



**OLD REPUBLIC HOME PROTECTION**



Digital Brochure



en Español

**CRES Preferred Coverage  
HOME WARRANTY PLAN | ARIZONA**



# Protecting the Joy of Homeownership

*Since 1974*

## 13-MONTH PLAN COVERAGE HIGHLIGHTS

Unlimited number of  
HVAC units covered

No dollar limit on HVAC units  
or refrigerant replacement  
for Homebuyer

Platinum with Total Care  
Upgrade - Includes Enhanced  
Slab Leak Limit/External  
Plumbing Leak Coverage and  
Limited Roof Leak Repair -  
up to \$1,500 for Homebuyer

Emergency Lodging/Portable  
A/C or Heater Reimbursement  
Option for Homebuyer



More than  
**6 MILLION**  
customers served  
since 1974



# Ensure the heart of your home never skips a beat.

## Why a home warranty?

Your home's systems and appliances are like the heartbeat of your home, pulsating in the background to support your daily life. With a home warranty, you can rest easy knowing you have comprehensive repair and replacement coverage when covered systems and appliances malfunction.

## Support your home's health with a home warranty from ORHP.

You'll enjoy dependable service, convenience, budget protection, and peace of mind. No more hassle searching for a reputable service provider or stressing over repair bills.

## How does a home warranty help me?



### Protect your budget.

Save money on repairing or replacing covered home systems and appliances.



### We're always open!

When a covered item fails, request service online anytime—day or night.



### Reduce stress, save time.

Let us send an experienced service provider straight to your door.



### Renewable Coverage

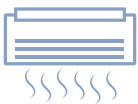
Your covered systems and appliances have limited lifespans—keep them protected year after year!

## Save Big on Typical Home Repair and Replacement Costs

Home warranty coverage can help save you hundreds—even thousands—when the home systems and appliances you rely on daily break down unexpectedly!

### Could you comfortably afford to pay for the repair or replacement of these commonly used items?

#### Air Conditioning System



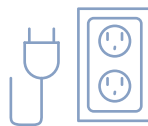
**\$3,054**

#### Heating System



**\$3,441**

#### Electrical System



**\$3,025**

#### Oven/Range



**\$3,249**

#### Water Heater



**\$2,115**

\*Some items listed may be Optional Coverage. Costs shown are based on actual invoices paid by Old Republic Home Protection in 2023; retail costs may be higher. Costs may vary in your area. See plan for coverage details.



# ORAP Why Old Republic Home Protection? Home is our middle name.

We've been safeguarding home systems and appliances nationwide since 1974—and we're here for the long run.



We've served over 6 million customers over the past five decades, while maintaining strong ratings on ConsumerAffairs.com, Google, and Trustpilot.



Our A+ rating with the Better Business Bureau for over 25 years proves our commitment to customer service.



With two U.S.-based contact centers, our exceptional customer care agents are ready to serve you.



We have the financial resources to serve our customers and have spent over \$1.5 billion on service requests since 2013.\*

\*Net amounts paid between 2013 and 2023.



We're a proud company of Old Republic International, Inc.—a Fortune 500 company with over 100 years of history!

## The Old Republic Difference

*People Helping People*

**Our Promise** We realize that behind every service request there are real people with busy lives and pressing needs. We're committed to providing effective, efficient solutions so you can celebrate the joy of homeownership!

### We Care.

We handle claims on a case-by-case basis: fast, friendly, efficiently.

### We're Helpful and Sincere.

We take pride in the service we offer.

### We Listen.

We understand there is a human side to home warranties.

### We Know the Difference

between company policy and customer service.

### We're Dependable.

We want to give solutions, not excuses.

### We Set the Premier Example.

We offer comprehensive coverage and quality service at reasonable rates.

*Our goal is to create a positive difference in your life.*



# Silver Coverage

This section of the Plan Contract lists covered appliances and systems by trade. **Silver Coverage is for the Homebuyer. Silver Coverage also extends to the Home Seller with the exception of Heating System/Ductwork, Air Conditioner, Rekey Service, and Limited Roof Leak Repair. With purchase of the Home Seller's HVAC Option, Heating/Ductwork and Air Conditioner coverage extends to the Home Seller.** The Plan Contract does not provide coverage on certain items and services; please refer to the Not Covered sections and the Universal Exclusions and Limits of Liability, located on page 9.

## Heating System/Ductwork Coverage◆

Coverage for Homebuyer Only unless Home Seller's HVAC Option selected.

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.

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

Coverage for Homebuyer Only unless Home Seller's HVAC Option selected.

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 requires replacement, and the evaporator coil or air handler has not failed but must be replaced to maintain SEER compatibility and operating efficiency, we will cover the replacement of the evaporator coil or air handler as well as modify the plenum, indoor electrical, air handling transition, duct connections, and the installation of metering devices, as necessary. All other modifications subject to stated limits under Platinum, see page 5.

ORHP will pay for any component, including refrigerant line set, which must be replaced because of A2L refrigerant conversion. Unless otherwise noted, ORHP will not pay for any service, labor expense, or modifications necessary for the installation of the otherwise operable components or equipment in this conversion.

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.

## 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, doorbells.

**NOT COVERED:** Light fixtures, including those on ceiling fans; bulbs; ballasts; heat lamps; 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; chimes; smart-home hubs.

## Garage Door Opener Coverage

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

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

Coverage for Homebuyer Only.

Rekey Service is available one time during the Plan Term 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.

## 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:** 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.

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

## Limited Roof Leak Repair Coverage for Homebuyer Only.


The repair of specific leaks that occur during the Buyers Coverage Period. The leak must be in the roof or roof cap located over the occupied living area of the main dwelling and attached garage, and the leaks must be the result of rain and/or normal wear and deterioration and the roof was watertight and in good condition (no leaks had manifested and not been repaired).

**NOT COVERED:** Gutters; downspouts; drain lines; flashing; skylights; patio covers; scuppers; glass; sheet metal; ridge vent; roof mounted installations; leaks that occur in detached garages; 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.

**NOTE:** If the area of the roof that is leaking has deteriorated to such an extent that the leak cannot be repaired without partial replacement of the roof, the company's obligation is limited to the cost of repair if such leak had been repairable. In the event the roof has exceeded its life expectancy and must be replaced, this coverage will not apply.

## Gold Coverage (Available to Homebuyer Only)

Includes Silver Coverage, Washer/Dryer and Kitchen Refrigerator (see page 7 for coverage details), 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 listed under Silver/Gold Coverage.
- 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:**
  - a) hinges, springs, remote transmitters, key pads.
  - b) We will perform tune-ups for one garage door opener. The Service Provider will inspect each component, tighten and adjust hardware, tracks, and all moving parts, lubricate or grease moving parts, test the door opening and closing, adjust and balance the door as needed, check the function and safety of the garage door opener and photo eye sensors, note and recommend repairs as necessary. A Trade Call Fee is due for each tune-up requested. If you would like additional garage door openers tuned-up, you are responsible to pay the Service Provider directly for each additional opener. If covered service beyond the tune-up is required, an additional Trade Call Fee is due.
- 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) Repair or replace a system or appliance that has failed due to **improper installation, repair, or modification**. Additionally, we will correct any **mismatch** condition in terms of capacity/efficiency in order to ensure system operational compatibility and functionality. All other terms and conditions of the Plan Contract apply. If the improper installation, repair, modification, or mismatch condition is in violation of a code requirement, see 11a above.
- 12) 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.

## Platinum with Total Care (Available to Homebuyer Only) *Most Comprehensive Coverage Available!*

Includes Silver Coverage, Gold Coverage, Washer/Dryer and Kitchen Refrigerator (see page 7 for coverage details), PLUS these enhancements:

- 1) **Plumbing items:** Faucet replacement **up to \$500 per faucet, \$1,000 in total per Plan Term**; 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 listed under Silver/Gold Coverage.
  - 3) **Other Enhanced Coverage included in Platinum with Total Care 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 Plan 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 \$1,000 per Plan** toward **zone controls** and respective equipment.
  - 4) **Enhanced Slab Leak and External Plumbing Coverage:**  
See page 7 for coverage details.

## Coverage Limits Per Plan Term:

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:**

During Seller's Coverage:	Dollar limit per Plan Term:
When Home Seller's HVAC Option selected: Heating, Ductwork, A/C (including water heater/heating combination units)	\$ 1,500
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	\$ 1,000
Water heater	\$ 5,000
Doorbells	\$ 500
Appliance Limit (Per appliance)	\$ 3,000

During Buyer's Coverage:	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 with Total Care 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	\$ 1,000
<i>Platinum with Total Care increases limit to</i>	\$ 2,000
Water heater	\$ 5,000
Doorbells	\$ 500
Appliance Limit (Per appliance)	\$ 3,000
<i>Gold Coverage increases limit to</i>	\$ 5,000
<i>Platinum with Total Care increases limit to</i>	\$ 7,000
Limited Roof Leak	\$ 1,500
<i>Platinum with Total Care: External Plumbing</i>	\$ 1,000

# Optional Homebuyer Coverage

This section of the Plan Contract outlines Optional Coverage available for Homebuyers. Optional Coverage purchased and included in your Plan Contract is identified on your Declaration of Coverage. Optional Coverage may be added at any time prior to Close of Sale and up to 60 days after Close of Sale. Other than purchases within the 60-day grace period, Optional Coverage cannot be added after the initial payment of Plan Fee. The Plan Contract does not provide coverage on certain items and services; please refer to the Not Covered sections and the Universal Exclusions and Limits of Liability, located on page 9.

## 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.

## HVAC Zone Control - NEW!

Option for Silver or Gold Coverage. Included in Platinum with Total Care.

When required to render a covered repair or replacement, we will provide up to \$500 toward zone controls and respective equipment.

**NOTE:** Coverage for Air Conditioner/Cooler must be purchased or included in the contract for coverage to apply unless the zone control is for a heat pump or central heating system.

**NOT COVERED:** Unless mentioned as covered, all Heating/Ductwork and Air Conditioner/Cooler exclusions apply.

## Buyer's Optional Coverage Plan Limits Per Plan Term:

(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:
HVAC Zone Control	\$ 1,000
Gas Fireplace	\$ 500
Ornamental Fountain/Waterfall 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
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
Structural	\$10,000
Emergency Lodging (\$200/night)	\$ 1,000
Portable A/C or Heater (\$100/day)	\$ 1,000

## Gas Fireplace

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/heat pump, 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; 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.

◆ 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 with Total Care.

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** Option for Silver Coverage. Included in Gold & Platinum with Total Care. Coverage for one freestanding or one built-in unit (single or dual compressor) and built-in ice maker located in kitchen.

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

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 Buyer's Coverage Options for the Washer/Dryer, Kitchen Refrigerator, and/or Additional Refrigerator/Freezer Units must be purchased or included in the Plan Contract for increased limits to apply. All other terms and conditions of coverage apply. This option does not increase the limit for appliances covered with the Outdoor Kitchen option.

## 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◆

Included in Platinum with Total Care.

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.

## Structural

For single family detached homes only. Not available to new construction or mobile homes. Coverage must be ordered prior to Close of Sale and is available for the first year of the Plan Term only. Option is not renewable.

Upon receipt of the completed, signed Home Inspector Checklist, and payment of the additional Plan Fee, we will diagnose, repair, or replace covered structural system components listed as functional on the checklist (available at [www.orhp.com/cres-structural](http://www.orhp.com/cres-structural)) provided: a) there is an actual or anticipated failure of a covered component; b) the failure will vitally affect the use of the home for residential purposes; and c) the covered component was in place, functional, and permanently installed within the perimeter of the home on the Effective Date of this Plan Contract. Maximum coverage per Plan is \$10,000.

**COVERED:** Foundation, foundation walls, sill plates, girder posts, headers, floor joists and subfloor, sole plates, studs, sheathing, plates and ceiling joists, rafters, roof sheathing and roof boards, partition wall studs, and other load carrying structural components which constitute an integral part of the primary structure.

**NOT COVERED:** Failure due to earthquake, weather, flood, land subsidence, soil movement, slope failure, and acts of nature; pest damage; improper construction; substandard building materials; design flaw; modifications that weaken a structural component or that compromise the structural integrity of the dwelling; or the failure of any component or system not listed as a covered item or defects discovered prior to the effective date of this coverage. Upgrades required by code, cosmetic defects, and consequential loss or damage are not covered.

## Emergency Lodging/Portable A/C or Heater Reimbursement

Homebuyer will be reimbursed by ORHP, upon receiving a copy of an acceptable paid receipt up to the aggregate of \$1,000 per Plan Term, for a hotel or motel stay if the primary residence is rendered uninhabitable due to a covered failure beyond the Plan Holder's control, and as a result of one of the following: a) complete loss of heating or cooling for 24 hours or more from the time of the first visit by the Service Provider solely because of delays in the availability of the required parts necessary to complete the repair, or b) when a sudden break in a water pipe results in flooding (defined as an overflowing of water that leaves standing water in more than one room on the above ground living areas of the residence), and the removal of the water from the residence by a water removal company is delayed by 24 hours or more from the time the documented service request was made to the water removal company.

**LIMITS:** Reimbursement will be provided for up to a maximum of \$200 per night (including taxes and fees) for a total of \$1,000 aggregate per Plan Term. The Plan Holder may alternatively request up to a maximum of \$100 per day up to \$1,000 aggregate per Plan Term for reimbursement of a portable air conditioning unit or heater rental or purchase.

## 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 information on the terms and conditions of your contract at [www.orhp.com](http://www.orhp.com).

We will perform services and repair or replace components, systems, and appliances mentioned as covered, including smart and/or Wi-Fi-enabled systems/appliances; we exclude all others. Coverage is subject to limitations.

We provide service for covered systems or appliances that malfunction and are reported during the Plan Term 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) or other covered structure as indicated on the Declaration of Coverage. **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, and
- C)** Have become inoperable due to Normal Wear and Use (including rust, corrosion, and chemical or sediment build-up), after the Effective Date. **Malfunctions pre-existing the Effective Date are not covered.**

Coverage may apply to a malfunction that existed at the Effective Date/transfer of ownership (excluding renewal and non-real estate transaction customers) if, at that time, the malfunction was:

- 1) unknown to the home seller, agent, buyer, or home inspector,
- 2) undetectable and would not have been detectable by visual inspection or simple mechanical test. A visual inspection of the covered item verifies that it appears structurally intact and without damage or missing parts that would indicate inoperability. A simple mechanical test consists of turning the unit on and off, and verifying the unit operates without irregular sounds, smoke, or other abnormal outcomes.

**Place Service Requests online at [www.orhp.com/requestservice](http://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 will not reimburse you for services performed without our prior authorization.**

When you request service, we will notify a Service Provider (an Independent Out-of-Network 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. We will initiate service within 48 hours after the Service Request is received.

In cases of **Emergency**, we will initiate service within 24 hours. If there is no Emergency, and you request service outside of Normal Business Hours, you will be responsible for any additional fees that the Service Provider may charge for the appointment occurring outside of Normal Business Hours or on an expedited basis.

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

You are responsible to pay a **Trade Call Fee**. The Trade Call Fee is due for each dispatched Service Request by trade (plumbing, electrical, appliance, heating/air conditioning, etc.). The Trade Call Fee is due at the time of Service Request. The work performed by our Service Providers is guaranteed for 30 days. The Trade Call Fee is due whether service is covered or denied. A Trade Call Fee may be due if you fail to be present at the scheduled appointment time, if you cancel your request once the Service Provider is en route to your home, or you request a second opinion of the Service Provider's diagnosis. Failure to pay the Trade Call Fee may result in suspension of coverage until the proper fee is paid. At that time, coverage will be reinstated, but the Plan Term will not be extended. We will not respond to a new Service Request until all previous Trade Call Fees are paid.

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. In cases where we do not have a Service Provider available in your area at the time of the Service Request, we may request or authorize you to make direct contact with a contractor who is not one of our Service Providers to obtain service.

We may authorize contractors or technicians who are not one of our Service Providers to diagnose or perform service, subject to the following:

- 1) Once the contractor or technician is at your home, and prior to any services being rendered, the technician must call our Authorization Department at 800.858.4488 with the diagnosis and a breakdown of services required (including parts and labor). Covered repairs or replacements will be authorized if work can be completed at an agreed upon rate. If we do not agree with the bid provided by the contractor or technician, we reserve the right to request a second opinion or, if you prefer, we may authorize the repair and reimburse you our cost, which may be less than the amount actually charged by the contractor or technician.
- 2) We will provide an Authorization Number for the covered services and dollar amount we have authorized. Failure to contact us as outlined may result in denial of coverage.
- 3) Upon completion of the authorized services, the Contractor must provide you with an itemized invoice for the authorized charges.
- 4) You must submit the itemized invoice, including the Authorization Number provided by us, for reimbursement. If you do not follow the guidelines as provided, we have no obligation to reimburse you, or we may reimburse you our cost, which may be less than retail.
- 5) A Trade Call Fee is due for each Service Request by trade and will be deducted from any reimbursement provided.
- 6) 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](mailto:easyas123@orhp.com).

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 for the following reasons:

- 1) Age or obsolescence of a covered system or appliance prevents the possibility of repair or replacement; or
- 2) Emergency, or
- 3) Repair or replacement cost exceeds the available Coverage Limit Per Plan Term.



## Universal Exclusions and 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 CONTRACT 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 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 or after the Expiration Date.
- Q. Services requested for Optional Coverage not purchased, or for Options not available to Home Seller.
- R. Restocking and return shipping fees.
- S. 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.

- T. With the exception of A2L refrigerant conversions, 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; 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.
- U. We reserve the right to repair systems and appliances with non-original manufacturer's parts, including rebuilt or refurbished parts.
- V. 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.
- W. 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.
- X. We do not pay for food spoilage; loss of income; utility bills; or living expenses.
- Y. 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.
- Z. 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.

### 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 Contract. These fees include:
  - 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 Per Plan Term.
- 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.

\*Additional coverage may be available with Gold Coverage and on New Construction Plans.

## Things You Should Know

Please see the Cancellation and Arbitration clauses.

### Covered Property:

We provide coverage for single family residential-use (including condominium, townhome, manufactured, or mobile home) resale and new construction homes less than 5,000 sq. ft., unless amended by us prior to the Effective Date. Resale and new construction homes 5,000 sq. ft. or more, multiple units, mother-in-law-units, guest homes, casitas, ADUs (Additional Dwelling Units), and other structures are covered if appropriate fee is paid. Coverage for homes 10,000 sq. ft. or more is not available. NOTE: Optional Seller's Coverage is not available on homes 5,000 sq. ft. or more, multi-unit dwellings, guest homes, casitas, properties not going through a real estate transaction, for sale by owner properties, and lease-purchase properties.

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 this Plan Contract is for a duplex, triplex, or fourplex, then all units within the dwelling must be covered by an ORHP Plan Contract for applicable coverage to apply to shared systems and appliances. Common grounds and facilities are excluded.

### Home Seller's Coverage (for listing/closing period):

**Optional Seller's Coverage is available only in conjunction with the purchase of coverage for the Homebuyer.** Coverage becomes effective the day the application is received by us and continues until the expiration of the initial listing period (up to 180 days), Close of Sale, or listing termination; whichever occurs first. Seller's Coverage may be extended at our sole discretion. **Pre-existing conditions are not covered for the Home Seller.** Known defects of covered items found at the time of home inspection are excluded from coverage until proof of repair or replacement is received by us at [ProofofRepair@orhp.com](mailto:ProofofRepair@orhp.com).

### For homes not going through a real estate transaction:

Plan Contracts are normally purchased as part of a real estate transaction. If you are not involved in a resale transaction, Plan Fees, terms or coverage may vary. Please call for a quote. Coverage is effective 30 days after we receive payment. Optional Coverage cannot be added after the initial payment of the Plan Fee. **Pre-existing conditions are not covered for homes not going through a real estate transaction.**

### Renewals:

The Plan Contract may be renewed at our discretion. If your Plan Contract is eligible for renewal, we will notify you of the Plan Fee and terms of renewal approximately 60 days prior to Expiration Date. To ensure there is no lapse of coverage, payment must be received prior to the Expiration Date of your current Plan Contract. Plan Fees may increase upon renewal. Upon renewal, a \$5 per transaction convenience fee will be charged to Plan Holders who chose installment payments.

### Transfer by Plan Holder:

Should you sell your home during the Plan Term, the Plan Contract is transferable to a new owner. In that event, please notify us at 800.445.6999.

### Cancellation:

This Plan Contract is non-cancelable, except for 1) nonpayment of fees; 2) fraud or misrepresentation of facts material to the Plan Contract or a request for service thereunder; 3) upon mutual agreement between you and ORHP; or 4) if you harm or threaten the safety or well-being of ORHP, any employee of ORHP, a Service Provider, or any property of ORHP or of the Service Provider. If the Plan Contract is canceled, you shall be entitled to a pro-rata refund of the paid Plan Fee for the unexpired Plan Term less service cost incurred and a processing fee equal to \$75 or 10% of the gross amount paid for the Plan Contract, whichever is less.

**Dispute Resolution: Most of your concerns about the Plan Contract can be addressed simply by contacting us at 800.972.5985. In the event we cannot resolve any dispute with you, this Plan Contract 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. Arizona Residents: Both parties must agree to arbitration. Nothing contained in this provision will affect your right to file a complaint with the Arizona Department of Insurance and Financial Institutions (ADIFI) under the provisions of A.R.S. §20-1095.09 and/or §20-461. Complaints in connection with this Agreement may be directed to the ADIFI at 602.364.2499 or [difi.az.gov](http://difi.az.gov).**

**If you do not want to agree to this provision, you may cancel your Plan Contract by contacting us at [arbitration@orhp.com](mailto:arbitration@orhp.com) within 30 days of the Effective Date. 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](http://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.

Obligations under this Plan Contract are backed by the full faith and credit of Old Republic Home Protection Co., Inc.

Old Republic Home Protection  
P.O. Box 5017, San Ramon, CA 94583

## Choose Your Plan

Coverage is for homes less than 5,000 sq. ft. For homes 5,000 sq. ft. or more, visit us at [www.orhp.com](http://www.orhp.com) or scan the QR code for a quote.

**\$100 Trade Call Fee**

HOME SELLER/BUYER COVERAGE	13-MONTH PLAN	2-YEAR PLAN*
<b>Silver Coverage</b>		
Single Family Home	<input type="checkbox"/> \$525	<input type="checkbox"/> \$1,000
Condo/Townhome/Mobile Home	<input type="checkbox"/> \$470	<input type="checkbox"/> \$ 895
<b>Gold Coverage</b>		
Includes Silver Coverage for Home Seller With Washer/Dryer/Kitchen Refrigerator for Homebuyer		
Single Family Home	<input type="checkbox"/> \$715	<input type="checkbox"/> \$1,360
Condo/Townhome/Mobile Home	<input type="checkbox"/> \$660	<input type="checkbox"/> \$1,255
<b>Platinum with Total Care</b>		
Includes Silver Coverage for Home Seller With Washer/Dryer/Kitchen Refrigerator for Homebuyer		
Single Family Home	<input type="checkbox"/> \$845	<input type="checkbox"/> \$1,605
Condo/Townhome/Mobile Home	<input type="checkbox"/> \$790	<input type="checkbox"/> \$1,500

## HOME BUYER COVERAGE

<b>Multi-units – 13-Month Plans</b>			
<b>Silver Coverage</b>	<input type="checkbox"/> Duplex-\$765	<input type="checkbox"/> Triplex-\$1,135	<input type="checkbox"/> Fourplex-\$1,505
<b>Gold Coverage</b>	<input type="checkbox"/> Duplex-\$1,060	<input type="checkbox"/> Triplex-\$1,575	<input type="checkbox"/> Fourplex-\$2,090
<b>New Construction (Years 1–4 or 2–5)</b>			
<b>Silver Coverage</b>	<input type="checkbox"/> \$820		
<b>Gold Coverage</b>	<input type="checkbox"/> \$1,125		

## HOME SELLER'S HVAC OPTION

\$70

\*Available only for homes going through a real estate transaction.

Plan # \_\_\_\_\_



Old Republic Home Protection pays an advertising fee to CRES to market our qualified home warranty products to the general public. The purchase of a home warranty is optional or can be purchased from other home warranty providers.



Scan to  
Order Online!

## ARIZONA APPLICATION

Internet: [www.orhp.com](http://www.orhp.com) | Phone: 800.445.6999

Mail Application and Check to:

P.O. Box 7500, San Francisco, CA 94120-7500

## HOME BUYER'S OPTIONS

To determine Optional Coverage cost for multiple unit buildings, multiply option cost by the number of units.

	13-MONTH	2-YEAR*
Pre-season HVAC Tune-up	<input type="checkbox"/> \$ 25	<input type="checkbox"/> \$ 50
HVAC Zone Control - <b>NEW!</b>	<input type="checkbox"/> \$150	<input type="checkbox"/> \$300
Gas Fireplace	<input type="checkbox"/> \$ 50	<input type="checkbox"/> \$ 50
Ornamental Fountain/Waterfall	<input type="checkbox"/> \$100	<input type="checkbox"/> \$100
Swimming Pool/Spa Equipment includes Saltwater Circuit Board and Cell (No additional charge if separate equipment)	<input type="checkbox"/> \$220	<input type="checkbox"/> \$440
Solar Pool/Spa Components (Only available with Pool/Spa Equipment Coverage)	<input type="checkbox"/> \$250	<input type="checkbox"/> \$250
Solar Hot Water System	<input type="checkbox"/> \$250	<input type="checkbox"/> \$250
Outdoor Kitchen	<input type="checkbox"/> \$125	<input type="checkbox"/> \$125
Washer/Dryer/Kitchen Refrigerator for Silver Coverage	<input type="checkbox"/> \$130	<input type="checkbox"/> \$260
Washer/Dryer (Per set)	<input type="checkbox"/> \$ 85	<input type="checkbox"/> \$170
Kitchen Refrigerator for Silver Coverage	<input type="checkbox"/> \$ 55	<input type="checkbox"/> \$110
Additional Refrigerator/Freezer Units (Only available with Kitchen Refrigerator Option)	<input type="checkbox"/> \$ 55	<input type="checkbox"/> \$110
Appliance Limit Upgrade	<input type="checkbox"/> \$100	<input type="checkbox"/> \$200
Water Softener/Reverse Osmosis Water Filtration System	<input type="checkbox"/> \$ 75	<input type="checkbox"/> \$ 75
Well Pump	<input type="checkbox"/> \$100	<input type="checkbox"/> \$100
Booster Pump	<input type="checkbox"/> \$ 75	<input type="checkbox"/> \$ 75
Enhanced Slab Leak Limit/External Plumbing	<input type="checkbox"/> \$100	<input type="checkbox"/> \$200
Septic Tank Pumping/Septic System/Sewage Ejector Pump	<input type="checkbox"/> \$ 75	<input type="checkbox"/> \$ 75
Structural (Structural Inspection required; See <a href="http://www.orhp.com/cres-structural">www.orhp.com/cres-structural</a> )	<input type="checkbox"/> \$200	<input type="checkbox"/> \$200
Emergency Lodging/Portable A/C or Heater Reimbursement	<input type="checkbox"/> \$ 75	<input type="checkbox"/> \$150
Guest Home/Casita – With Silver Coverage		
Under 750 sq. ft.	<input type="checkbox"/> \$325	<input type="checkbox"/> \$650
750 sq. ft. - 2,500 sq. ft.	<input type="checkbox"/> \$400	<input type="checkbox"/> \$800

Option available online with Gold or Platinum with Total Care.

**PLAN TOTAL** Includes applicable sales tax \$ \_\_\_\_\_

**Covered Property:** \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**Homebuyer/Seller:**

Buyer's Name \_\_\_\_\_

Buyer's email \_\_\_\_\_ Buyer's Phone # \_\_\_\_\_

Buyer's Mailing Address (If different from Covered Property) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Seller's Name \_\_\_\_\_ Seller's Email \_\_\_\_\_

**Agent Information:**

Initiating Agent Name \_\_\_\_\_

Real Estate Company Name \_\_\_\_\_

Main Office Phone # \_\_\_\_\_ Initiating Agent Email \_\_\_\_\_

Cooperating Agent Name \_\_\_\_\_

Real Estate Company Name \_\_\_\_\_

Main Office Phone # \_\_\_\_\_ Cooperating Agent Email \_\_\_\_\_

**Closing Information:**

Closing Company \_\_\_\_\_

Closing Officer Name \_\_\_\_\_

Main Office Phone # \_\_\_\_\_ Closing Officer Email \_\_\_\_\_

File # \_\_\_\_\_ Estimated Close Date \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Acceptance or Waiver**

I ACCEPT the home warranty coverage and options I have selected above.

I DECLINE the benefits of this coverage. I agree not to hold the real estate company, broker and/or agents liable for the service, repair, or replacement of a system or appliance that may have been covered by this plan. I understand coverage is not all-inclusive and contains specific exclusions and limitations.

# Choose Your Plan

## \$100 TRADE CALL FEE

## ARIZONA

HOMEBUYER		SELLER'S COVERAGE	SILVER	GOLD	PLATINUM
Single Family Home		Included	\$525	\$715	\$845
Condo/Townhome/Mobile Home			\$470	\$660	\$790
COVERED					
SYSTEMS	Heating System	Seller's HVAC Option \$70	•	•	•
	Air Conditioner/Cooler		•	•	•
	Ductwork		•	•	•
	Electrical System		•	•	•
	Exhaust, Attic, Ceiling, Whole House Fans		•	•	•
APPLIANCES	Dishwasher	•	•	•	
	Kitchen Exhaust Fan	•	•	•	
	Oven/Range/Cooktop/Built-in Microwave Oven	•	•	•	
	Trash Compactor	•	•	•	
PLUMBING	Built-in Jetted Bathtub Motor & Pump	•	•	•	
	Drain Line Stoppages	•	•	•	
	Garbage Disposal	•	•	•	
	Instant Hot/Cold Water Dispenser	•	•	•	
	Plumbing Pipe Leaks (including polybutylene)	•	•	•	
	Recirculating Pump	•	•	•	
	Sump Pump	•	•	•	
	Toilets	•	•	•	
	Water Heater	•	•	•	
	Water Pressure Regulator	•	•	•	
MISCELLANEOUS	Central Vacuum	•	•	•	
	Garage Door Opener	•	•	•	
	Pest Control	•	•	•	
	Rekey Service	•	•	•	
	Limited Roof Leak Repair	•	•	•	
GOLD/PLATINUM UPGRADES	Washer/Dryer/Kitchen Refrigerator		Option	•	
	Increased Appliance Limits Per Appliance			•	
	Additional Appliance Components			•	
	Faucets • Showerheads • Shower Arms			•	
	Garage Door Opener Tune-up			•	
	Refrigerant Recapture, Reclaim, and Disposal			•	
	Code Upgrades • Permits • Haul Away • Cranes			•	
	Mismatched Systems • Improper Installation			•	
	Increased Coverage for Manufacturer's Warranty			•	
	Increased Coverage for Plumbing Items/ Stoppages Due to Roots			•	
	Modifications (with additional code upgrades)			•	
	Increased Coverage for zone controls and specific HVAC Systems			•	
<b>Total Care: Enhanced Slab Leak Limit/ External Plumbing</b>				•	

OPTIONAL COVERAGE - HOMEBUYER ONLY	
Pre-season HVAC Tune-up	\$ 25
HVAC Zone Control - <b>NEW!</b>	\$ 150
Gas Fireplace	\$ 50
Ornamental Fountain/Waterfall	\$ 100
Swimming Pool/Spa Equipment	\$ 220
Solar Pool/Spa Components (Only available with Pool/Spa Equipment Coverage)	\$ 250
Solar Hot Water System	\$ 250
Outdoor Kitchen	\$ 125
Washer/Dryer/Kitchen Refrigerator for Silver Coverage	\$ 130
Washer/Dryer (Per set)	\$ 85
Kitchen Refrigerator for Silver Coverage	\$ 55
Additional Refrigerator/Freezer Units (Only available with Kitchen Refrigerator Option)	\$ 55
Appliance Limit Upgrade for Silver or Gold Coverage	\$ 100
Water Softener/Reverse Osmosis Water Filtration System	\$ 75
Well Pump	\$ 100
Booster Pump	\$ 75
Enhanced Slab Leak Limit/ External Plumbing	\$ 100
Septic Tank Pumping/Septic System/Sewage Ejector Pump	\$ 75
Structural (Structural Inspection required; See www.orhp.com/cres-structural)	\$ 200
Emergency Lodging/Portable A/C or Heater Reimbursement	\$ 75
Guest Home/Casita with Silver Coverage	Under 750 sq. ft. \$ 325 750 sq. ft. - 2,500 sq. ft. \$ 400

### SELLER'S COVERAGE INCLUDED

Not available for multi-unit or new construction properties.

### HOME SELLER'S HVAC OPTION - Only \$70

Seller's Coverage is available only in conjunction with the purchase of Buyer's Coverage and has a maximum term of 180 days.

### MULTI-UNITS and NEW CONSTRUCTION

Plans Available

### 2-YEAR Plans Available!

For real estate transactions only

CALL 800.445.6999

See plan for complete coverage and exclusion details.

AZ 7.1 CRES 13 (10/2024)

WWW.ORHP.COM



OLD REPUBLIC INSURANCE GROUP

(9/3/2024)