- ✓ We select and dispatch a Service Provider after receiving your service request.
- ✓ We can answer any questions you may have at 800.972.5985.
- ✓ **We will not reimburse you for services performed without our prior authorization.**

When you request service, we will notify a Service Provider (an Independent Contractor who is not an agent or employee of ORHP). The Service Provider will contact you directly to schedule a mutually convenient appointment during normal business hours. Under normal circumstances, our service effort will be initiated within 48 hours. Throughout the service effort, we urge you to take reasonable measures to prevent secondary damage (e.g., turning off the water to the home in the case of a major pipe leak).

In cases of emergency, we will make reasonable efforts to expedite service, including initiating our service effort within 24 hours of placing your service request. An emergency is defined as a service issue resulting in:

- 1) No electricity, gas, water, or toilet facilities in the entire home;
- 2) A condition that immediately endangers health and safety;
- 3) A condition that interferes with the healthcare support of occupants; and/or
- 4) A system malfunction that is causing ongoing damage to the home.

Other conditions may, at our discretion, be considered an emergency. If you should request non-emergency service outside of normal business hours, you will be responsible for additional fees, including overtime.

Nevada Residents: If the emergency renders the dwelling unfit to live in due to defects that immediately endanger health or safety, repairs will commence within 24 hours, and be completed as soon as practicable. If repairs cannot be completed within three calendar days, we will provide a status report as to when repairs will be completed to you and to the Commissioner by electronic mail at pcinfo@doi.nv.gov.

If you are not satisfied with the manner in which we are handling your request, you may contact the Commissioner directly at 888.872.3234.

If you experience any difficulties during the service process, you can contact the Service Provider or us directly for assistance.

A Trade Call Fee (TCF) is due at the time you request service for each trade dispatched (plumbing, electrical, appliance, heating/air conditioning, etc.). Service work is guaranteed for 30 days. The TCF is due whether service is covered or denied.

A TCF may be due if you are not present at the scheduled appointment time, cancel your request after the Service Provider is en route to your home, or request a second opinion.

Our extensive network of Service Providers deliver reputable and unbiased service at fair and reasonable rates. Our network, however, is not all-inclusive for every trade in every town nationwide. Therefore, we may request or authorize you to contact an Independent Out-of-Network Contractor directly to obtain service.

An Independent Out-of-Network Contractor may be authorized to diagnose or perform service if these requirements are met:

- 1) The Contractor should be qualified, licensed, insured, and charge fair and reasonable rates for parts and service.
- 2) Once the Contractor is at the home, and before rendering service, they must call our Authorization Department (800.858.4488) with the diagnosis and a breakdown of required services (including parts and labor). If we agree with the Contractor's rate, we will authorize the covered repairs or replacements. We reserve the right to request a second opinion or reimburse you our cost, which may be less than retail.
- 3) We will provide an authorization number for the covered services and the dollar amount we have authorized. Failure to contact us as outlined may result in denial of coverage.
- 4) Upon completion of the authorized services, the Contractor must provide you with an itemized invoice for the authorized charges.
- 5) You must submit the itemized invoice for reimbursement, including the authorization number we provided. If you do not follow the guidelines as provided, we are not obligated to reimburse you, or we may reimburse you our cost, which may be less than retail.
- 6) A Trade Call Fee is due for each service request by trade and will be deducted from any reimbursement provided.
- 7) You are expected to pay the Independent Out-of-Network Contractor directly for the services rendered and then submit the invoice to us for reimbursement. We accept invoices at easyas123@orhp.com.

We have the sole right to determine whether a covered system, appliance, or component will be repaired or replaced. We reserve the right to request or dispatch a second opinion at our expense. We are not responsible for non-covered work performed or non-covered costs.

We reserve the right to provide payment in lieu of repair or replacement in the amount of our actual cost. The payment amounts are based on our negotiated rates with our Service Provider and/or Supplier network, which may be less than retail. We are not responsible for work performed after you accept payment in lieu of service.

To facilitate payment and ensure continued coverage of the system or appliance for which we provide a payment in lieu settlement, either during the current or future term of coverage between you and us, you must send proof of repair or replacement that meets our reasonable satisfaction to cashsettlement@orhp.com. We typically issue a check within two weeks after we receive the verification.

Limits of Liability

It is important that you understand the Plan coverage and its limitations, as they may affect the coverage provided for any service requested.

This Plan Contract is intended to provide quality protection against the high cost of home repair. It is intended to help reduce the Plan Holder's out-of-pocket costs for covered services. Coverage is not all inclusive; there may be situations in which you will be responsible to pay additional costs for parts or services not covered by the Plan. In those situations, we will work with you to determine the best course of action to reasonably minimize your out-of-pocket costs.

1. GENERAL LIMITATIONS. THIS PLAN DOES NOT COVER:

- A. System or appliance repairs, replacements or upgrades required as a result of:
 - 1. A malfunction due to missing components or equipment;
 - 2. A malfunction due to the lack of capacity or incorrect sizing of the existing system or appliance;
 - 3. A malfunction due to a system or appliance with mismatched components in terms of capacity or efficiency;*
 - 4. Any federal, state, or local regulations or ordinances; utility regulations; building or zoning code.
- B. Routine maintenance or cleaning.
- C. Damage caused by people, pests, or pets.
- D. Missing components.
- E. Improper repair/installation/modification of the covered item.*
- F. Any costs related to the repair or replacement of systems, appliances, or components covered, in whole or in part, by an existing manufacturer/distributor/ or other warranty.**
- G. Repair, replacement, installation, or modification of any covered system or component for which a manufacturer has issued a warning, recall, or other design flaw or determination of defect.
- H. Cosmetic or other defects that do not affect the functioning of the unit.
- I. Solar systems and components, including holding tanks.
- J. Electronic, computerized, pneumatic, energy, smart-home, or manual management systems.
- K. Systems or appliances classified by the manufacturer as commercial, or commercial equipment modified for domestic use.
- L. Electrolysis.
- M. Outside or underground piping and components for geothermal and water-sourced heat pumps, including well pumps and respective equipment.
- N. Matching dimensions, color, or brand. For appliance replacements, we will make reasonable effort to match color/finish whenever possible, up to the available dollar limit. We are responsible for providing installation of equipment comparable in features (that affect the operation of the system or appliance), capacity, and efficiency only. If feature is no longer available, our obligation is limited to equivalent unit based on available existing features. We may install a lesser capacity unit (water heater, HVAC unit, etc.) if the projected output, recovery time, or efficiency of the replacement unit is equal to or greater than that of the existing unit being replaced.
- O. Systems and appliances that have no malfunction, that have not failed due to normal wear and use, or that are not installed for diagnosis.
- P. Services requested prior to the effective date of the coverage or after the expiration date of coverage.
- Q. Services requested for Optional Coverage not purchased.
- R. Restocking and return shipping fees.

2. PERMITS AND OTHER FEES:

- A. You may be responsible for the payment of additional fees not covered according to the terms and conditions of the Plan. These fees may include, but are not limited to:
 - 1. The cost of permits and code upgrades.*
 - 2. The cost to haul away components, systems, or appliances that have been replaced under the terms of coverage.*
 - 3. The cost for cranes* or other lifting equipment.
 - 4. The cost of construction, carpentry, or other modifications made necessary by existing or installing different equipment.**
 - 5. Relocation of equipment.**
 - 6. Costs related to refrigerant recapture, reclaim, and disposal.*

3. ACCESS:

- A. When covered heating and plumbing service is performed, access will be provided through unobstructed walls, ceilings, and floors only. In that case, we will return access opening to a rough finish condition (concrete, mud, wire, drywall, plaster, and tape). We reserve the right to provide payment in lieu of repairs.
- B. We do not cover the restoration of any wall, ceiling, or floor coverings, cabinets, counter tops, tile, paint, or the like.
- C. We are not responsible for providing or closing access to covered items, except as noted above and in Coverage Plan Limits.
- D. We do not provide coverage to remove or install non-related systems, appliances, or equipment in order to render a covered repair or replacement.
- E. We do not excavate or backfill.

4. GENERAL EXCLUSIONS:

- A. This Plan does not cover services required as a result of:
 - 1. Accidents; water damage; failure due to power surge or overload; or structural damage or defect.
 - 2. Lightning; mud; earthquake; fire; flood; freezing; ice; snow; soil movement; wind; storms; or acts of nature.
- B. Except where noted, we do not pay for upgrades; components; equipment; or services required due to the incompatibility or dimensions of the existing equipment with the replacement system; appliance; or component; or with new types of chemicals or material utilized to operate the replacement equipment. This includes without limitation, differences in technology; refrigerant requirements; or efficiency as mandated by federal, state or local governments. If upgrades are required, we cannot perform service until you complete corrective work. If additional costs are incurred in order to comply with regulations, we will not be responsible for the added expense.
- C. We reserve the right to repair systems and appliances with non-original manufacturer's parts, including rebuilt or refurbished parts.
- D. We do not pay, nor are we liable, for secondary or consequential loss or damage; personal or property loss or damage; or bodily injury of any kind.
- E. We are not responsible for a Service Provider's neglect or delay; or their failure to provide service, repair, or replacement; nor are we responsible for any delay in service, or failure to provide service, which may be caused by conditions beyond our control, such as, but not limited to, parts on order, labor difficulties, or weather.
- F. We do not pay for food spoilage; loss of income; utility bills; or living expenses.
- G. We are not responsible to perform service involving, providing disposal of, or remediation for, contaminants/hazardous/toxic materials, such as, but not limited to: asbestos; mold; sewage spills; or lead paint.
- H. We do not pay, nor are we liable, for any claim arising as a result of any pathogenic organism such as: bacteria; yeast; mildew; virus; rot or fungus; mold or their spores; mycotoxins; or other metabolic products. We are not, under any circumstances, responsible for:
 - 1. Diagnosis, repair, removal, or remediation of such substances;
 - 2. Damages resulting from such substances, even when caused by or related to a covered malfunction;
 - 3. Damages resulting from such substances, regardless of any event or cause that contributed in any sequence to damage or injury.

*Additional Coverage may be available with Gold Coverage.

**Additional Coverage may be available with Platinum Coverage.

Things You Should Know

Coverage is subject to the Terms and Conditions of Coverage summarized herein.

Please see Cancellation and Arbitration clause.

Plan Effective Dates:

This coverage is for **residential-use property only**. It does not cover commercial property or homes used as a business, such as nursing/care homes, fraternity/sorority houses, or daycare centers.

If the Plan coverage is for a duplex, triplex, or four-plex, then all units within the dwelling must be covered by an ORHP Plan for applicable coverage to apply to shared systems and appliances. To calculate the cost of Optional Coverage, multiply the option cost by the number of units. Common grounds and facilities are excluded.

Renewals:

The Plan will be renewed at our discretion. If your Plan is eligible for renewal, we will notify you of the Plan fee and the terms of renewal approximately 60 days before your coverage expires. To ensure there is no lapse of coverage, payment must be received before the Plan's expiration. Plan fees may increase upon renewal.

We also offer the convenience of automatic renewal. When you select automatic renewal, you authorize us to continue charging your credit card on file, ensuring that your coverage renews automatically. If you would like to change your payment preference or remove the automatic renewal provision, contact us at cancellation@orhp.com.

Transfer by Plan Holder:

Should you sell your home during the Plan Term, the Plan is transferable to the new homeowner. In that event, please notify us.

Cancellation:

Our reasons for cancellation include 1) nonpayment of fees by you; 2) fraud or misrepresentation of facts material to the Plan by you in obtaining the service contract, or in presenting a claim for service thereunder. If Plan is canceled within the first 30 days of coverage, you will receive a full refund. However, if services have been rendered, you will receive a pro-rata refund for the unexpired term, less service cost incurred during the current contract year and a \$25 cancellation fee. If Plan is canceled after 30 days, you will receive a pro-rata refund for the unexpired term, less service cost incurred during the current contract year and a \$25 cancellation fee. If Plan is canceled by us, you will receive a pro-rata refund for the unexpired term less unpaid trade call fees. If Plan is canceled by us, we shall mail a notice to you at the last known address contained in our records, at least 15 days prior to cancellation, stating the reason and effective date of cancellation. A 10% penalty per month shall be added to a refund not paid within 45 days of request to cancel.

Dispute Resolution:

Most of your concerns about the Plan can be addressed simply by contacting us at 800.972.5985. In the event we cannot resolve any dispute with you, this Plan will be subject to the Arbitration Provision. Please read it carefully. Under this provision, you will be giving up certain rights to have a dispute settled in court and/or settled as a part of a multi party or class proceeding.

If you do not want to agree to this provision, you may cancel your Plan by contacting us at arbitration@orhp.com within 30 days of purchase of your Home Protection Plan. Otherwise, this arbitration provision will be applicable.

Arbitration:

By entering into this Agreement the parties agree and acknowledge that all disputes they have that involve us, or arise out of actions that we did or did not take, shall be arbitrated as set forth herein as long as the claim is in excess of the applicable small claims court jurisdictional limit. *The parties further agree that they are giving up the right to a jury trial, and the right to participate in any class action, private attorney general action, or other representative or consolidated action, including any class arbitration or consolidated arbitration proceeding.*

All disputes or claims between the parties arising out of the agreement or the parties' relationship shall be settled as follows:

- 1) Small claims court; for claims within the applicable small claims court jurisdictional limit, or
- 2) Final and binding arbitration held in the county of the covered property address (or other location mutually agreed upon by both parties) for claims in excess of the Small Claims Court jurisdictional limit.

The arbitration shall be conducted by the American Arbitration Association pursuant to its rules for consumer disputes. Copies of the AAA Rules and forms can be located at www.adr.org, or by calling 800.778.7879. The Company agrees to pay the initial filing fee if the customer cannot afford to pay the fee or to reimburse the customer for filing fees unless the arbitrator determines that the claim is frivolous. *The arbitration award may include attorney's fees if allowed by state law and may be entered as a judgement in any court of proper jurisdiction.*

The parties expressly agree that this Agreement and this arbitration provision involve and concern interstate commerce and are governed by the provisions of the Federal Arbitration Act (9 U.S.C. § 1, et seq.) to the exclusion of any different or inconsistent state or local law, ordinance or judicial rule.

Service Notes:

Date:

Notes:

[illegible]This image shows a single page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Unexpected breakdowns are tough...

But submitting a service request has never been easier!



Submit Your Service Request

Request service quickly and simply at www.orhp.com/hoc.



Pay the Trade Call Fee

You pay the trade call fee, and we find an independent service provider to diagnose your issue.



Schedule an Appointment

The service provider contacts you to schedule a convenient appointment.



Relax—You're in Good Hands!

The service provider will diagnose the issue, confirm coverage, and repair or replace covered components.