

HOME WARRANTY PLANS



Clients First[®]
R . E . A . L . T . Y
LLC



We're here to protect your investment

EXCLUSIVELY FOR BUYERS

SHOULDN'T LIFE'S BIGGEST PURCHASE COME WITH A **HOME WARRANTY?**

- **NO FAULT COVERAGE**

Protects You From Unknown Pre-Existing Conditions!

With the NO FAULT COVERAGE, all unknown pre-existing conditions are covered such as:

- Rust and Corrosion
- Lack of Maintenance
- Improper Installation and Repairs
- Mismatched Equipment

To qualify for the NO FAULT COVERAGE, please obtain a home inspection from a State Certified Inspector, or a ServiceOne Mechanical Inspector. If neither have been performed, then unknown pre-existing conditions will only be covered to the extent that the defects would not have been detected by a home inspection or a mechanical inspection.

- **Move Into Your Home Worry Free!**

Your new home will be covered for one full year against breakdowns in major systems including air conditioning, heating, plumbing, and kitchen appliances. If a covered item breaks down, we will repair or replace it. All you pay is one low service fee.

- **Eliminate many "UNKNOWNs"
associated with purchasing a home**

The purchase of a home will likely be one of the most important decisions you'll ever make. A \$50 ServiceOne mechanical inspection can eliminate many of the unknowns associated with the purchase of your new home. While less comprehensive than a certified home inspection, a ServiceOne mechanical inspection will provide you with a visual and diagnostic inspection of the readily accessible mechanical systems and appliances that are covered by the Clients First Silver Plan and Clients First Gold Plan. You'll feel more confident with your home purchase knowing that your home has been inspected and is guarded by a comprehensive warranty program.

NO WORRIES NO HASSLES

POWERED BY
ServiceOne
HOME WARRANTIES



CALL TODAY AND RELAX IN YOUR HOME TOMORROW

602-993-5911 S1HW.com

WHAT SETS CLIENTS FIRST WARRANTIES APART?



- **Arizona's Premiere Local Home Warranty Company**

- **No Fault Coverage is Included**

Covers All Unknown Pre-Existing Conditions Including:

- Pre-Existing Rust and Corrosion Problems
- Lack of Maintenance
- Improper Installation or Repairs
- Mismatched Systems

A/C Tune-up Includes –

- Test Thermostat Calibration
- Perform Temperature Split
- Check Refrigerant Levels
- Clean Contactors
- Clean Condensor Coils
- Inspect Condensate Lines
- Perform Amp Draw on motors and compressor
- Clean and Test Electrical Connections
- Test Capacitors
- Test Heat Operations

Preferred Upgrade Includes –

- A/C: Refrigerant recapture and disposal
- A/C & Heating System: registers, grills, heat lamps
- Plumbing: Faucets, showerheads, whirlpool bath motors, instant hot water dispensers, pressure regulators, hose bibs, and toilets (like quality)
- Water Heater: problems caused by sediment
- Dishwasher: racks, baskets, rollers
- Lighting Fixtures
- Microwave: interior lining, door glass, shelves
- Oven: racks, rotisseries, handles, knobs, dials, interior lining
- Smoke Detectors: battery and hardwired units
- Code Violations: correct up to \$250
- Haul Away: ServiceOne will pay costs related to the removal of covered items in conjunction with the replacement of a system, appliance, or component.

- **The Most Comprehensive Coverage in Arizona!***

ServiceOne covers all major home systems and appliances plus:

- A/C & Heating Maintenance Tune-ups
- Sprinkler System & Timer
- Termite Control Coverage
- Pest Control
- Re-Key Service (up to 6 key holes)
- Preferred Upgrade

- **No Band-aid Repairs**

If we can't fix it, it's replaced... No Band-aids

- **Arizona's Fastest Service Response Time**

Our average response time is only 1 business day

**See the warranty contract for specific coverage, limitations, and exclusions*

HOME WARRANTY PROGRAMS FOR THE **WORRY-FREE** ARIZONA LIFESTYLE...



Clients First
R.E.E.A.L.T.Y.
LLC

COVERED SYSTEMS AND APPLIANCES

A. SILVER COVERAGE — coverage for buyer and seller

1. AIR CONDITIONING & HEATING SYSTEM

Covered: Electric central air conditioning systems, gas or electric central heating systems, heat pumps, and mechanical parts thereof including: condenser*, evaporative coil, air handler and drain lines, ducted electric wall air conditioners, metering device (evaporative coil piston and thermal expansion valve), leaks in accessible refrigerant lines, evaporative coolers, baseboard heaters and radiators.

When effecting repair or replacement of covered equipment, if any replacement parts or equipment becomes incompatible with the existing equipment due to the differences in refrigerant (R-22 system to a R-410a system) or due to the differences in the federally mandated SEER efficiency standard, ServiceOne will upgrade the existing covered air conditioning equipment with compatible equipment.

Not Covered: Window units, portable units, chiller systems and chiller components, boiler systems, gas a/c systems, systems that require R-500 or R-12 refrigerants, solar heating, geothermal units, oil or diesel heating systems, fireplaces and key valves, cable heat, oil storage tanks, heat lamps, humidifiers, standard or electronic filters, electronic air cleaners, computerized HVAC management systems or zone controllers, flues and vents, transitions, roof jacks or stands, maintenance, cleaning, problems caused by dirty and/or clogged coils, inaccessible coil lines, condenser casings, baseboard casings, deionizers, registers, grills, pre-coolers, non-ducted wall units, condensate pans, condensate line stoppages, water towers, supply lines and valves external to unit, in-line filters, pads or pad frames, corrosion or rusting of water pan, automatic or manual dampers, ductwork, air conditioning with improperly sized systems, and structural modifications required in connection with any covered repair.

Limits: \$1,500 maximum for diagnosis, repair, or replacement of radiant heat, glycol, hydronic, steam, or water source heating systems.

Note: This residential service contract covers air conditioning and heating systems with capacity not exceeding 5 tons per unit.

2. A/C & HEATING SYSTEM PRE-SEASON TUNE-UPS

Note: For the applicable service fee, ServiceOne will perform 1 A/C Pre-Season Tune-up between February and April and 1 Heating System Pre-Season Tune-up between September and November. The contract holder is responsible for scheduling the tune-up during the Pre-Season period by calling 888-758-9729.

Covered: ServiceOne will calibrate thermostat, test temperature split, check Freon levels & system pressures and add up to 2 lbs. of Refrigerant if necessary, perform amp draw on condenser motor, evaporator motor and compressor, clean condenser coils, check contactors, check condensate lines, clean or replace filters (owner supplied), clean & tighten electrical connections, test capacitors, and check heat operations, 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 the lack of manufacturer recommended maintenance (filters must be replaced monthly).

Limits: Maintenance Tune-ups are covered for 1 unit. You will be responsible to pay the service contractor \$30 for each additional unit.

3. PLUMBING SYSTEM & STOPPAGES

Covered: Leaks or breaks in water, gas, drain or vent lines that are located within the perimeter of the main house foundation, toilet bowls and tanks, wax seals, mechanisms, valves in tub & shower, diverter, angle stop and gate valve, built-in ground water sump pumps, circulating hot water pump, clearing of stoppages in drain lines through accessible ground-level clean out.

Not Covered: Plumbing fixtures including faucets, shower heads and shower arms, tub or shower unit, pan or enclosure, toilet lids/seats, sinks, basket strainers, grouting/caulking, bidets, plumbing for solar systems, septic tanks, sewage ejector pump, pressure regulators, high or low water pressure, water softener equipment, water filters or conditioning equipment, storage or holding tanks, steam rooms or saunas, sounds caused by heating or flowing water, inadequate plumbing capacity, flow

restrictions in water supply lines, icemaker water lines, fire suppression systems, sprinkler systems, damage or stoppages caused by roots, stoppages that cannot be cleared with cable, access to sewer or drain lines from vent (roof top line clearing), costs to locate, access, or install a ground-level clean out, hydrojetting, hose bibs.

Limits: \$1,000 maximum per plan for diagnosis, repair, or replacement for leaks water, drain, gas, or polybutylene piping that is concrete encased. ServiceOne will only provide access to plumbing systems through unobstructed walls, ceilings, and floors and will restore access openings to "rough" finish only. Toilet bowls and tanks replaced with builder's standard unless Preferred Upgrade Coverage option is selected.

4. WATER HEATERS

Covered: Gas or electric water heaters including tankless water heaters, water tank leaks or rupture, thermostat assembly parts and components, heating elements, burner assembly and vent pipe, gas valve, drain valve, relief valve, and circulating pump (non-solar-systems).

Not Covered: Solar water heaters (unless ENERGY STAR® Upgrade is purchased), solar panels and components, plumbing to solar panels, storage or expansion tanks, noise caused by sediment, drip pans, heating/water heater combination units, multi-valve manifolds, water heater heat pump attachment, tanks larger than 80 gallons.

5. ELECTRICAL SYSTEM

Covered: Wiring, conduit, outlets, switches, panels and subpanels that are attached to home, circuit breakers, fuses, GFI circuit breakers, junction boxes.

Not Covered: Fixtures, inadequate wiring capacity, doorbells, intercoms, power failure or surge, alarms, sensors, direct current (D.C.) wiring and components, low voltage or timed circuits including wiring and relays, light bulbs, ballasts, system controllers.

6. RANGE/COOKTOP/OVEN

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Racks, knobs, handles, rotisseries, meat probe equipment, magnetic induction units, door glass, springs, hinges, light bulbs, clock, oven timer, and sensi-heat burners will be replaced with standard burners.

7. DISHWASHER

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Racks, rollers, baskets, hinges.

8. GARBAGE DISPOSAL

Covered: All parts and components included.

9. MICROWAVE OVEN (BUILT-IN)

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Door glass, interior linings, clocks, meat probe equipment, shelves, trays, turntables, rotisseries, hinges, countertop or portable units. Microwaves that are built into range are covered for repair only.

10. TRASH COMPACTORS

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Removable buckets, lock/key assemblies.

11. CEILING FANS AND EXHAUST FANS

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Attic fans, whole-house fans, light kits, electronic controls, heaters.

Limits: Ceiling fans replaced with builder's standard when necessary.

12. CENTRAL VACUUM SYSTEM

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Hoses, clogged pipes, removable attachments and accessories.

13. TERMITE & PEST CONTROL

Covered: Termidor® spot treatment of an existing or pre-existing infestation of subterranean termites; pest control treatment of ants, roaches, crickets, spiders, ground beetles, earwigs, silverfish, millipedes, centipedes, pillbugs, sowbugs, clover mites; and treatment for mice.

Not Covered: Fungus, wood-destroying organisms other than subterranean termites, drywood termites, flying insects, ticks, fleas, carpenter ants, rats, and any pest not listed above. Treatment of infested areas outside the perimeter of the main house foundation; repair of past, existing, or future damage to the property caused by any wood destroying insect or organism; and correction of conducive conditions are not covered.

Limits: All termite treatments covered by this residential service contract will be "spot" treatments as defined by the Arizona Office of Pest Management. Treated area is guaranteed until expiration of this warranty. Any additional "spots" of infestation will require an additional service fee.

14. GARAGE DOOR OPENERS

Covered: Wiring, receiver, switches, capacitor, motor, rail/trolley assembly, push arm and carriage.

Not Covered: Doors, springs, hinges, adjustments, light bulbs, remote transmitters, track assembly, and non-compliance with current safety standards.

15. SPRINKLER SYSTEM & TIMER*

Covered: Leaks and breaks of PVC lines (unless caused by freezing), sprinkler heads and bubbler heads (replaced with builder's standard head), timers (replaced with builder's standard timer), gate valves, shut off valves, solenoid and other remotely activated control valves.

Not Covered: Hydraulic systems, electrical wiring not U.L. rated for underground use, backflow prevention devices, pressure reducers, rain sensors, sprinkler heads with problems caused by abnormal wear and tear such as but not limited to lawn mower damage and pet damage, timer batteries, damage to lines by roots, adjustments or cleaning. Sprinkler lines behind or beneath concrete/paved surface are not covered.

16. RE-KEY SERVICE

Covered: For the applicable service fee, ServiceOne will re-key up to 6 keyholes (including deadbolts) and provide 4 copies of the key.

Note: If the covered property is outside ServiceOne's normal service area, a \$69 service fee will be charged for this covered service.

17. SECURITY ALARM SYSTEM

Note: Homes without a security system or with outdated equipment are eligible for a Free Honeywell® Security System (OAC) when you agree to monthly monitoring.

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Batteries/battery back-up, cellular, radio or GSM communicators, video cameras, video monitors, fire alarm systems.

Limits: \$500 maximum per plan for diagnosis, repair, or replacement of security system or components.

18. NO FAULT COVERAGE

Covered: This residential service contract covers breakdowns caused by unknown pre-existing conditions or problems such as 1)insufficiently maintained systems, 2)rust or corrosion, 3)mismatched systems, and 4)improper installation or repair so long as the mechanical failure or problem was not known, could not have been detectable by a simple mechanical inspection or home inspection, and was not caused by the contract holder.

Note: NO FAULT COVERAGE is intended to cover unknown pre-existing conditions caused by the previous owner. The NO FAULT COVERAGE does not cover undersized systems nor does it cover repairs or replacements related to previously known breakdowns. This coverage is not intended to take responsibility for normal maintenance and proper use of appliances and equipment by the contract holder.

B. GOLD COVERAGE — coverage for buyer and seller

Gold Plan covers all covered items listed in Section A plus the following:

1. KITCHEN REFRIGERATOR w/ ICE MAKER & DISPENSER
(See C3 for details of coverage)

2. WASHER & DRYER (See C5 for specific details of coverage)

3. PREFERRED UPGRADE (See C1 for specific details of coverage)

C. OPTIONAL COVERAGE — buyer only

1. PREFERRED UPGRADE (\$60/year)

Covered: A/C & Heating Systems: Refrigerant recapture, registers, grills, heat lamps. — Plumbing: faucets (replaced with standard builder's chrome), shower heads and shower arms, hose bibs*, pressure regulators*, instant hot water dispensers, whirlpool bath motors and pump assembly, and toilets of like quality — Water Heater: Problems caused by sediment — Electrical: Doorbells and smoke detectors — Range/Cooktop/Oven: Rotisseries, racks, handles, knobs, dials, and interior lining — Dishwasher: Racks, rollers, and baskets — Microwave Oven: Door glass, interior linings, and shelves — Trash Compactor: Removable buckets — Garage Door: Springs, hinges, and remote transmitters — Code Violations: ServiceOne will pay up to \$250 per contract term to correct a code violation when effecting a replacement. — Haul Away: ServiceOne will pay costs related to the removal of covered items in conjunction with the replacement of a system, appliance, or component.

2. ENERGY STAR® UPGRADE (\$75/year)

Covered: Includes 1 Energy Efficiency Audit (see details below) and when replacement of a dishwasher, washer, refrigerator, water heater, solar water heater, or gas furnace is required according to the terms of this contract, ServiceOne will replace as follows: the dishwasher, washer, and refrigerator will be replaced with an ENERGY STAR® qualified product; water heater will be replaced with an ENERGY STAR® qualified high-efficiency

gas storage or integrated heat pump water heater; solar water heater tank will be replaced with a solar water heater tank comparable in size and efficiency; and gas furnace will be replaced with a 90% efficiency model.

Home Energy Efficiency Audit: For the applicable service fee, ServiceOne will dispatch an ENERGY STAR® certified contractor to provide a home energy efficiency audit according to the Home Performance With ENERGY STAR® guidelines (see energystar.gov for details) which includes an energy efficiency assessment of the heating and cooling systems, appliances, water heater, windows, insulation, flow of air into and out of the house, and a safety check of combustion appliances. Based on this assessment, you will receive a Home Performance Report based on Home Performance with ENERGY STAR® Best Practices, which will offer affordable solutions to solve home comfort problems, reduce energy usage, and decrease the carbon footprint of your home. This coverage does not cover the cost to correct any deficiencies identified on the Home Performance Report.

Not Covered: Solar panels and components, plumbing to solar panels, multi-valve manifolds, and energy efficiency defects.

Limits: \$1,000 maximum to replace water heater with an ENERGY STAR® qualified product.

3. KITCHEN REFRIGERATOR (\$45/year) /

BUILT-IN KITCHEN REFRIGERATOR (\$75/year)

Note: Built-in Refrigerator with dual compressors are only covered when the Built-In Refrigerator option is selected and the additional premium is paid.

Covered: All mechanical parts and components that affect the operation, including integral freezer, ice maker, and ice/water dispenser except:

Not Covered: Shelves, racks, drawers, ice crusher, light bulbs, food spoilage, interior thermal shell, filters, and filter housing.

Limits: \$5,000 maximum to diagnose, repair, or replace built-in and/or sealed refrigerators.

4. ADDITIONAL REFRIGERATOR (\$30/year) /

WET BAR REFRIGERATOR (\$30/year)

Note: Only available if option is selected and additional premium is paid. This option does not apply to built-in or dual compressor refrigerators.

Covered: All mechanical parts and components that affect the operation, including integral freezer, except:

Not Covered: Shelves, racks, drawers, ice crusher, ice maker, ice/water dispenser, light bulbs, food spoilage, interior thermal shell, filters, and filter housing.

5. WASHER & DRYER

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Soap dispensers, plastic mini-tubs, lint or filter screens, venting, dials and knobs.

6. POOL / SPA EQUIPMENT* (\$150/year) / SALT WATER POOL EQUIPMENT* (\$175/year)

Note: Salt Water Pool Equipment option may only be purchased in conjunction with Pool/Spa Coverage.

Covered: Both the built-in pool and spa equipment are covered if they use common equipment. If they have separate pump and filtration systems, then only one or the other is covered unless additional fee is paid. Coverage applies to the primary pump, primary filter, primary pump timer, blower, gaskets, seals, back flush valves, 2 & 3-way valves, switches, relays, above ground plumbing and electrical that are associated with primary pump and filter, primary heater. When Salt Water Pool Equipment option is added and premium is paid, salt water cell and circuit board are also covered.

Not Covered: Any item not listed above such as but not limited to fill lines and fill valves, grids, diatomaceous earth, sand, cartridge elements, fountains and other water features, computerized control boards and related equipment, auxiliary pumps and booster pumps, problems caused by lack of maintenance or abnormal wear-and-tear, liners, structural defects, lights, solar equipment, heat pump, oil or diesel-powered heaters, tile or plaster, inaccessible components, and built-in and in-pool cleaning equipment such as but not limited to salt system chlorinators (unless additional option is

selected and paid), ionizers, pool sweeps, jets, pop-up heads, actuator valves (turbo valves), and skimmers.

7. MAIN LINE PLUMBING COVERAGE* (\$100/year)

Covered: Shut-off valves and normal wear-and-tear underground pipe leaks located outside the foundation of the main home, including water, gas and drain lines that service the covered structure.

Not Covered: Hose bibs, faucets, solar or sprinkler systems, pool/spa plumbing, downspout or landscape drain lines, outside/underground piping for water source heat pump, consequential or secondary damage, and damage caused by roots.

Limits: \$1,000 maximum per warranty contract for the diagnosis, repair, or replacement. Clients First Realty will only provide access if the underground plumbing lines are unobstructed by trees, rocks, and other landscaping. Clients First Realty is not responsible to replace or restore landscaping as a result of accessing and closing access to underground plumbing.

8. WATER SOFTENER (\$50/year)

Covered: All mechanical parts and components that affect the operation, except:

Not Covered: Cleaning, resin bed, problems caused by sediment or mineral deposits, filter components, and water filter and water purification systems.

9. ROOF LEAK COVERAGE (\$100/year)

Covered: The repair of water leaks that occur in the roof located over the occupied

living area (excluding garage) provided the leaks are the result of rain and/or normal wear-and-tear. Roof must be watertight and/or in good condition on the effective date of this residential service contract.

Not Covered: Gutters, Drain lines, scuppers, patio covers, roof-mounted installations, leaks in deck or balcony, improper construction or repairs, or leaks that are caused by any of the following: missing or broken tiles or shingles, broken flashing seals, damage due to persons walking on the roof, failure to perform normal roof and gutter maintenance, or acts of God such as tornado, lightning, fire, and earthquakes.

Limits: \$1,000 maximum per warranty contract for the diagnosis and repair of specific leaks. If the roof has deteriorated to the extent that the roof cannot be repaired without a partial or whole replacement of the roof, the Company's liability is limited to the estimated cost of the leaking area only, as if the repair of that area were possible.

10. SEPTIC SYSTEM (\$50/year)

Covered: Aerobic pump, jet pump, sewage ejector pump, septic tank, and line from house. Coverage is only in effect if a septic certification was completed within 90 days prior to the close of escrow. A copy of the certification will need to be supplied to Clients First Realty prior to service dispatch.

Not Covered: Tile fields and leach beds, leach lines, lateral lines, insufficient capacity, clean out, pumping, and seepage pits.

Limits: \$500 maximum per warranty contract for the diagnosis, repair, or replacement.

COVERAGE SUMMARY

D. COVERAGE

- In accordance with the terms and conditions of this residential service contract, Clients First Realty Home Warranties will repair or replace systems and appliances described as "Covered" so long as they:
 - are in good, safe working order and correctly installed at the premises on the effective date of this residential service contract;
 - Become inoperative from normal usage (normal wear-and-tear) after the effective date of this residential service contract;
 - are classified by the manufacturer as residential (we do not cover systems classified as commercial);
 - are located within the perimeter of the main house foundation or garage (with the exception of items marked with an "**");
 - are not covered by a manufacturer, distributor, builder, extended warranty, or homeowner's insurance policy;
 - are reported during the term of this residential service contract.
- Determination of whether to repair or replace will be at the sole option of Clients First Realty. When replacement is required, we are responsible for installing equipment comparable in features, capacity, and efficiency (except as noted under "Limits"). We are not responsible for matching identical colors, brands, dimensions, or any features that do not contribute to the primary function of the covered system or appliance. Clients First Realty reserves the right to offer cash back in lieu of repair or replacement in the amount of Clients First Realty's actual cost to repair or replace any covered item.
- This residential service contract covers single-family residences (including condos, town homes, and manufactured housing) less than 5,000 square feet. For any other dwelling type, please call 888-758-9729 for a quote. This residential service contract covers owned or rented residential property, not residences used as businesses.
- Coverage includes only the items stated as covered and excludes all others. Coverage is subject to limitations, exclusions, and provisions specified in this contract.

E. EFFECTIVE DATES

Seller's Coverage—Seller's Coverage begins upon the issuance of a plan number by Clients First Realty and continues for 180 days, until close of escrow, or upon termination of listing (whichever occurs first). In the event that the close of escrow does not occur in the 180-day period, Clients First Realty may, at its sole discretion, extend the Seller's coverage period. Seller's coverage includes items in Section A and Section B. Section C is not covered during seller's coverage period.

Buyer's Coverage—Buyer's Coverage begins at close of escrow if the annual fee is paid in escrow, and continues for one year from that date. Annual fee must be received within 30 days from the close of escrow.

New Construction Coverage—New construction coverage begins one year from the original close of sale and continues for three years from that date. Plan fee must be received within 30 days from the close of escrow.

F. CUSTOMER SERVICE FOR SERVICE CALL 888-758-9729

You, your agent or tenant must call the above number upon discovery of covered problems. **Only work authorized and arranged by Clients First Realty is covered by this residential service contract. Clients First Realty must receive notice of covered problem prior to residential service contract expiration.** We will not reimburse you for service performed by your own contractor without prior authorization.

Normal Service: a Service Professional will contact you within 4 business hours (48 hours on weekends/holidays) to schedule a mutually convenient appointment during normal business hours to perform non-emergency service.

Emergency Service: an emergency is defined as a plumbing failure that causes interior flooding, a complete loss of heating or cooling in extreme temperature conditions, a substantial loss of electrical service, or any other condition that renders the interior of the home uninhabitable. Clients First Realty will make all reasonable efforts to expedite emergency service. 24-hour emergency service is only available for interior flooding. If you should request Clients First Realty to perform non-emergency service outside of normal business hours, you will be responsible for additional fees, including overtime pay.

Travel Time: If the covered property is located outside of our normal service area and our contractors charge travel time to service the property, Clients First Realty will pay up to \$50 for travel time. The warranty contract holder will be responsible for travel time charges in excess of \$50.

G. CONTRACT HOLDER'S OBLIGATIONS

- You are obligated to perform normal maintenance of covered equipment according to the manufacturer guidelines located in the owner's manual.
- When a failure occurs, protect item from further damage and immediately call Clients First Realty at 888-758-9729.
- For each separate trade item, you are responsible to pay a \$55 service fee service fee to the contractor upon arrival. Repairs are guaranteed for 30 days. Should failure of that item occur within 30 days, another fee will not be charged.
- You are obligated to provide information relating to the cause, nature, and timing of any breakdown. This information may include inspection reports and invoices.

H. LIMITATIONS OF LIABILITY

Unless otherwise specified in this residential service contract, the following limitations and exclusions apply:

- This residential service contract does not cover known defects that existed on or before the effective date. The contract holder must have all known pre-existing defects correctly repaired by a service professional and deliver to Clients First Realty any paid invoices evidencing the repairs before the defective item can be covered by this residential service contract.**
- This residential service contract does not cover routine maintenance of appliances and equipment. Normal and prudent care and maintenance of appliances, equipment and systems by the resident is a prerequisite standard for coverage and equitable servicing of this residential service contract. With the exception of coverage granted by the NO FAULT Coverage, failure of parts or components caused by the lack of manufacturer recommended maintenance of this contract is not covered. Conditions such as but not limited to dirty HVAC filters, clogged and/or dirty HVAC coils, and dishwasher build-up of soap scum and sediment are caused by the lack of maintenance and are not covered by this residential service contract.**
- This residential service contract does not cover breakdowns that are caused by any condition that is not considered to be normal wear-and-tear such as but not limited to misuse or abuse, inadequate or undersized systems, missing parts, pet or pest damage, chemical or sedimentary build-up, acts of God, freezing, fire, smoke, storms, earthquake, flood or other acts of nature, power failure, shortage, surge or overload, accidents, theft, vandalism, terrorism, war or riots are not covered under this residential service contract.**
- This residential service contract does not cover electronic, computerized home management systems such as but not limited to energy, lighting, comfort, appliance, or pool management systems.**
- This residential service contract does not cover systems or appliances classified by the manufacturer as commercial.**
- This residential service contract does not cover common areas and common systems in multi-family dwellings and mobile home parks.**
- This residential service contract does not cover repairs or remediation of cosmetic defects or any covered item or component or part thereof that has been determined to be defective by the Consumer Product Safety Commission or for which a manufacturer has issued a warning, recall, or determination of defect.**
- Clients First Realty is not responsible or liable for performing service, or paying remediation costs, involving toxic or hazardous substances, or problems caused by pathogenic organisms including but not limited to mold, mildew, fungi, spores, bacteria, virus, yeast, and mycotoxins.**
- Clients First Realty is not responsible for providing access or closing access to covered items except as noted under "Limits".**

- ServiceOne is not responsible or liable for consequential, incidental, or secondary damages resulting from the malfunction of any covered item such as but not limited to food spoilage, loss of income, utility bills, additional living expenses, or the restoration or repair of walls, ceiling, flooring, cabinets, countertops, or painting.**
- ServiceOne is not responsible for upgrades, components, or parts required due to the incompatibility of the existing equipment with the replacement system, appliance, component, or part thereof or new type of material or chemical utilized to run the replacement equipment including but not limited to differences in technology, refrigerant requirements, or efficiency as mandated by federal, state or local governments except as detailed in paragraph A.1 (Air Conditioning / Heating System /Ductwork) of this residential service contract.**
- ServiceOne is not responsible for costs of construction, carpentry, or modifications necessary to effect repair or replacement of covered items.**
- ServiceOne is not responsible for any additional work or costs required to comply with any federal, state, or local laws, regulations, or ordinances or utility regulations, to meet current building or zoning code requirements or correct for code violations. ServiceOne is not responsible for the costs of obtaining permits, nor is it responsible for service when permits cannot be obtained.**
- ServiceOne is not responsible for fees associated with the recapture and disposal of Freon nor are we responsible for disposal fees incurred for the disposal of old systems or appliances unless you purchase the Preferred Upgrade option.**
- ServiceOne is not liable for failure to provide timely service due to conditions beyond its control including, but not limited to, delays in obtaining parts, or equipment and labor difficulties.**
- ServiceOne reserves the right to require a second opinion at our expense.**

I. TRANSFER OF CONTRACT AND RENEWALS

- This residential service contract is transferable if the covered property is sold during the term of this contract. The contract holder must notify ServiceOne, in writing, of the change in ownership and submit the name of the new owner in order to transfer coverage.
- This residential service contract is renewable, subject to ServiceOne approval. ServiceOne has the option to re-inspect covered equipment. Renewal is effective only upon issuance of a new residential service contract.

J. CANCELLATION

This contract shall be noncancelable by ServiceOne, except for: nonpayment of plan fees, fraud or misrepresentation of facts material to the issuance of this residential service contract, or when the residential service contract is for listing coverage and close of sale does not occur. In the event of cancellation of this residential service contract, the homeowner shall be entitled to a pro-rata refund of the paid plan fee for the unexpired term less any unpaid service fees, and a \$50 administration fee. If Seller's coverage is cancelled after service has been performed on the covered property, and the plan fee has not been paid, the contract holder will be responsible for the purchase of the residential service contract or reimbursement to ServiceOne of service costs incurred, whichever is less. Cancellation of this residential service contract must be in writing.



2325 W. Utopia Rd. • Phoenix, Arizona 85027



APPLICATION

PLAN #

COVERED ITEMS

	CLIENTS FIRST SILVER PLAN	CLIENTS FIRST GOLD PLAN
No Fault Coverage <i>(Unknown Pre-Existing Conditions Coverage)</i>	•	•
R-410a Puron Coverage <i>(Includes Incompatibility Problems)</i>	•	•
Air Conditioning System / Cooler	•	•
A/C System Pre-Season Tune-up**	•	•
Heating System	•	•
Heating System Pre-Season Tune-up**	•	•
Plumbing System	•	•
Water Heater	•	•
Electrical System	•	•
Dishwasher	•	•
Range/Oven/Cooktop	•	•
Built-in Microwave	•	•
Garbage Disposal	•	•
Trash Compactor	•	•
Ceiling & Exhaust Fans	•	•
Central Vacuum	•	•
Free Security Alarm System*** Security Alarm System	•	•
Garage Door Opener	•	•
Sprinkler, Drip, & Timer System	•	•
Re-Key Service & Garage Door Re-Program	•	•
Termite Treatment Coverage	•	•
Pest Control Service	•	•
Preferred Upgrade		•
Washer/Dryer		•
Kitchen Refrigerator w/ Ice Maker & Dispenser		•
Preferred Upgrade		•
Buyer's 1-Year Plan	<input type="radio"/> \$359	<input type="radio"/> \$499

OPTIONAL COVERAGE

	CLIENTS FIRST SILVER PLAN	CLIENTS FIRST GOLD PLAN
Preferred Upgrade	<input type="radio"/> \$ 60	Included
Washer/Dryer	<input type="radio"/> \$ 75	Included
Kitchen Refrigerator w/ Ice Maker & Dispenser	<input type="radio"/> \$ 45	Included
Built-in Refrigerator	<input type="radio"/> \$ 75	<input type="radio"/> \$ 30
Additional Refrigerator or Wet Bar Refrigerator	<input type="radio"/> \$ 30	<input type="radio"/> \$ 30
Pool/Spa <i>(first set of equipment)</i>	<input type="radio"/> \$ 150	<input type="radio"/> \$ 150
Additional Pool/Spa <i>(second set of equipment) +</i>	<input type="radio"/> \$ 75	<input type="radio"/> \$ 75
Salt Water Pool Equipment +	<input type="radio"/> \$ 175	<input type="radio"/> \$ 175
Extended Main Line Plumbing	<input type="radio"/> \$ 100	<input type="radio"/> \$ 100
Water Softener	<input type="radio"/> \$ 50	<input type="radio"/> \$ 50
Detached Casita or Guest House	<input type="radio"/> \$ 150	<input type="radio"/> \$ 150
TOTAL PLAN FEE	\$ _____	\$ _____

SERVICE CALL FEE \$55

* required information

PROPERTY TO BE COVERED

ADDRESS OF PROPERTY TO BE COVERED*

CITY* STATE* ZIP CODE*

SQ. FOOTAGE* YEAR BUILT HEATING: GAS ELECTRIC

SELLER'S NAME

PHONE NUMBER EMAIL

BUYER'S NAME*

PHONE NUMBER (cell)* EMAIL

BUYER'S MAILING ADDRESS (If different from property address)

REAL ESTATE AND ESCROW OFFICE INFORMATION

PLAN INITIATED BY: SELLER'S AGENT BUYER'S AGENT

INITIATING AGENT NAME*

PHONE* EMAIL

COOPERATING AGENT NAME* REAL ESTATE COMPANY*

PHONE* EMAIL

ESCROW COMPANY* ESCROW OFFICER

PHONE FAX

ESCROW NUMBER EST. CLOSING DATE

PAYMENT AND ACCEPTANCE

PAYMENT METHOD ESCROW CHECK

I DESIRE:

- THE HOME WARRANTY COVERAGES LISTED ABOVE
- TO DECLINE THE BENEFITS OF THIS COVERAGE

SIGNATURE DATE

WE ACCEPT APPLICATIONS VIA PHONE, FAX, MAIL OR ONLINE

POWERED BY:

an independent home warranty company

2325 W. Utopia Rd. • Phoenix, Arizona 85027
602-993-5911 fax: 602-324-1841

S1HW.com

CFR 09-11

Coverage for single family residences (including condo's, townhomes and manufactured housing) less than 5,000 square feet. For additional square footage, duplex, tri-plex or four-plex pricing, please call 888-758-9729. For homes with well or septic systems, please call 888-758-9729. See contract for specific coverage, exclusions and limitations please call 888-758-9729. See contract for specific coverage, exclusions and limitations. Clients First Realty, LLC will receive an administration fee in connection with this application for services rendered.

** Tune-up service requires a \$55 service fee and is for one unit. Each additional unit is \$30
***Homes without a security system are eligible for a free Honeywell Security System (OAC) when you agree to monthly monitoring.

+ May only be purchased in conjunction with Pool/Spa Option.

The Clients First Home Warranties are marketed, issued, and serviced by ServiceOne Home Warranties, an independent Home Warranty company.



Clients First
R . E . A . L . T . Y
LLC

Comparison of Home Warranty Plans

There's No Comparison to Clients First Home Warranties!

Clients First Silver Plan	Clients First Silver Plan	AHS	First American	Old Republic	Fidelity	HWA
Air Conditioning System	✓	✓	✓	✓	✓	✓
HVAC Tune-Ups	✓	No	No	No	No	No
Heating System	✓	✓	✓	✓	✓	✓
Evaporative Cooler	✓	✓	✓	✓	✓	✓
Plumbing System	✓	✓	✓	✓	✓	✓
Electrical System	✓	✓	✓	✓	✓	✓
Water Heater	✓	✓	✓	✓	✓	✓
Dishwasher, Oven/Range, Garbage Disposal, Microwave	✓	✓	✓	✓	✓	✓
Ceiling & Exhaust Fans	✓	✓	✓	✓	✓	✓
Garage Door Opener	✓	✓	✓	✓	✓	✓
Reprogram Garage Door Remote	✓	No	No	No	No	No
Sprinkler, Drip, & Timer System	✓	No	No	No	No	No
NO FAULT Coverage (Unknown Pre-Existing Conditions of:)						
Improper Installation or Repairs	✓	No	No	No	No	No
Rust or Corrosion	✓	No	✓	✓	✓	No
Lack of Maintenance	✓	✓	✓	✓	✓	No
Mismatched Systems	✓	No	No	No	No	No
Pest Control and Termite Treatment Coverage	✓	No	No	No	No	\$60 + \$200 service call
Uses only Brand-New Parts	✓	No	No	No	No	✓
Re-Key Service	✓	No	No	No	No	No
Total Plan Cost	\$359	\$385	\$350	\$335	\$ 325	\$350
Service Call Fee	\$55	\$60	\$55	\$55	\$55	\$55

This document was created 09/2011 through review of company brochures and contracts.
 This document is a comparison of basic plans only without the purchase of upgrades or options.
 Clients First Home Warranties are underwritten and serviced by ServiceOne Home Warranties. 9/2011

IMPORTANT PHONE NUMBERS

UTILITIES

(APS) Arizona Public Service - 602-371-7171

(SRP) Salt River Project - 602-236-8888

GAS

Southwest Gas - 602-861-1999

Mesa Gas - 480-644-2221

WATER

Apache Junction - 480-982-8002

Avondale - 623-333-4400

Buckeye - 623-386-2196

Carefree - 480-488-1471

Cave Creek - 480-488-1400

Chandler - 480-782-2280

El Mirage - 623-933-1228

Fountain Hills - 480-837-2003

Gilbert - 480-503-6800

Glendale - 623-930-3190

Global Water - 520-568-4452

Goodyear - 623-932-3910

Guadalupe - 480-730-3080

Litchfield Park - 623-935-5033

Mesa - 480-644-2221

Paradise Valley - 480-948-5410

Peoria - 623-773-7160

Phoenix - 602-262-6251

Queen Creek - 480-987-9887

Scottsdale - 480-312-2461

Surprise - 623-583-1000

Tempe - 480-350-8361

TELEPHONE

Qwest - 1-800-244-1111

CABLE

Cox Communications - 623-594-1000

AUTOMOBILE INFORMATION

Emissions Testing - 602-771-2300

Motor Vehicle Division - 602-255-0072

DOG LICENSING

602-506-7387

POST OFFICES

Valleywide - 1-800-275-8777

<http://www.usps.com/>

VOTER REGISTRATION

602-506-1511

NEWSPAPER

The Arizona Republic - 602-444-1000

RECYCLING

Solid Waste Mngt. Dept.

623-974-4791/ 480-373-0062

FIRE DEPARTMENT

Apache Junction - 480-982-4440

Carefree - 480-488-3686

Chandler - 480-782-2120

El Mirage - 623-583-7988

Fountain Hills - 480-837-9820

Gilbert - 480-503-6300

Glendale - 623-931-5600

Litchfield Park - 480-994-3886

Mesa - 480-644-2101

Paradise Valley - 480-997-8886

Peoria - 623-773-7279

Phoenix - 602-253-1191

Queen Creek - 480-994-3886

Scottsdale - 480-945-6311

Sun City - 623-974-4977

Sun City West - 623-584-3500

Surprise - 623-583-8225

Tempe - 480-858-7230

Youngtown - 623-974-3665

POLICE DEPARTMENT

Apache Junction - 480-982-8260

Carefree - 480-488-3686

Chandler - 480-782-4130

El Mirage - 623-933-1341

Fountain Hills - 602-876-1869

Gilbert - 480-503-6500

Glendale - 623-930-3000

Litchfield Park - 623-932-3007

Mesa - 480-644-2211

Paradise Valley - 480-948-7418

Peoria - 623-773-8311

Phoenix - 602-262-5151

Queen Creek - 480-358-3000

Scottsdale - 480-312-5000

Sun City - 602-876-1602

Sun City West - 602-876-1602

Surprise - 623-222-4000

Tempe - 480-966-6211

Youngtown - 623-974-3665

CONSUMER SERVICES

Better Business Bureau - 602-264-1721

AZ Attorney General - 602-542-5763

AZ Registrar of Contracts - 602-542-1525

TRANSPORTATION

BUS LINES

Super Shuttle - 602-244-9000

Phoenix Transit - 602-253-5000

Dial-A-Ride - 602-253-4000

LIMOUSINE

Carey - 602-966-1955

Desert Rose - 623-780-0159

Scottsdale - 480-946-8446

Starlite - 480-966-8294

Vincent - 480-348-9990

TAXI CAB

AAA - 480-966-8294

Courier - 602-232-2222

Yellow - 602-252-5252

LIBRARIES

Apache Junction - 480-474-8555

Carefree - 480-488-3686

Chandler - 480-782-2814

El Mirage - 602-652-3000

Fountain Hills - 480-837-9793

Gilbert - 602-652-3000

Glendale - 623-930-3530

Litchfield Park - 623-935-5053

Mesa - 480-644-3100

Peoria - 623-773-7555

Phoenix - 602-262-6372

Queen Creek - 602-652-3000

Scottsdale - 480-312-7323

Sun City - 623-974-2569

Surprise - 602-652-3000

Tempe - 480-350-5555

Youngtown - 623-974-3401



Clients First
R.E.A.L.T.Y.
LLC

Please remember Clients First for all of your Real Estate Needs!

Clients First Home Warranties are Serviced and Underwritten by ServiceOne Home Warranties. (602) 993-5911 s1hw.com